

Thanks for joining:

PwC Nigeria's FS Webinar

COVID-19 and the Financial Services Industry

Conversations with Business Leaders



Workforce, Productivity and the new normal



Presentation starts:



9:00am



Aruosa Osemwegie

People & Organisation, Advisory
Senior Manager
PwC Nigeria

 **The Moderator**

Welcome





Andrew S. Nevin

Partner and Chief Economist &
West Africa Financial Services
Leader

•••• Opening Remark



Tolulope Agiri

Group Chief Human Resources
Officer
Interswitch, Nigeria

Subject Matter Expert

Special Guest



Roli Esihi

People & Organisation, Advisory
Manager
PwC Nigeria

Subject Matter Expert



Olusola Adewole

People & Organisation, Advisory
Associate Director
PwC Nigeria

Subject Matter Expert



Andrew S. Nevin

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COVID-19 and its impact on the Nigerian FS industry

April 2020





Olusola Adewole

People & Organisation, Advisory
Associate Director
PwC Nigeria

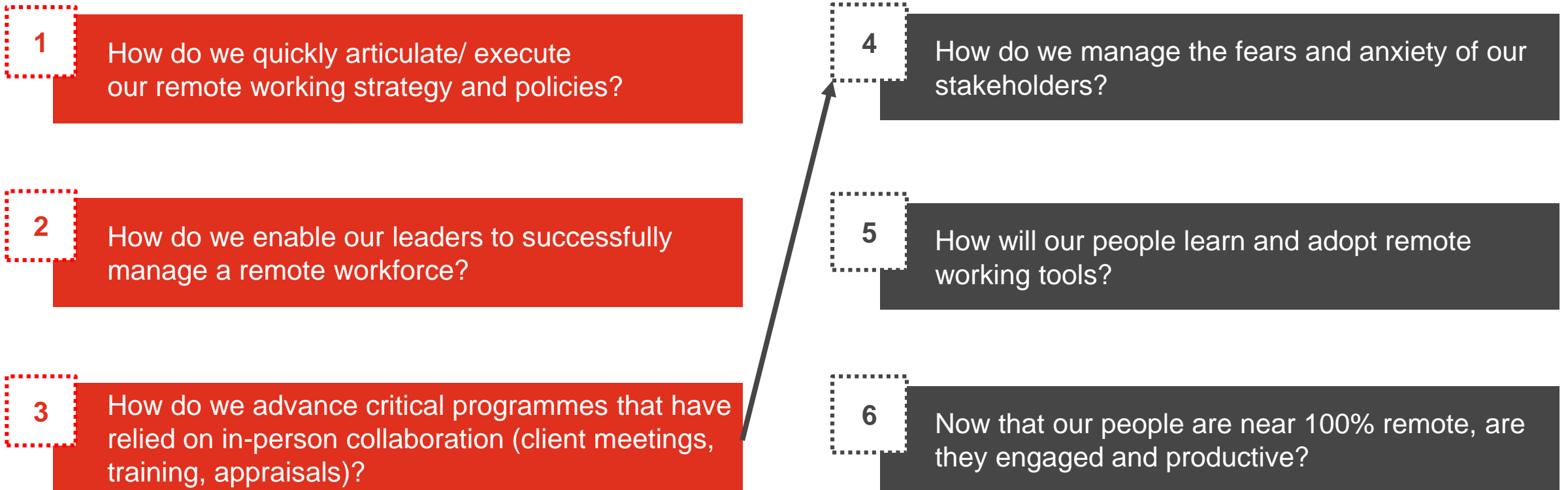
Subject Matter Expert

Coming up next

Challenges facing Human Resource Leaders in Financial Services

Whether your offices have already closed/ about to execute a rolling or full-scale remote working plan, you will need your people engaged, agile, and open to new and different ways of working.

Here are some of the questions you may be asking:



The outbreak of **COVID -19** has accelerated a number of trends relating to the future (now) of work. With the pressure of the pandemic, custodians of the world of work need to navigate this uncharted territory.

In this conversation, we will focus on the following realities and imperatives:

1

Remote
Working



2

Employee
Productivity



3

Upskilling for
Digital





Roli Esihi

People & Organisation, Advisory
Manager
PwC Nigeria

•••• **Subject Matter Expert**

Coming up next



Success factors for Remote Working:

The pandemic and lockdown can be trial by fire for companies that haven't previously implemented/ invested in remote working. Here are some key success factors:

Communicate Expectations Clearly

- Share openly and often what the real impact of the crisis is on your business
- Normalize what to expect
- Encourage managers to communicate expectations clearly and hold team members accountable.

Trust Employees to be productive

- Trust employees to do their work even if you can't see them
- Coach managers to focus on outcomes and not micromanage

Bolster Technology enablement

- Enable supportive interactions among employees using technology e.g. Google Meet, Slack, etc.
- Ensure employees are aware of your cyber security policy

Managing Employee Productivity

76% of HR leaders express “concerns from managers about the productivity or engagement of their teams when remote.”



A few tips leaders can adopt to manage productivity:



Equip your teams with the right tools to work



Establish regular check-ins with your team members



Encourage them to designate dedicated workspaces in their homes and take breaks.



Redefine performance expectations, agree on deliverables and timelines



Offer emotional support and encouragement



Olusola Adewole

People & Organisation, Advisory
Associate Director
PwC Nigeria

Subject Matter Expert

Coming up next

With Covid-19, going digital is imperative



In the new normal,
those who fail to adapt
will fail to survive.

You should be ensuring
business-wide **upskilling** today.



What if investing in a more
digital workforce and culture
offered the greatest enabler for
innovation and growth?

Enhancing the digital fitness of your people and shifting toward a more digital culture brings **tangible benefits across your organization**



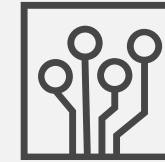
Sustainable innovation and growth culture

Sparking the curiosity and interest in continued learning to stay competitive in the marketplace



Increased adoption of learning tools

Increasing consumption of content from LMS to drive real improvement towards an upskilled workforce



Increased adoption of learning tools

Creating a mindset of how to find quicker, better, easier ways to “do work” directly impacts the bottom line

A more holistic view of digital, **based on leading research** from PwC's Katzenbach Center



Skills

The right digital skill sets and capabilities exist across an organization – people and leaders – to be successful in a digital age.



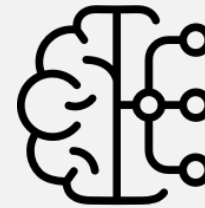
Mindset

The values, beliefs, attitudes, assumptions, biases, and ways of thinking about digital to fuel innovation.



Relationships

The right connections, collaboration, relationships, and influence within an organization to foster digital innovation.



Behaviors

The application of new learnings to adapt habits and actions that drive digital innovation.

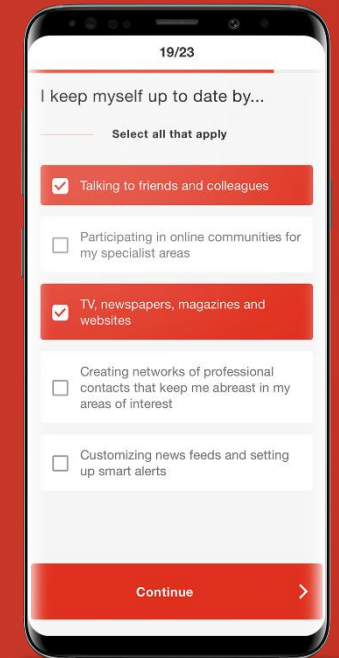
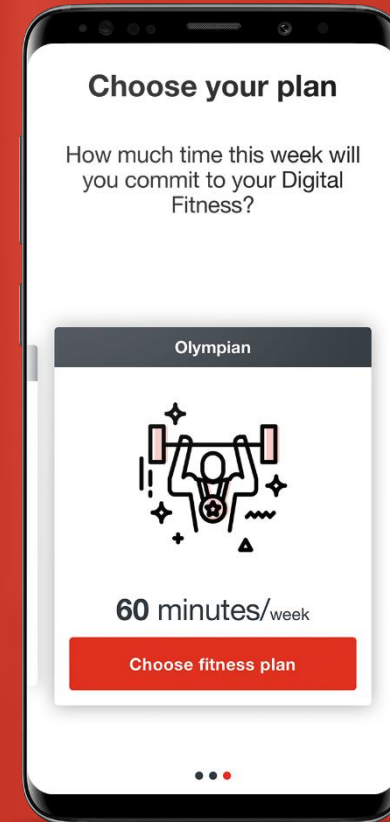
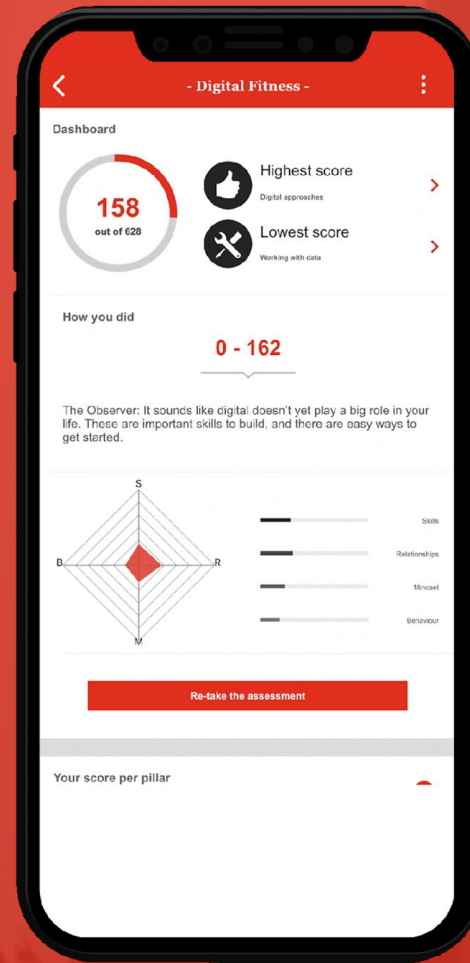
Introducing PwC's Digital Fitness for the World

or you can call it DFA

Includes a COVID-19 Resource Channel

Free till July 31, 2020

Visit the Apple App Store or Google Play and use the invite code "LRNALL."



pwc.com/us/digitalfitness

Digital Fitness App Snapshot

Assess

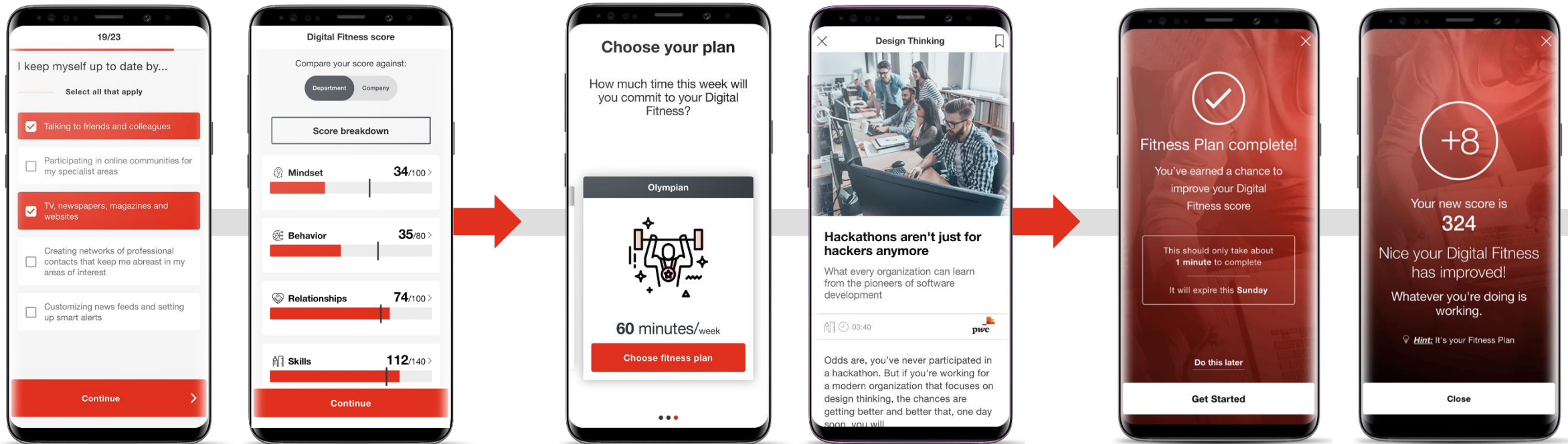
Answer a few questions about your digital knowledge and behaviours to understand your strengths and weaknesses in the digital world, and see how you stack up against your peers.

Learn

Choose a fitness plan that works for you. Learn through short, bite-sized content. Explore content from trusted sources. Gain knowledge from over 60 topics and 300 artifacts.

Grow

Watch your digital fitness score rise. Stay on track with a customized plan every week and watch your digital skills improve.



Top rated content from digital leaders

Unlimited content is leading to paralysis, so we are making it easy for you by curating the best of the best.

Current Sources

MIT
Technology
Review

IDC
ANALYZE THE FUTURE

BUSINESS
INSIDER
INTELLIGENCE

TED

strategy
+business

FORRESTER®

Futurism

pwc

Future sources

FAST COMPANY

BADASS
AGILE

globalwebindex

DIGITAL TRENDS

Entrepreneur

The
Economist

Explore 300 pieces of digital content across 3 critical perspectives.

Business

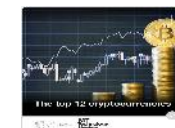
Agile project delivery	Analytics and insights	Applying the BXT philosophy	Digital entertainment	Digital in the executive office
Digital regulations and privacy	Digital transformations	Financial technology	Future of energy	Enabling innovation
Healthcare technology	Digital disruption	Learning in a digital world	Net neutrality	Social good
Social media	Storytelling	The changing face of retail	Tech in developing countries	Video gaming

Experience

Biometrics	Digital assistants	Customer experience	Customer research
Digital myths	Design thinking	Digital marketing	Digital workforce
Gig economy	Location services	Omni-channel experiences	Smart cities
Smart homes	Digital culture	Trust in the digital age	Wearables

Technology

3D printing	Artificial Intelligence (AI)	Autonomous Vehicles	Blockchain	Cloud computing
Cryptocurrency	Cybersecurity	Data modeling & collection	Drones	Digital business strategy
Intelligent apps	Internet of things (iot)	Machine learning	Mobile technology	Open source
Digital terms you should know	Quantum computing	Robotics process automation (RPA)	Augmented reality	Cool things to know
Virtual reality	Robotics	Biotech	Industry 4.0	



Understand how digitally fit your organisation really is!

What areas of your business need a talent injection? Which of your teams doesn't know their Machine Learning from their AI? What digital topics are your people desperate to learn about? What are your organisational gaps? Which of your teams are engaged the most?



DFA can help you understand



If your investments in digital learning working



Low and high performing teams by area



Additional training requirements



Your benchmark score against industry averages and competitors

This is what you need to upskill your team.

Get everyone to Speak Digital

Personal assessment and bite-sized content to get everyone to the same level of knowledge.

Online learning solutions



On the job training



Master certifications



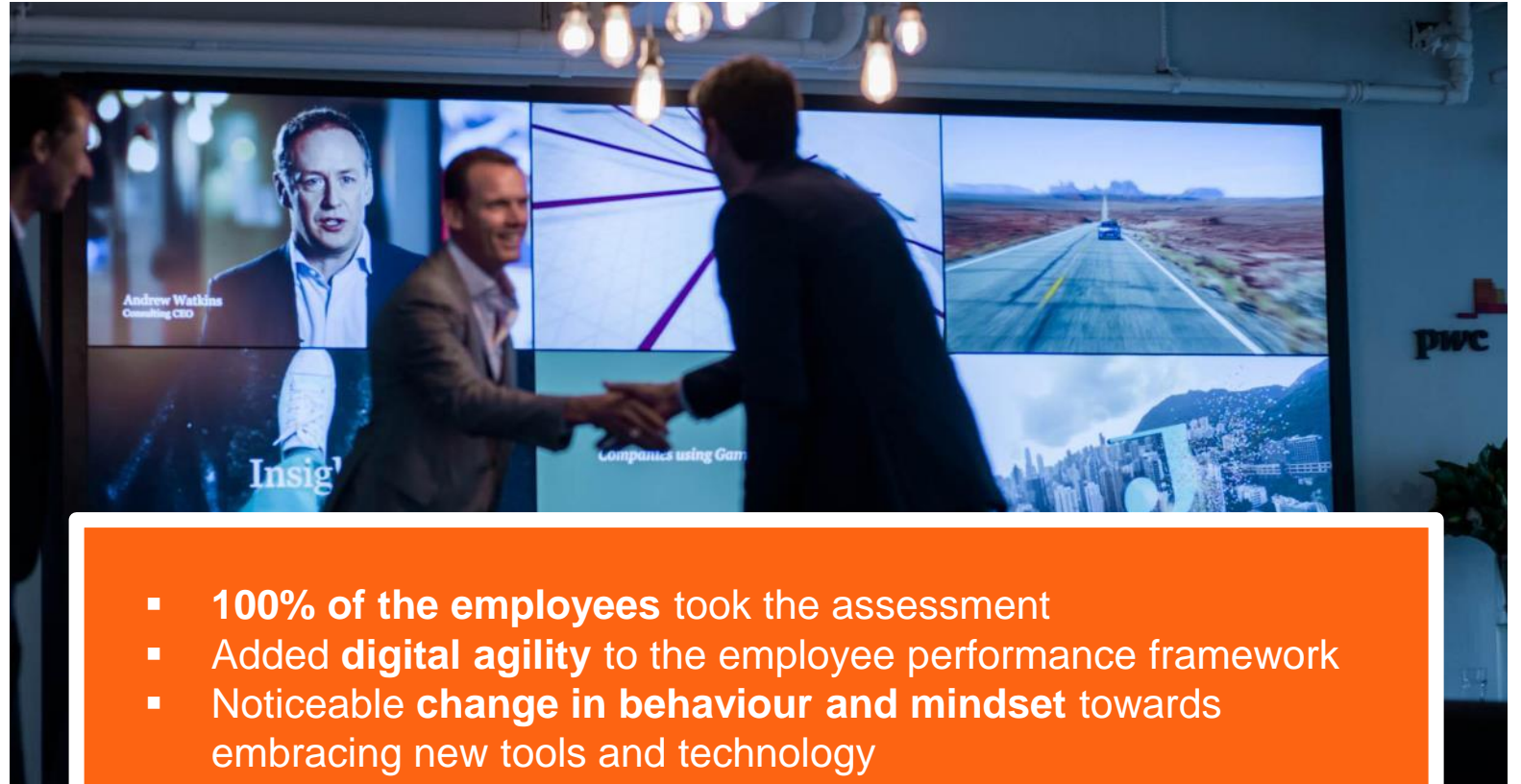
New ways of working



Connect the dots to build a culture of innovation

Big STEM Hiring programs

A large US FS company started their digital journey with DFA in 2017 with 1000 employees



- **100% of the employees** took the assessment
- Added **digital agility** to the employee performance framework
- Noticeable **change in behaviour and mindset** towards embracing new tools and technology
- Developed a culture of **constant learning** - championed by leadership and executed through friendly competitions

Crystal saved 100 hours on her project by automating a manual task.



Crystal was working on an audit for a \$30bn client



She spent time learning through the DFA on her commute



This sparked an interest in coding where she found more learning in Digital Hub



Crystal then applied her learning to her project to automate a manual task

Enhancing the digital fitness of your people and shifting toward a more digital culture brings **tangible benefits across your organization**



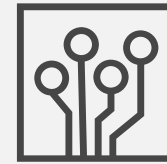
Sustainable innovation and growth culture

Sparking the curiosity and interest in continued learning to stay competitive in the marketplace



Increased adoption of learning tools

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A New Growth Mindset

Creating a mindset of how to find quicker, better, easier ways to “do work” directly impacts the bottom line



Thank you



Tolulope Agiri

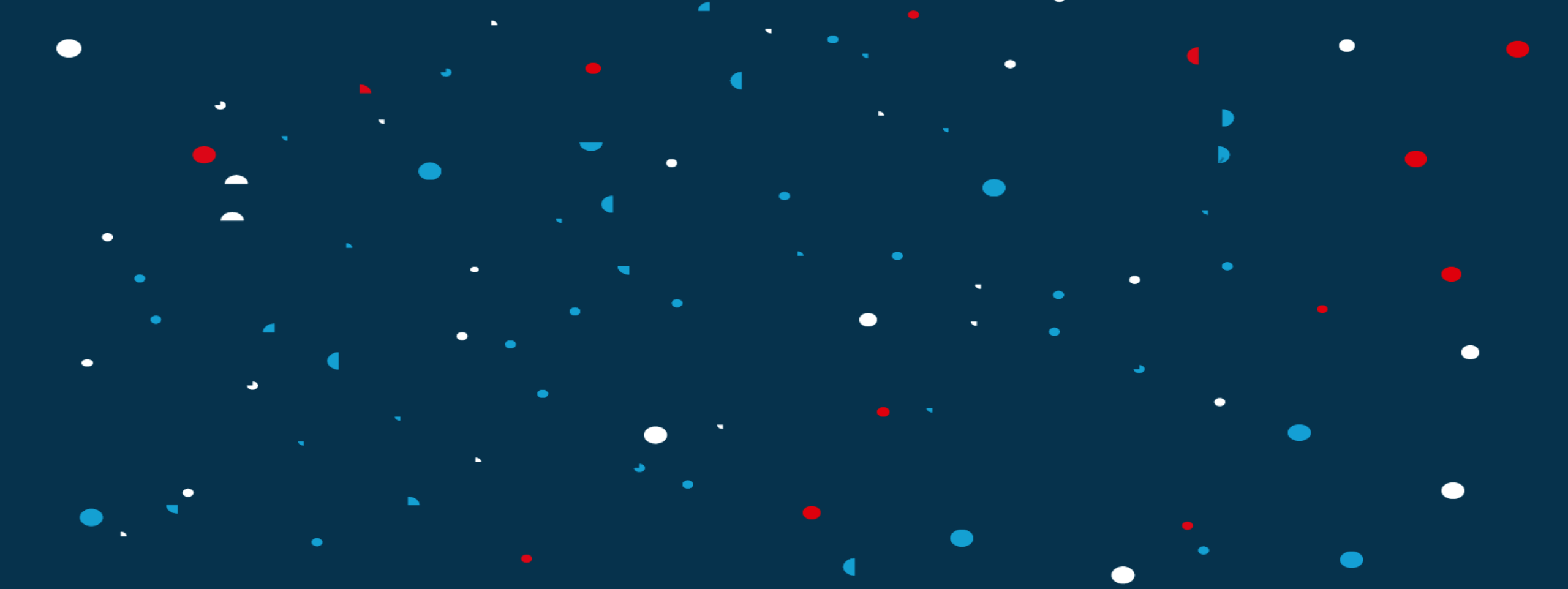
Group Chief Human Resources
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Coming up next



Electronic Payment • Technology Integration • Digital Commerce • Advisory Services

COVID-19

Learning in the moment



Productivity



IT Tools	MT+++
Time Reporting	
CMT, SMC	~100%
Critical Team	5%



Recruitment	++
Onboarding	++
Performance Appraisal	70%+
Training	



Procedures



People



Communication	10
EAP	++
Call Tree	~100%
Leadership	75%
Heart	>60%

Questions & Answers

••••• All



Adedoyin Amosun

Operations & Financial Services
Advisory, Associate Director
PwC Nigeria

•••• **The Survey**

Coming up next



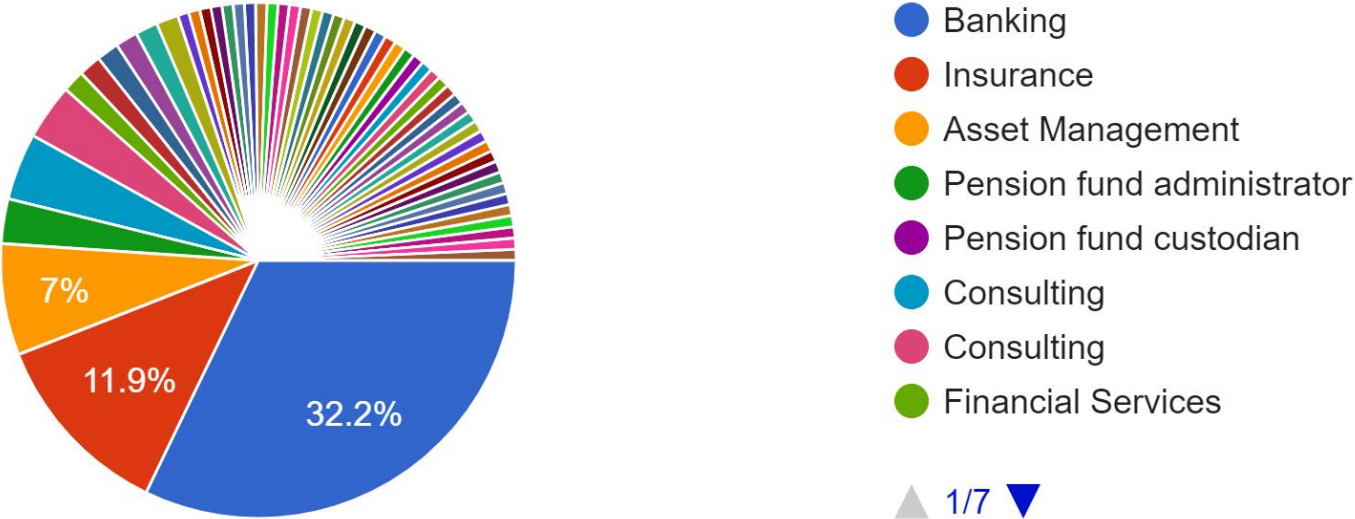
COVID-19 Implications – FS Chief Human Resource Officers, HR Directors, HR Officers, Learning & Development Managers survey

April 2020



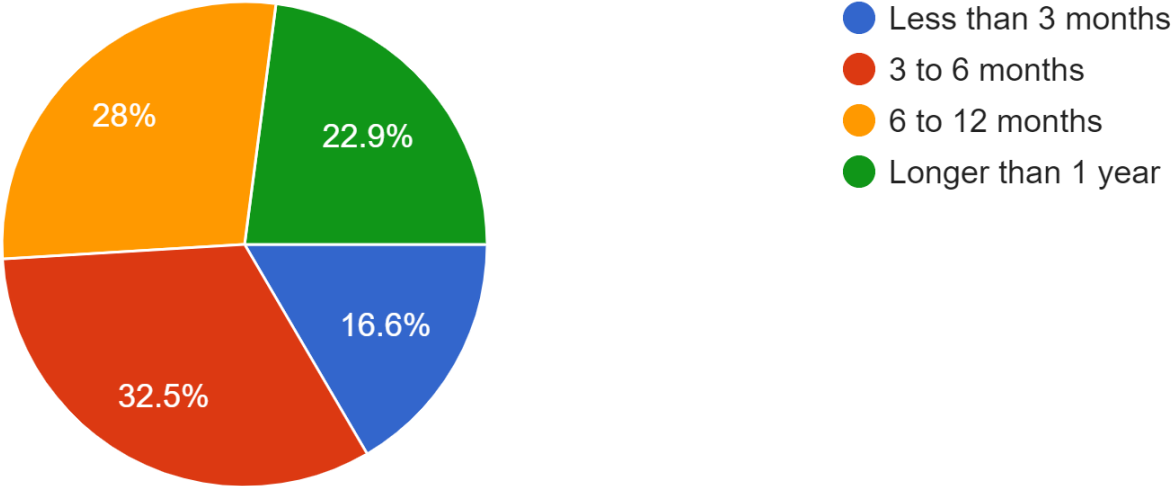
The Survey respondents were drawn from across the FS Industry

Your organisation's sub-sector



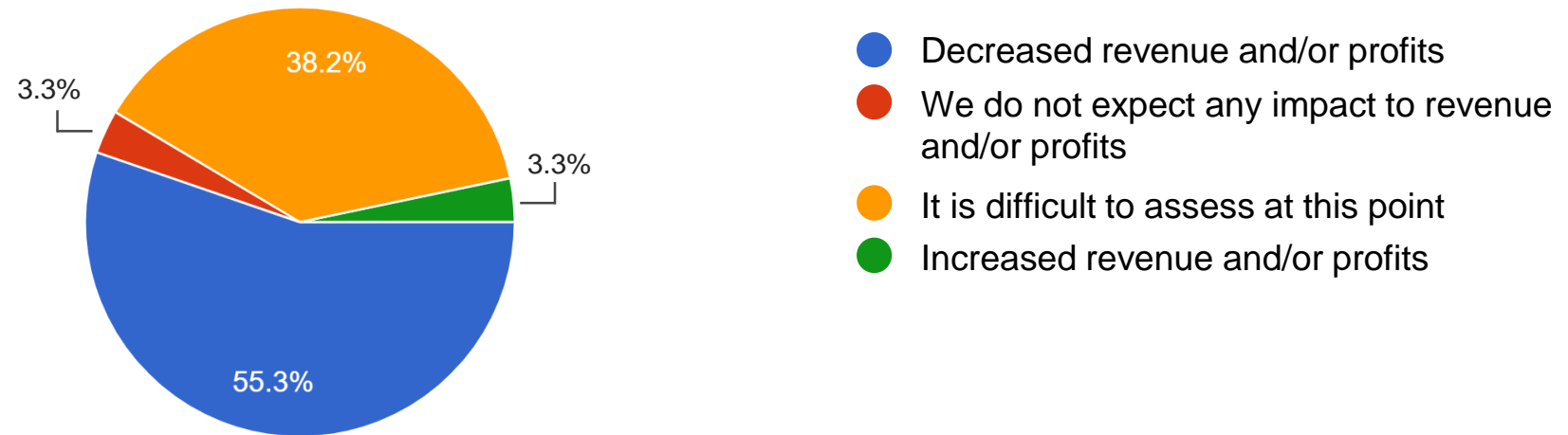
About 33% of FS HR executives are of the view that the impact of the pandemic will last for 3-6 months.

How long do you envisage the impact of the COVID-19 pandemic will last?



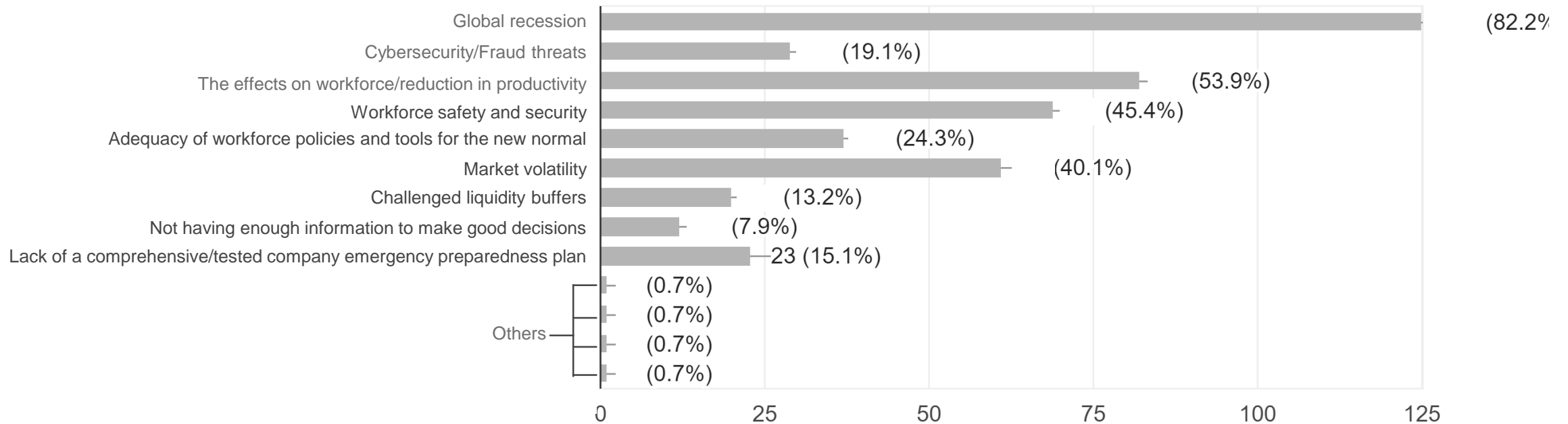
More than half of the HR respondents opine that the pandemic would negatively impact revenue and or profit

What impact do you expect on your company's revenue and/or profits this year as a result of COVID-19?



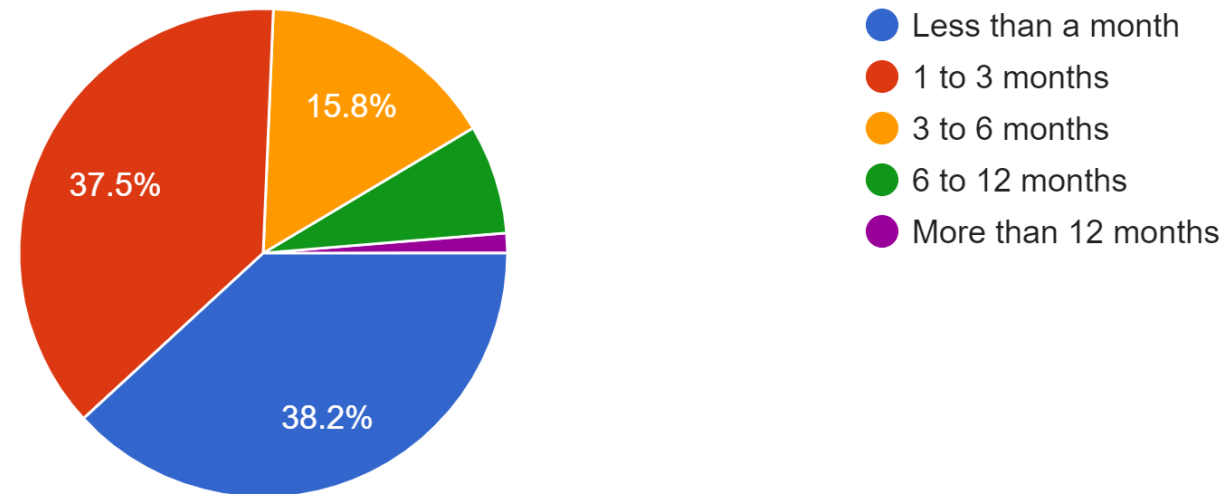
Global recession (about 82%), Effect on workforce/reduction in Productivity (about 54%) and Workforce Safety & Security (about 45%) are the top 3 concerns for respondents

What are your top three concerns with respect to COVID-19?



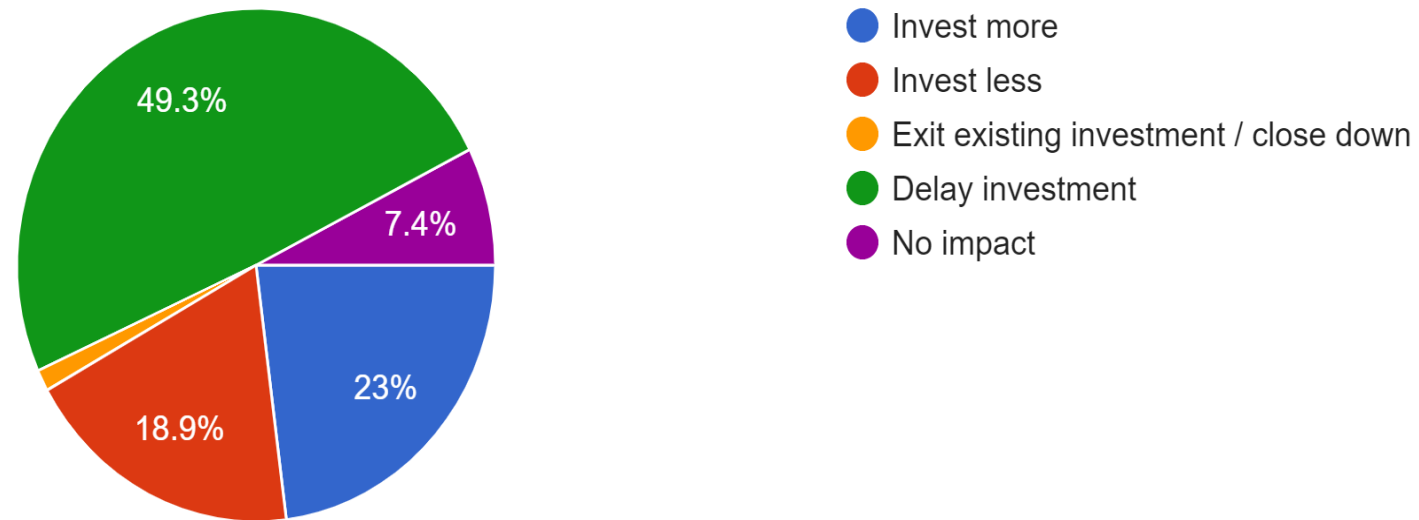
38% of FS HR executives are optimistic that their respective companies will recover from the pandemic in less than a month, about the same number of respondents believe their organization would return to normal operations within three months

If COVID-19 were to end today, how long would you estimate it would take for your company to get back to business as usual?



About 49% of respondents indicated that their companies will be delaying investment decisions as a result of COVID-19 and 23% of FS HR executives indicate that they are likely to invest even more

How does COVID-19 affect your investment decisions?





Thank you




Aruosa Osemwegie

People & Organisation, Advisory
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PwC Nigeria

••••• The Moderator

Closing

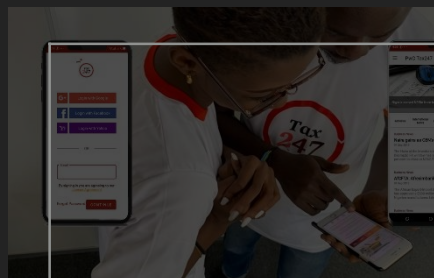




For more insights on how to respond to the business impacts of COVID-19



Visit our COVID-19 **Content Hub**
at www.pwc.com/ng/covid-19



Access COVID-19 Resources on
PwC Nigeria's **Tax 247 Mobile App**
available on both Google Play Store
and the Apple App store

Thank you



This webinar has ended