

Conversation with Q5



# Q5

## Webinar | In Conversation with Q5

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Building the Bank of the Future

3<sup>rd</sup> of March 2022



We've brought together a super set of experts to talk with us today; drawn from different parts of the FS world, all with different perspectives and experiences.

**Clare Courtney** - Head of Organisational Effectiveness at Finastra,

**Jenny Jackson** - Director of the Metro Bank University at Metro Bank

**James Perry** - Head of Client Delivery at Bud

**With expert speakers:**



**Clare Courtney**  
SVP Organisational Effectiveness at Finastra



**Jenny Jackson**  
Director of Metro Bank University



**James Perry**  
Head Of Client Delivery at BUD



**Facilitated by:**



**Chris Parsons**  
Partner Q5





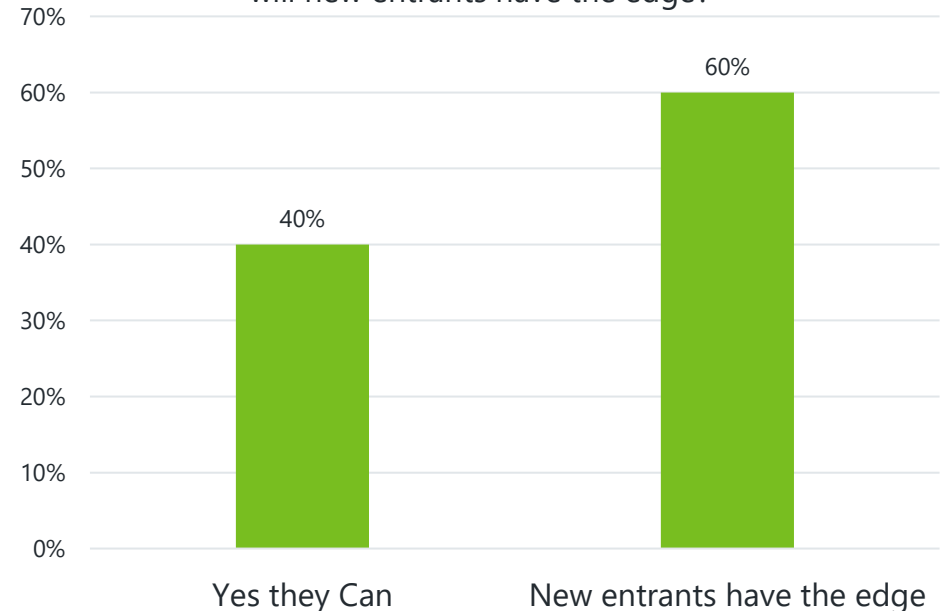
Audience | when asked go to [www.menti.com](http://www.menti.com) and enter the codes below to answer the questions...

1. Given the market, customer and demographic challenges facing Banks in general, how prepared do you think they are to become a next gen bank (more customer centric, nimble, connected, etc )?
2. We feel that the Next Gen Bank needs to be Insights-led, Technology-driven and digital-first; can the traditional banks ever hope to be that or are new entrants always going to have the edge on them?
3. We believe that to be organisational healthy, an organisation must have six key foundations. On the assumptions that to be Next Gen Bank requires fundamental and wholesale change, I'd like to know what you think are the most important aspects of organisational health from your perspective?
4. How much does Organisational Health play a part in the decisions you make about your business?
5. In what ways are you seeing Banks address the shift to Next Gen, and, how much are they taking an Org Health approach to that?
6. What are your tips on how to make organisations healthier?
7. If there was one thing that you could change about the way our Banks run at the moment, what would that be?

1 3943 7080 2 2949 4788

## Linkedin Survey Results

Next Gen Banks need to be insights-led, tech-driven & digital-first; can traditional banks adapt to this or will new entrants have the edge?





For optimum organisational health, we believe there are 6 key foundations that must be in place. It's imperative that these are all considered when tackling key challenges and trying to bring the organisation to life.



## Clear and coherent **strategy**

A continual operation of decision making, exploration and prioritisation to focus your organisation on executing its best formula for success.



## Effective and efficient **operating model & organisation design**

Robust, right-sized blueprint that aligns to your strategy, minimises duplication, empowers your people and delivers for stakeholders.



## Talented **people** motivated by the right **culture** and aligned to a common **purpose**

Capable and dynamic workforce that meets and mobilises against demand, driven by impactful leadership and a strong culture to exceed expectations.



## **Leaders** demonstrating the right behaviours

A select group who are not only talented but also embody the values and behaviours of the organisation, can influence others and the way the organisation ticks.



## Proven ability to implement **change**

Making blueprint solutions a reality, preparing stakeholders for what's to come, ensuring benefits are realised, and driving outcomes that address the challenge head on.



## All underpinned by **technology, data and insights** that deliver to strategic objectives

Integrated, future-focused roadmaps for platforms and products that enable colleagues and customers to perform and inspires innovation.

To learn more about our fantastic speakers or to ask further questions, please contact:

chris.parsons@q5partners.com



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<https://vimeo.com/user10364470>

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["The Purpose Driven Business. What does this really mean?"](#)

# END Appendix

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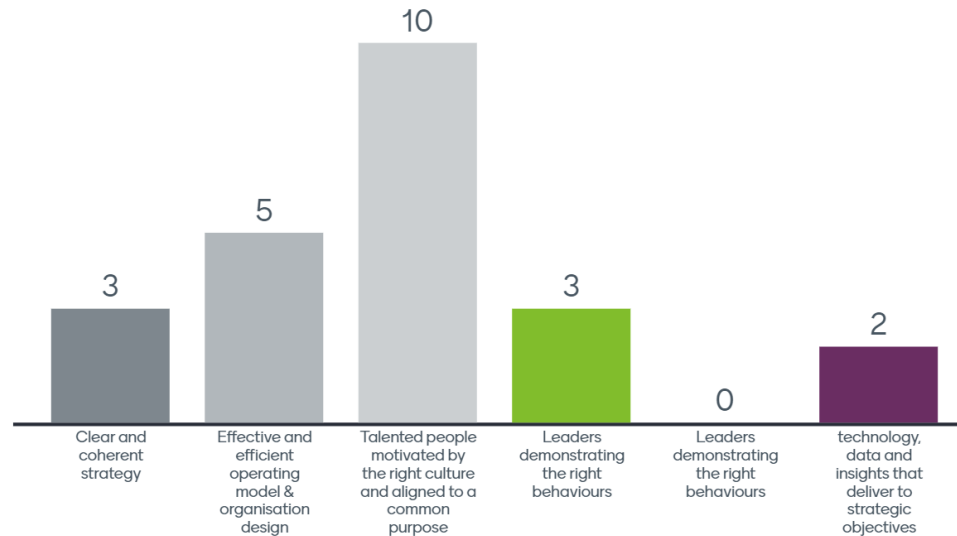
NOTES for the handouts/ template for the follow-up materials



Audience | Go to [www.menti.com](http://www.menti.com) and enter the code below to take part in the Poll...!

3943 7080

## What aspect of organisational health do you feel is most important?



Audience | Go to [www.menti.com](http://www.menti.com) and enter the code below to take part in the wordcloud...!

2949 4788

## What one word would you use to describe the Next Gen Bank of the future?





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