

Developing Future Focused Skills



Westpac is one of four major banking organisations in Australia and one of the largest banks in New Zealand. Westpac’s vision is “to be one of the world’s great service companies, helping our customers, communities and people to prosper and grow.” From ensuring consumer customers can save and invest with confidence, to supporting the financial needs of small businesses, multi-national corporates, institutional and government clients, Westpac puts customers at the centre of everything they do.

THE CHALLENGE

The World Economic Forum, the Institute for the Future and Deloitte have provided compelling cases for organisations to prepare for the rapidly changing technological and societal shift in the world of work. This thinking led Westpac to develop a workforce solution that would help support the development of future skills. This solution, called “Future Skills Mapping” met several business needs:

1. Tangible commitment by Westpac to prepare its people for the future of work
2. Empower individuals to enhance their future focused skills through an innovative journey of self-discovery
3. Stimulate more meaningful development planning conversations and encourage the individual to take accountability for their career growth and direction
4. Help business units make informed decisions regarding where to direct training investment.

OPRA’S SOLUTION

The Future Skills Mapping solution consists of 3 online evidence-based assessments to objectively and reliably generate a holistic picture of an individual's capability whilst maximising the user experience with a contemporary and engaging style.

1. Abstract Reasoning: Widely regarded as our single, best measure of innate ability, whilst utilising the latest advances in testing technology
2. Personality profiling: Based on the widely accepted ‘Big 5’ model of personality traits
3. Situational judgement tests: Engaging and realistic video based scenarios customised to the Westpac environment, allowing demonstration of desired behaviours related to future focused skills.

This culminates in a customized report mapped to Westpac's 10 future focused skills. The report enables individuals to understand how their existing transferable skills measure against the future focused skills, including:

- insight into the individual's capability level for each skill
- links to self-directed and curated learning experiences on Westpac's social learning platform "LearningBank" personalised to the individual's capability level.

RESULTS

Individual: 92% of those surveyed from Group Operations indicated they would recommend Future Skills Mapping to others

Validation: The mapping of the Skills to the assessments was validated through a structural analysis of results from a global survey.

Business value: Group Operations used the Future Skills Mapping results to make informed decisions about where to direct subsequent capability development and training investment.

Industry: Through Future Skills Mapping, Westpac has pioneered in the ANZ banking industry by empowering individuals with valuable insights about their skills and provided access to development opportunities to sustain their future career relevance and success.

International Recognition: *Best Advance in Career Management or Planning Technology* at [Brandon Hall Awards](#)

Participant testimonials:

“It allows me to take control of my skills development by knowing where I need to grow more and use the suggested learning courses to be able to reach my goal.”

“My personalised report was useful in identifying my personal strengths and weaknesses and my team leader was able to help me in the areas I scored lower.”

“I really appreciate the links and training material provided with the report. These guidelines/suggestions are helpful and time saving tools and I believe many people would agree with me.”