



Reasons Why BFSI Industry Must Have a Robust Learning Strategy

Shaping Resilient Workforces

- A learning strategy equips BFSI professionals with essential skills, enabling them to adapt, thrive, and boost productivity.
- For example, soft skills program equips employees with customer service, sales, HR, and team building abilities, while assessments gauge strengths and weaknesses.
- 86% of BFSI professionals say upskilling and reskilling are essential to their career growth. (Source: PwC)

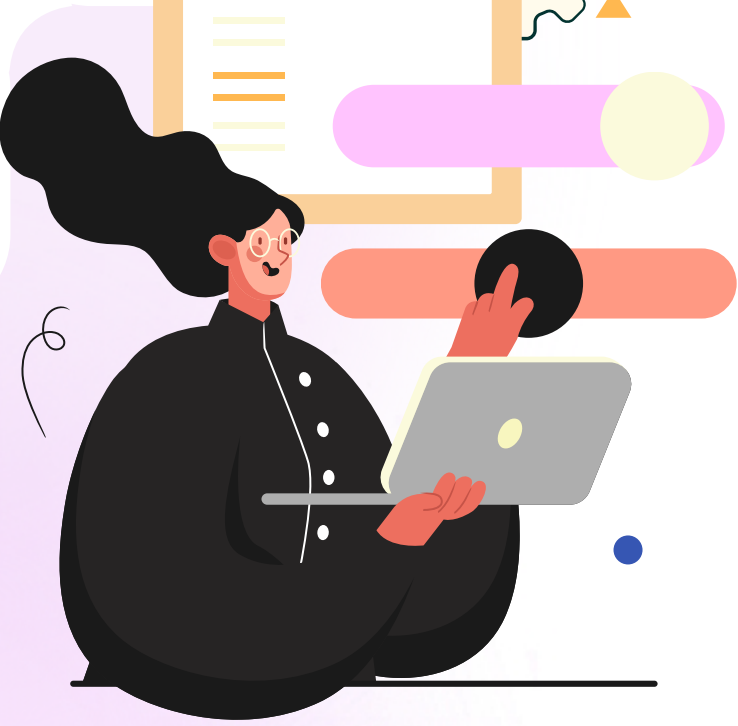


Meeting Regulatory Compliance

- A learning strategy keeps employees updated on regulatory requirements, reducing the risk of non-compliance and penalties.
- For example, theme-based learning helps employees apply knowledge in daily work situations, such as client meetings and other workplace situations.
- Investing in compliance training reduces legal actions, and 70% of employees consider compliance training their primary workplace training. (Source: SHRM)

Enhancing Customer Experience

- A learning strategy equips employees with knowledge and skills to provide personalized and efficient services, fostering trust and driving customer satisfaction.
- For example, eLearning allows quick updates and training on new customer handling techniques and other innovations.
- Companies with a strong customer experience see a 140% customer spending increase. (Source: Deloitte)



Embracing Digital Transformation

- A learning strategy enables BFSI professionals to adapt to emerging technologies, driving innovation and competitiveness.
- For example, using an AI-powered platform, employees access tailored content based on their preferences and skill gaps to build personalized learning paths.
- 91% of businesses are engaged in some form of digital initiative, and 87% of senior leaders prioritize digitalization. (Source: Gartner)

Attracting and Retaining Talent

- A learning strategy attracts and retains top talent by investing in their professional growth.
- For example, incorporating video tutorials into the training process amplifies the learning experience and provides easy accessibility.
- 68% of employees prefer to learn or train on the job and have higher employee retention rates. (Source: LinkedIn)



7 Golden Rules for Building an Effective L&D Strategy for BFSI

- Know your unique business strategies.
- Decide what you want to learn and achieve through training.
- Look closely at the skills you need to improve.
- Create customized learning plans for different job positions.
- Use ready-made templates for individual and future leadership development plans.
- Match the learning opportunity to the training program.
- Keep track of progress and use data to help you make decisions.

Key L&D Trends to Focus on While Developing the L&D Strategy for BFSI

- Shift to remote/virtual training.
- Enhanced focus on soft skills training.
- Learning at multiple levels.
- Higher emphasis on social learning methods.
- Bite-sized multilingual learning.
- Involve managers in nurturing the culture.