

Learning and Development

Lloyds Bank International Private Bank

The World of international private banking is the domain of the world's super rich, who expect the very highest standards of service. The challenge for Lloyds Bank was to carve a niche amongst the established names who dominate the industry. Quality client service was chosen as the differentiation. Whilst the other elements of networks, products, IT and prices could be replicated by competitors, the provision of service excellence would be a more unique asset and a significant competitive advantage.

Following Employee Research undertaken by MSB, Team Leaders within the organisation attended a three day development programme to help them lead weekly problem solving groups. This approach ensured that problems were detected and solved at grass roots level.

'Key Communicators' were identified and briefed by MSB to act as in-house trainers, and equipped with the skills to coach and monitor colleagues. MSB created an easy to deliver training package, incorporating case studies.

MSB also designed a workshop for Senior Managers in order to provide 'ownership' of the project across the organisation.

Two years after the inception of the Quality Programme the client analysed the return upon investment. In the first year of the programme the problem-solving groups generated an estimated £2.4 million through cost saving and revenue boosting initiatives. This rose to £3.1 million in the second year.