ORLANDO MAY 5-8, 2024

2024 BAFT Global Annual Meeting

BUILDING BRIDGES AMID A CHANGING GLOBAL LANDSCAPE

BAFT

Classification: Public

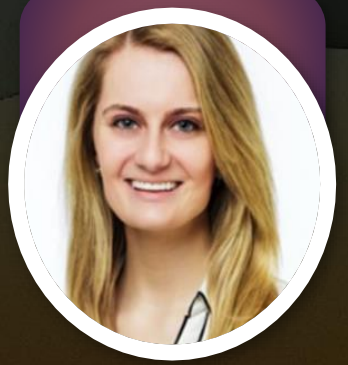
HR Challenges in Transaction Banking – Post Pandemic

BAFT

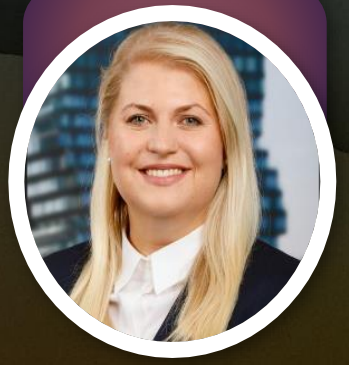
Amro El-Far
Arab Bank

Cameron Stanton
Lloyds Banking Group

Iris Chen
ING



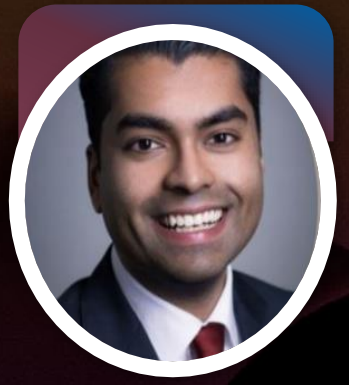
Jagoda Dul
Citibank



Natalija Katic
Banco Santander

Petra Gross
UniCredit

Tommy Babos
Barclays



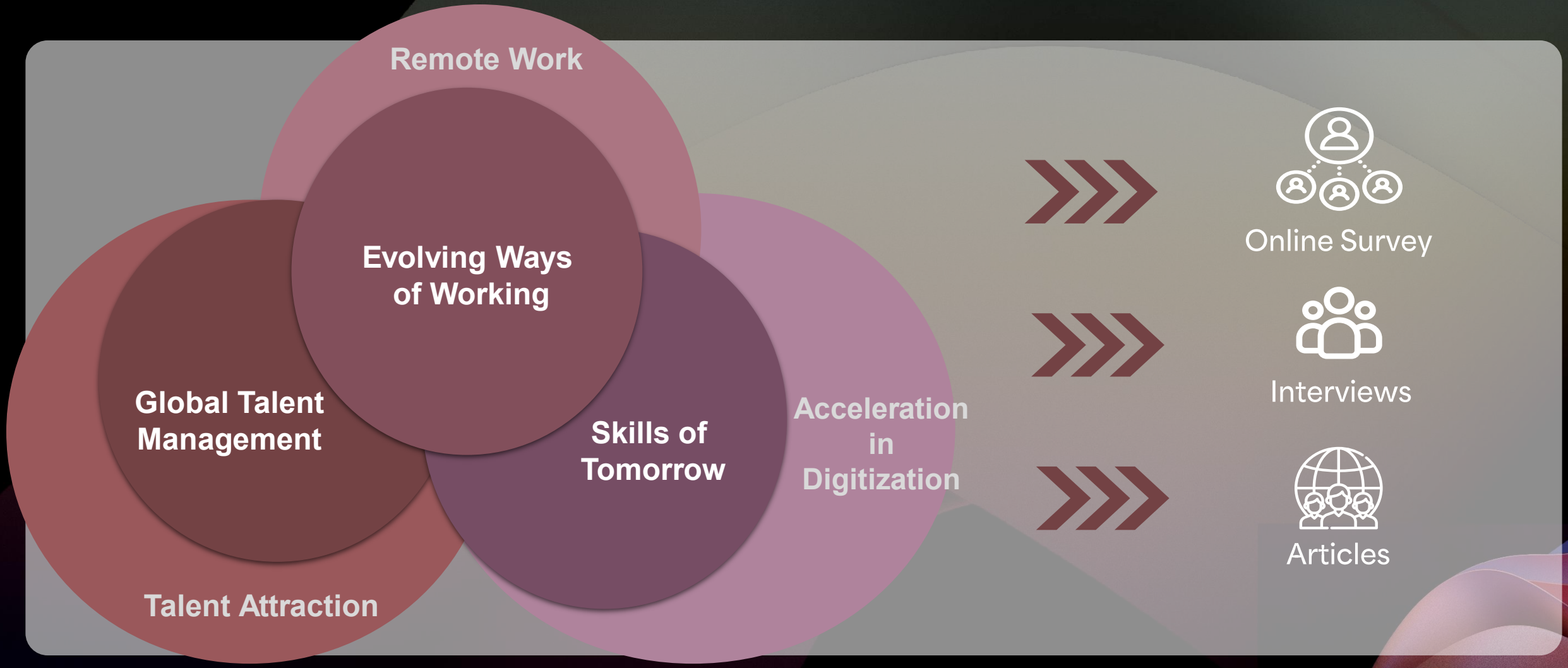
Amresh Jagessar
Bank Mendes Gans

Adrian Hofer
Zürcher Kantonalbank

Dyanne Carenza
Scotiabank

2024 BAFT **Global Annual Meeting** ORLANDO MAY 5-8, 2024

HR Challenges in Transaction Banking – Post Pandemic



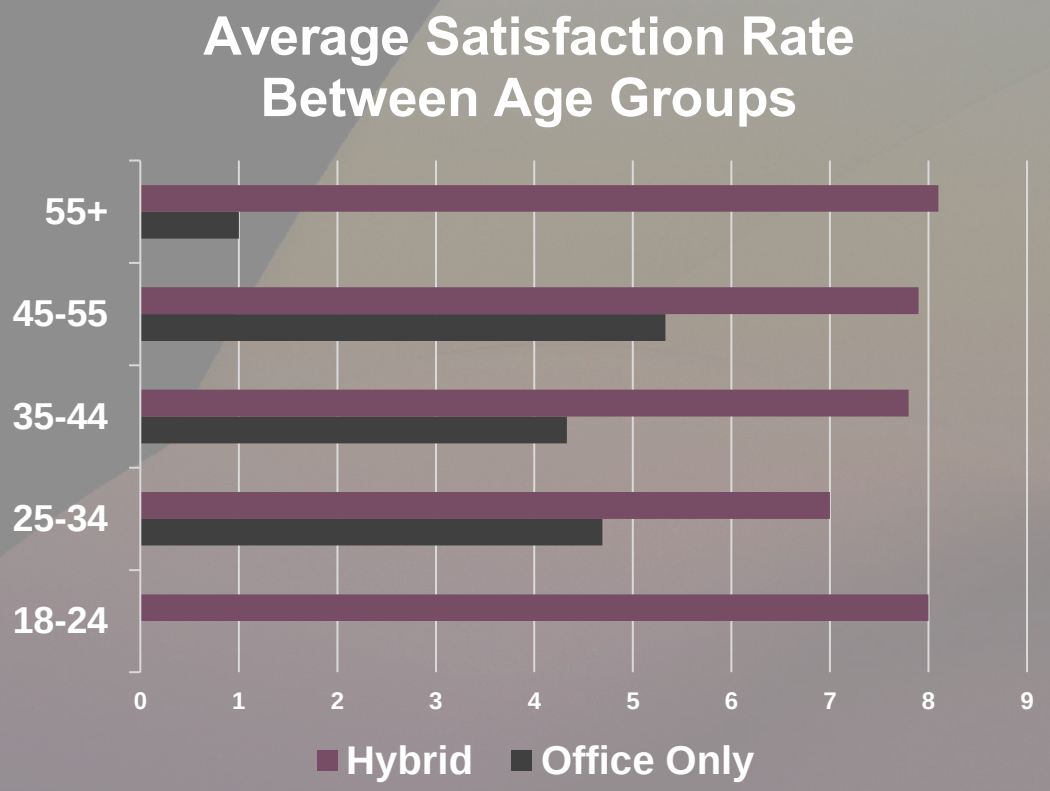
Question to the Audience

Following the (almost) complete shift to remote working over the pandemic, the majority of organizations now have some form of Hybrid Working policy in place

Question: From which age range within the workforce, do you believe demand, and overall satisfaction, with Hybrid working is highest?

a) **18 – 24**
b) **25 – 34**
c) **35 – 44**
d) **45 – 54**
e) **55 +**

Evolving ways of working: Hybrid Prevails!



83% Believe that Hybrid is the Norm

69% Prefer Hybrid working Model

67% Believe it creates higher productivity

77% Find it important when choosing a career

Skills of Tomorrow

83% believe automation can impact their role and wider team.

68% are encouraged by employers to upskill on emerging technologies in TB.

Push for Digital Expertise

- Prioritize digital skills
- Hire tech-background candidates
- "If you can't build it, buy it"

Upskilling existing workforce

- Maybe you can also build it
- Unlock cost efficiency by upskilling

Global Talent Management

Challenges

Attrition of Expertise

- Retiree retention strategies
- Expert Skills Gap

Lack of Industry Awareness

- 88% did not learn about TB as a career option during their education
- 63% do not believe banks embrace digital technologies as Fintechs

Calls to Action

Think Transaction Banker, Think Hybrid Worker	• Hybrid is the preference across all ages. • TB functions globally and must leverage this competitive edge as a champion of hybrid Working.
Develop the Skills of Tomorrow Today	• Invest in the digital skills of existing employees. • Upskill in a cross-function manner. • Constantly monitor needed skills to stay ahead of the game.
Talent Pipelines Must Start Earlier	• Collaborate with universities and educational institutions. • Develop internship and rotational programs to expose students. • Host industry events, workshops, and webinars to showcase TB.

Any Questions?

Our Full Paper is available at https://www.baft.org/education-training/future-leaders-program/papers/