

Have valuable Learning



Needs

Enable continuous development

Help me develop myself as a person, the skills on the job and potential future jobs and functions – every day.

Clear insights in possibilities

Provide me with clear insights in learning opportunities within and outside the organization.

It needs to be effortless

Finding, enrolling and accessing learning offerings should be easy and effortless.

Make it personal and relevant

Ensure learning content matches my learning needs, and can be applied to my job straight away.

Future journey: Have valuable learning

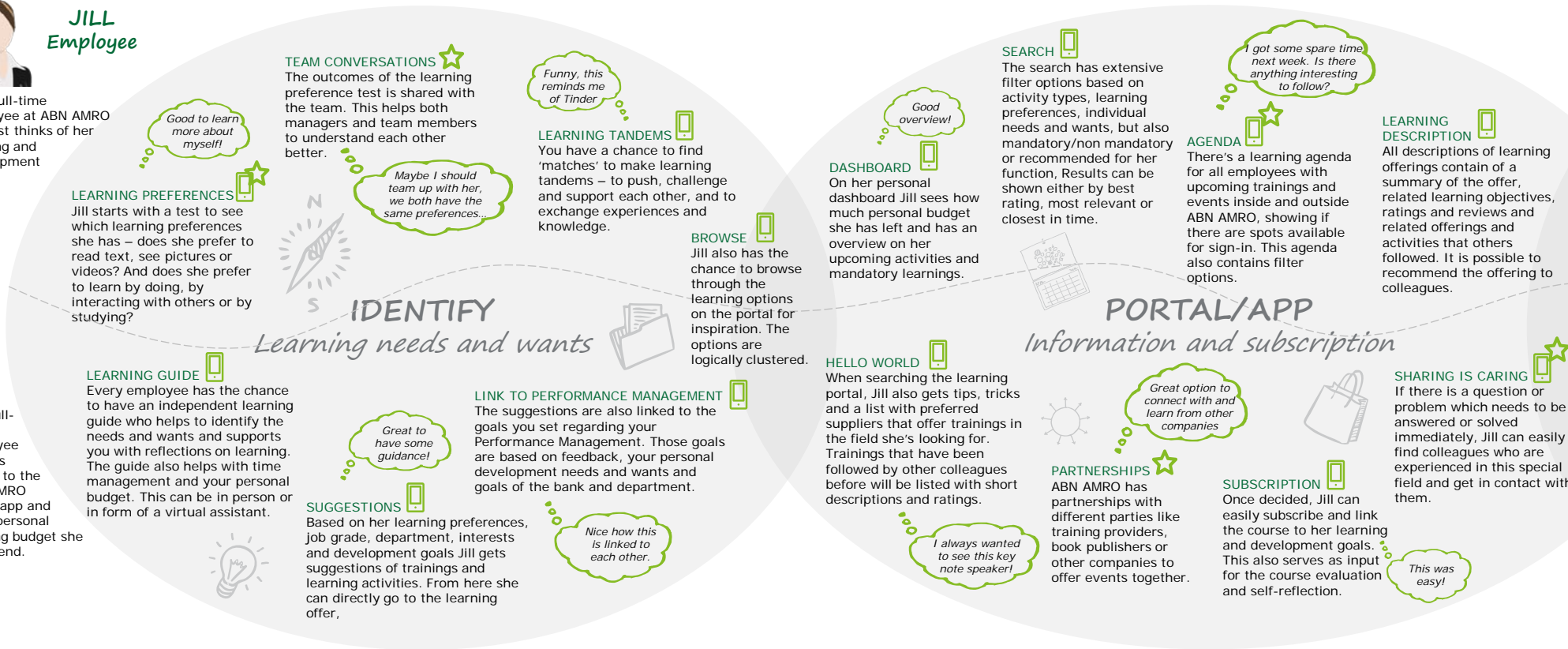


JILL
Employee

Jill is full-time employee at ABN AMRO and just thinks of her learning and development goals.



As a full-time employee she has access to the ABN AMRO portal/app and has a personal learning budget she can spend.



Critical succes factors

Technology enablement

Provide users with 'true' single sign on, 'opti-channel', a strong search engine and technology that provides all tools and content in one place.

Social learning network

Enable social learning through setting up talent profiles and platforms and stimulate learning with my peers and line manager.

Learning offer

Have a clear vision on learning, create simple and relevant content and make sure that the available budget is transparent for the user.

Link with performance

Establish a strong link with performance management to make sure that development needs are supported through the right learning initiatives.

Make it inspirational

Enable learning to be engaging, excite me about my learning journey and include interactive content.

Learn with and from colleagues

Learning from and with colleagues should be encouraged.

Strength focused

Recognize my strengths and encourage me to develop and share my strengths with colleagues.

Value

For the Employee

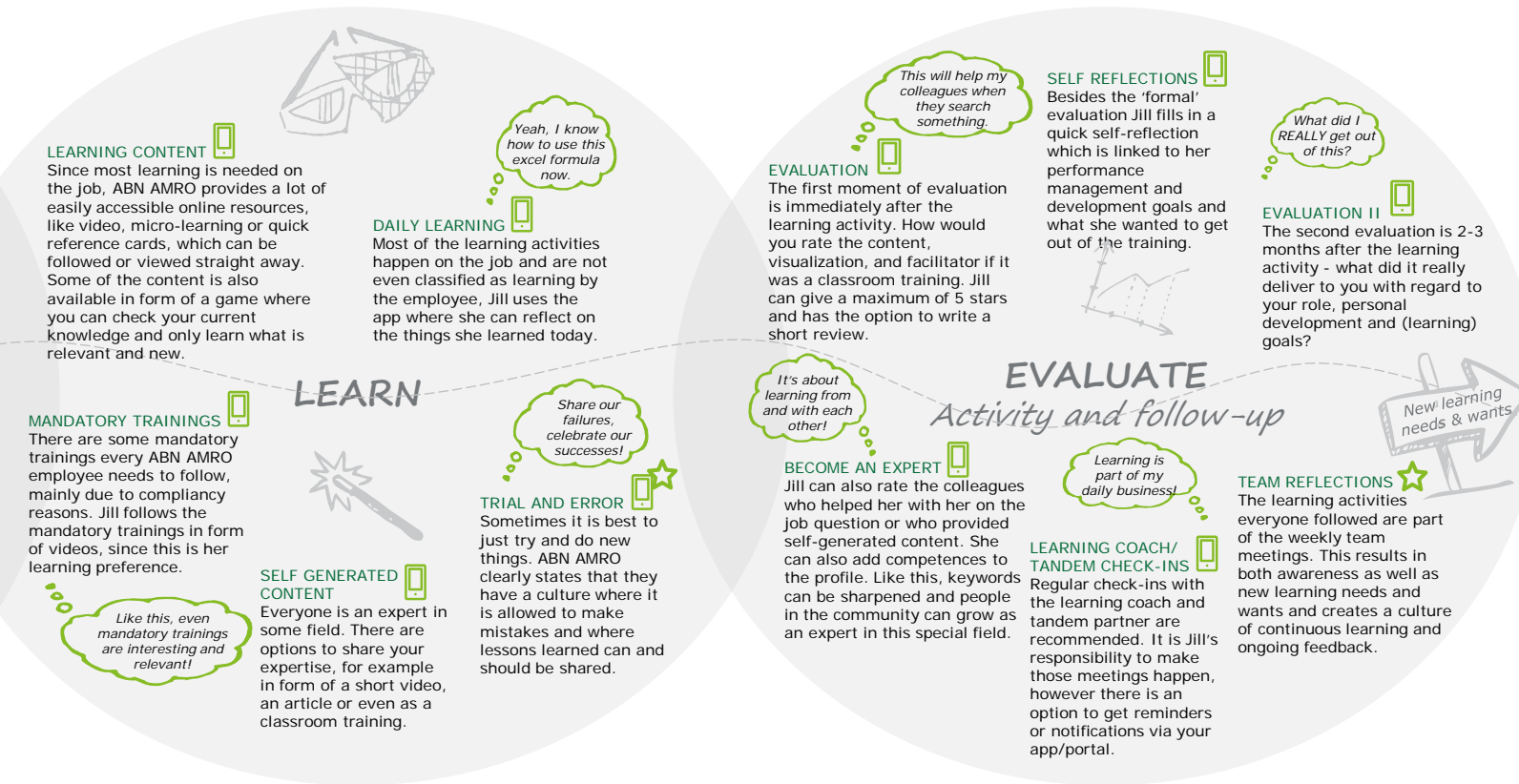
- More clarity in learning opportunities
- Effortless access to learning
- More insights in your own needs and (learning) preferences
- Enabled continuous learning
- Relevant trainings that match development needs and wants
- Safer learning environment

For HR

- Insights in user data, preferences and behaviours
- Enabled analytics to make a personal tailored learning offer
- High quality selection of learning offer based on user feedback
- Higher customer satisfaction
- Learning ambassadors through talent profiles
- Increased effectiveness and efficiency in the learning team, e.g. through social learning

For ABN AMRO

- Higher employee engagement and satisfaction
- Continuous learning culture
- Employees with the right knowledge to perform their current job
- Mobility and adaptability of workforce for future jobs/functions
- Employer branding
- Insights in competencies through talent profiles
- Cost reduction
- Higher compliancy score



Continuous learning culture

Create a culture which allows making and acknowledging mistakes, where managers lead by example and where time and space are freed up for learning activities.

Data

Demographic data, user behavior and user preferences need to be captured in order to make use of analytics and artificial intelligence.

Employee Experience

Learning tools need to be user-friendly, intuitive and designed based on the needs of the end user.