



Programme Challenges - Colleague Support



Context

- Lloyds Banking Group adopts three broad Workstyles that help our colleagues move into a new world of work. A world where they can work more flexibly and better reflect how our customers wish to deal with us.
- Our three workstyles are Home Based (1% of colleagues), Hybrid (78%) and from a fixed working location (21%).
- We want to identify how best to create an environment to support and develop our colleagues in a post pandemic hybrid working model.

Challenge

- We want colleagues to feel valued and integral members of Lloyds Banking Group, allowing them to flourish through building relationships and understanding with other people in their team.
- How can we help our colleagues to ensure they are equipped to help customers with complex problems across a breadth of products and processes (e.g. knowledge management)?
- How can we manage our models effectively that maximises colleague productivity and satisfaction and accounts for home and hybrid working patterns?
- How can we support customers where English is not their first language?
- Our Line Managers wish to bring new colleagues into our teams in a consistent, safe and efficient way that sets them up for success in their careers with the Group.

Who are we designing for?

- Our Lloyds Banking Group colleagues based throughout the UK across the three workstyles mentioned.



Our Sponsor – Catherine Rutter (Director, Group Customer Inclusion)

“Customer inclusion is about ensuring we can meet the needs of all our customers. Better supporting those where English is not their first language is a key priority for us in 2022. Working with partners to explore inclusive and innovative solutions as part of the Launch programme, will strengthen our ability to improve the service we can offer.”



Our Sponsor – Alison Ramsden (Workforce Development Director)

“The pandemic has brought a once in a generation opportunity to transform our ways of working and has accelerated employees’ expectations of employers and work in general. We are very excited to be able to leverage the power of partnerships to explore leading-edge, innovative solutions which have the potential to enhance the experience of our colleagues and ensure our EVP is stand-out.”

