

*Press release – for immediate release*

## **EBTN organised successful seminar on future skills and competences of the banking workforce**

EBTN, the united voice of professional training and qualifications providers in banking & financial services, met with stakeholders in Brussels to discuss the forecast on the future skills and competences of the banking workforce. Do we need a revolution or evolution in the skills of banking employees in order to get ready to serve customers in the time of digital disruption, fintech boom and social media proliferation?

In his word of welcome Mr. Clemens Spoorenberg, President of EBTN, acknowledged that powerful forces are reshaping the banking sector. “Professionals working in the industry need to get ahead of various challenges and retool to stay relevant in the future, banking is still people business”, Mr. Spoorenberg said.

Then Mr. Wim Mijs, Chief Executive of the European Banking Federation, delivered a speech and underlined the importance of training and education for managing change and culture in banking. “EBTN’s role in that perspective is key”, according to Mr. Mijs. Finally, Mr. Mijs emphasised: “You need to adapt, you need to be nimble.”

CEO of BankingReports and thought leader on the digitalisation, disruption and transition of the financial industry Mr. David Gyori delivered a keynote presentation on the challenges fintech poses for banks and their workforces. According to Mr. Gyori “life long learning is an obligation for the company and the employee”. Further, Mr. Gyori put forward that “innovation requires to consciously embrace risks – and the opportunities that this brings to the business today.”

During a panel session representatives of banks and bank employees in the European banking sector expressed their vision on the changing landscape of people and organisations in financial services. They called for a closer dialogue among stakeholders to secure sustained growth. Personal accountability for professionalism, corporate responsibility for employees growth and responsive educational tools are critical for the future. Understanding the new customer, skills to work with digital technologies, competences to take responsibility for the fiduciary role vis a vis customers’ finance – those will be the focal points in the development process of banking workforce that is ahead of us.



Good practices are around. Ms. Tarja Kallonen, Head of Research at the Federation of Finnish Financial Services presented the results of a Finnish project where employers and unions worked together on defining best ways to provide for higher profitability of the sector and wellbeing of workforce. Finally, EBTN Vice President Ms. Mariola Szymańska-Koszczyk underlined EBTN’s ambition to contribute to a sound financial industry through transparent professional qualifications which are manifested by the new Triple E quality standard of EBTN. “Our Triple E Standard is a good example of the most that we can do together.”