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Corporate University Creation

Who:	A major British bank with 75,000 employees.
Critical Issue:	Wanted to create an internal university that aligned employee training with business vision, values and strategies. Their purpose was to maximise value through developing people capability at a lower structural cost whilst delivering an internal customer experience which supported the Bank as a premium brand employer.
Reasons:	The Bank could no longer gain sustainable competitive advantage from financial and technological capital alone. They believed human capital, managerial and leadership leverage could better do this.
Capabilities Required:	<ol style="list-style-type: none"> 1. Professional Development <ul style="list-style-type: none"> ○ marketing, sales and service faculties to help employees deliver business goals 2. Leadership & Management <ul style="list-style-type: none"> ○ training/talent development for employees to world-class standards 3. Open Personal Development <ul style="list-style-type: none"> ○ accessible ebased solution to attract/retain skilled resource 4. Managed Learning <ul style="list-style-type: none"> ○ an automated system to deliver, organise and track learning that was:
What I provided:	<ul style="list-style-type: none"> • Open/accessible training to all employees 24/7. • A mix of online and face-to-face delivery that aligned with strategies, values and processes/procedures. • Delivered lifelong learning/personal development towards the achievement of banking capabilities. • Owned by business leaders who were involved in facilitating learning.
Results:	Infrastructure, governance and learning accessibility is now in place.
Benefits:	<ul style="list-style-type: none"> • A range of access points and learning solutions available 24/7. • Support to identify learning needs and opportunities. • Learning and knowledge networks, internally and externally. • Learning resources that are updated at the pace of the market.