



Aligned and empowered workforce

KPMG Connected Enterprise for Banking

To be able to adapt to relentless change, the connected bank must be built on an agile organizational structure, empowering talent to be able to innovate quickly and collaborate freely in fluid teams.

Your ability to transform your bank's workforce will be central to your survival and growth. Creating such an aligned, empowered workforce can only be achieved by providing your employees with the required architecture for them to prosper. This must be shaped by the culture and should include strong leadership, insight-driven rewards and feedback, capability development centered around skills for the future and access to technology to support modern ways of working.

Key considerations for the bank

- Have you spent time focusing on how to unlock a customer-like employee experience that lives up to the expectations of your colleagues?
- With AI set to automate both simple and complex tasks within the traditional bank, have you thought about how this could foster new roles, and how you'll need to broaden your employees' skill sets?
- Do you evidence agile ways of working across your bank, following consistent methodologies and delivering change benefits at pace?
- Do you live and breathe a customer-centric culture—to align, measure and empower the whole of your workforce to deliver appropriate customer outcomes?
- Do you have the ability to deliver learning that is engaging, interactive and bite-sized to support the efficient development and training of all colleagues?
- Do you have the tools and the capabilities to support multilocational collaborative teamwork?
- Do you have a dynamic leadership team that is able to clearly articulate your bank's business vision, and manage and inspire your workforce?
- Are you able to attract and retain the right digital and entrepreneurial talent, who will consistently move your company forward?

How can KPMG firms help?

Mobilize our **'employees as customers' methodology** to improve your employee value proposition (EVP), employee experience (EX) and employee engagement (EE).

Leverage our alliance with Faethm's **AI Future of Work platform** to build **data-driven insights** into the impact that emerging technology can have on your workforce size, shape and skills.

Drive a **culture of continuous learning** within your bank using KPMG professionals' experience in implementing learning of the future, including learning in the flow of work, social learning and virtual learning.

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Learning to make people better

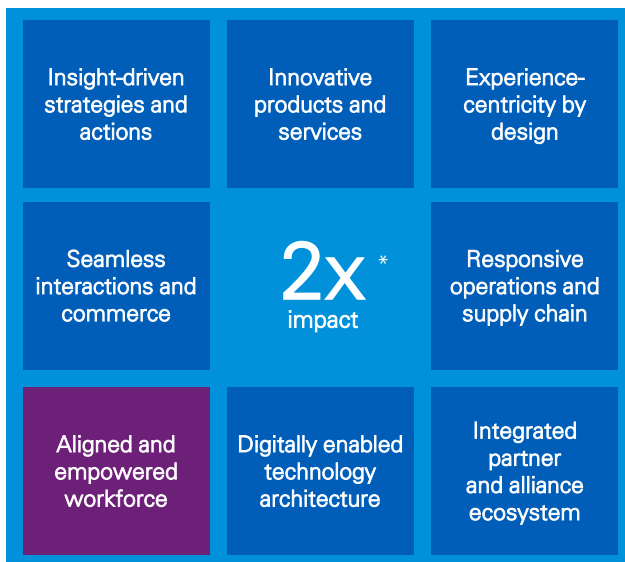
In the UK, a government client wanted to drive their performance by developing the critical people and strategic organizational capabilities required now and for the future.

Alongside the KPMG alliance, Faethm (a global AI analytics platform for the Future of Work), KPMG professionals assessed people data around people strategy, technology implementation, re/upskilling and business continuity, and delivered an insights paper outlining critical roles most at risk of automation and augmentation. This was used to map skills and career pathways for the government's employees of the future.

We deliver results that matter.

What does a connected bank look like?

The most successful banks exhibit eight characteristics that span all aspects of the enterprise. The capabilities of front office, middle office and back office integrate seamlessly to support the brands, products and services, interactions and workforce, and deliver against ever-changing and heightened expectations.



Empower your workforce with KPMG firms' support

- Our **People and Change** consulting teams are among the market leaders in **workforce transformation**, with a depth of experience in the banking industry. We have developed detailed frameworks to drive transformation, underpinned by workplace analytics.
- KPMG professionals' deep **learning** experience helps clients to redesign, and improve the way training is delivered. Rethinking learning solutions creates a more flexible resource pool that is more agile in response to external change, improving performance and engagement of employees.

*Base: 1,299 professionals involved with customer-centric strategy decisions.

Source: A commissioned study conducted by Forrester Consulting on behalf of KPMG, September 2018.



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Designed by Evalueserve. | Publication name: Connected Banking | Publication number: 137162f-G | Publication date: November 2021