



SOCIÉTÉ GÉNÉRALE  
HELPS ITS EMPLOYEES  
SHAPE THEIR OWN FUTURE

## How to achieve a successful transformation of retail banking ?

- Develop and strengthen **employees' skills**
- Encourage **transverse career paths** to support the creation of an omnichannel bank
- Raise awareness about the necessity of developing employees' skills and **allow everyone to become the architect of their own career**

### COMBINING THE BEST OF BOTH DIGITAL & HUMAN RESOURCES

Convinced that reinventing its own model is the key to meet the challenges raised by the transformation of retail banking, Société Générale French Retail Banking branch launched an ambitious transformation program, **called #CLIENT2020**, aiming at combining the best of both digital & human resources.

**The banking and financial environment is undergoing deep changes:** customers expectations are changing, the place of digital innovations is increasing, new competitors are entering the market, traditional players are evolving, the regulatory context is changing,... The changes impacting the French Retail Banking industry are such **that every job will have to evolve. By 2020, all jobs will be different**, every employee will have strengthened their skills and developed new ones, career paths will become more flexible and will be based on employees' individual skills.

One of the key issues of the program lies in helping the 20 000 employees to develop, strengthen and acquire the skills the Bank needs to stand out from the competition and to achieve the Group's ambition regarding HRP issues (Human Resource Planning).

*The transformation to operate is such that each employee needs to become the architect of both their professional and personal project and to manage the skills they need to develop. When selecting WiserSKILLS, Société Générale made the choice of an operational solution that will help the company accompany its employees during this transformation. Both HR teams and managers have been given access to the solution, so that they can truly be actors of the transformation to come.*



1 100 PILOT EMPLOYEES

- Front office employees
- Back & Middle Office employees
- HR teams



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Assistant Human  
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## AN INITIATIVE SEEN AS PRAGMATIC, HIGHLY POSITIVE AND REWARDING

Driven by management, this initiative has been tested in 3 employment areas over summer 2017. WiserSKILLS is positioned as a **key dimension of change management within the whole project regarding the transformation of jobs and skills #MonJob2020.**

A communication effort combining both digital support and physical events has been set up to **give meaning** to the whole initiative. It consisted in showing the ongoing transformation of the Banking industry, emphasizing the Société Générale ambition and **describing what would be the jobs of tomorrow in the Banking industry. People have been told what kind of skills need to be developed or strengthened.** WiserSKILLS has been made available for managers first and for all employees afterwards. Alike a virtual career advisor, **WiserSKILLS helps each employee to review their current skills and to identify the skills they need to develop or strengthen by 2020.** It gives each manager an **individualised development plan**, highlighting the trainings that each of its employees needs the most. **It helps each employee to build their own career path**, by taking into account all their skills and professional motivations. Besides, by considering the bank job's environment, WiserSKILLS happens to be a highly operational tool. Managers have access to a **dynamic mapping of their teams' skills.** Employees are **more comfortable in valuing their skills** and expressing their professional expectations. Last but not least, **HR teams have access to reliable data**, allowing them to reinvent career mobility, to better focus on the most important trainings and to guide each employee along their career path.

“With WiserSKILLS, we are helping our employees to review all their professional skills and motivations. **It makes it easier for them to understand and plan their future in the “Bank of tomorrow”.**

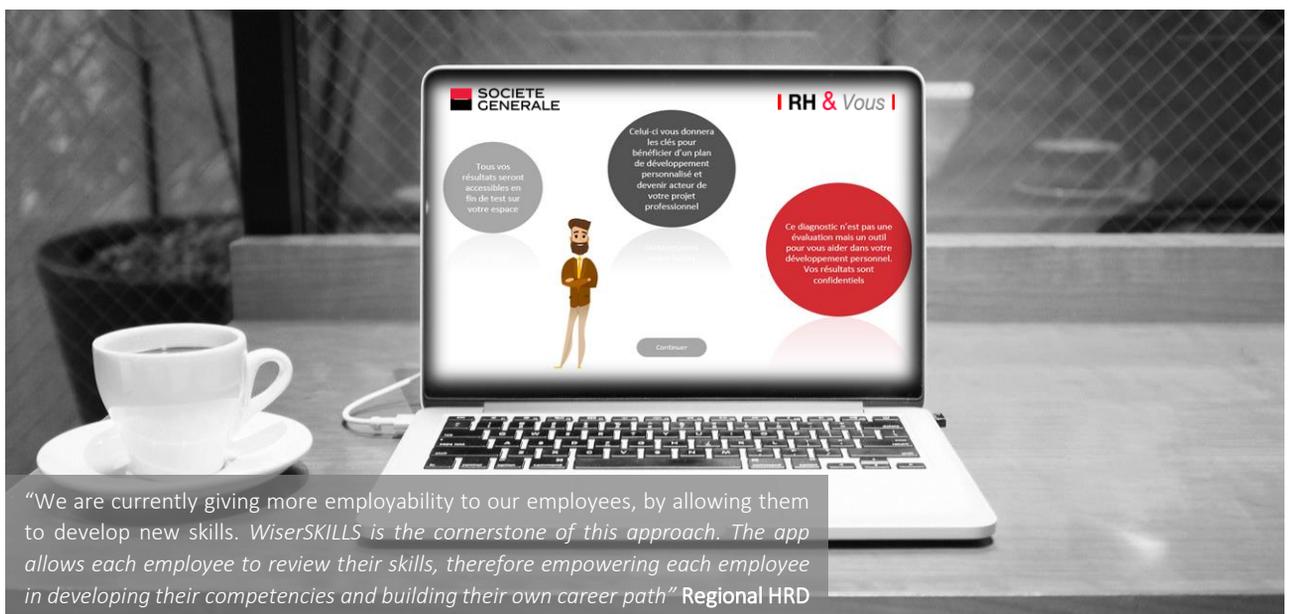
WiserSKILLS gives to each manager an individualised development plan, allowing them to **support each employee in the development of their skills.**

The solution allows them to assess and value both their current professional and extra-professional skills. It helps the HR teams to **set up individualised career paths, that are more flexible and in line with each employee’s personal expectations.”**

## CONTACT US

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*WiserSKILLS*  
FAITES ÉMERGER VOS TALENTS CACHÉS



“We are currently giving more employability to our employees, by allowing them to develop new skills. *WiserSKILLS is the cornerstone of this approach. The app allows each employee to review their skills, therefore empowering each employee in developing their competencies and building their own career path*” Regional HRD