



# Who I am

- **David Morrison - Project Manager, eLearning**

# Mission

**Build a learning environment which produces capability aligned with key business results, using the best solutions, processes and technologies**

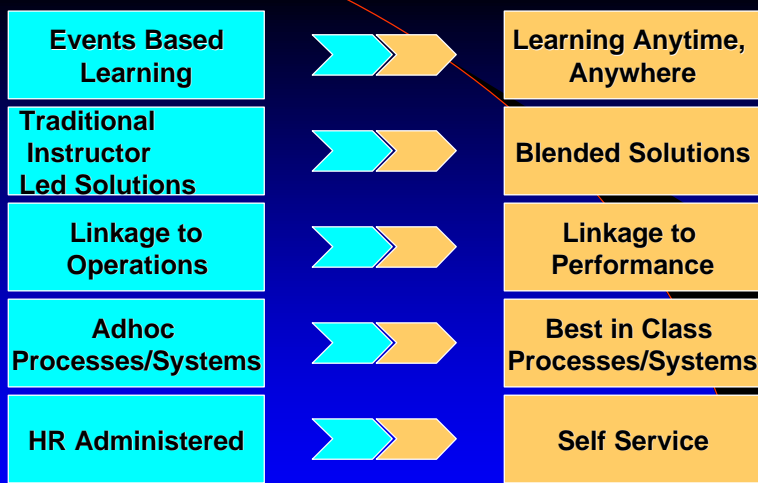
# Background

- **Best Bank initiative**
- **Training Departments combined & total FTE reduced**
- **12 month implementation timeframe**
- **Fixed year 1 budget**
- **Extensive partner identification process**

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# Old to New



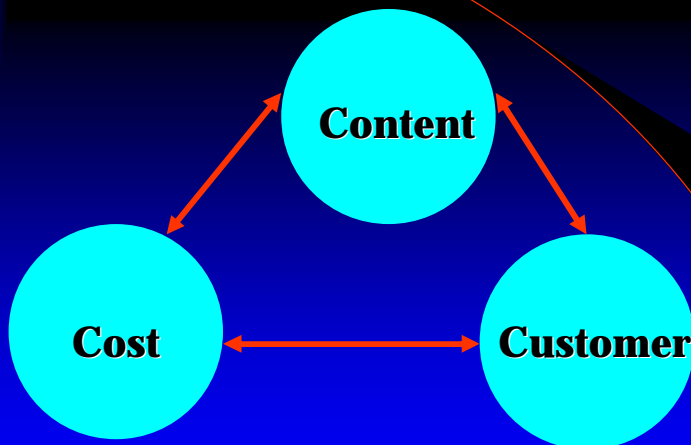
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# Assessing the impact

- **People**
- **Technology**
- **Learning Culture**

# Cost, Content or Customer

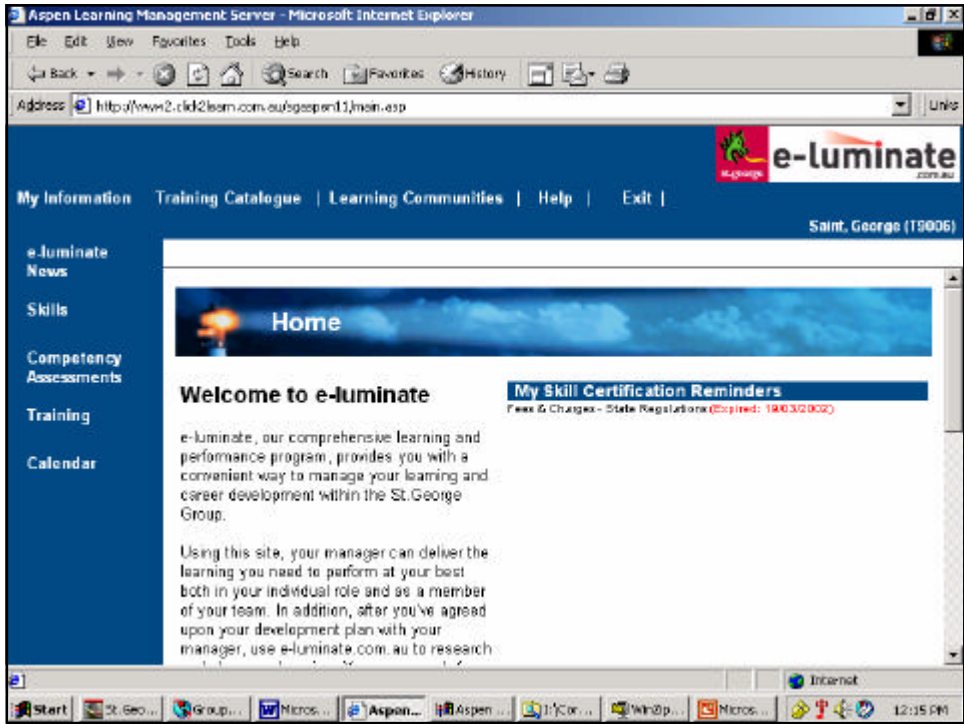


# Critical Success Factors

- **Get on the same page**
- **3 X factor**
- **Implement for business impact**
- **Establish key partnerships**
- **Young & growing industry**
- **Keep it simple**

# Critical Success Factors *cont.*

- **Keep employee perspective in sight**
- **Walk the Talk**
- **Secure buy-in & ownership across the learning organisation**
- **Play to win**
- **Be prepared to change!**



# Questions ?



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