

FUTURE IN FLUX

TOP TRENDS FOR 2022:

FINANCIAL SERVICES

The executive's guide to taking the reins on transformation amid a future in flux

TRIGGERING TRANSFORMATION WITH INTERNAL IMPROVEMENTS

Financial services leaders are leaning on the workforce to level up and power transformation in 2022. They know there is significant work to be done to prepare employees to carry forward continuous change. This year, they hope to build digital and technology capabilities among the workforce to transform and keep pace with the competition. They are also focused on optimizing talent to overcome labor challenges and other obstacles to executing their transformation strategies.

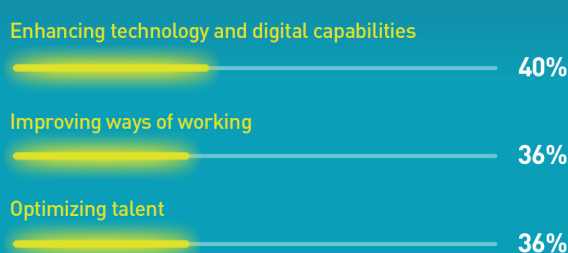
LEVELS

29%	VP/AVP	13%	C-Level Executive
28%	EVP/SVP	4%	Partner/Principal
23%	Director	4%	President

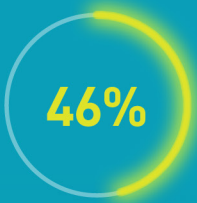
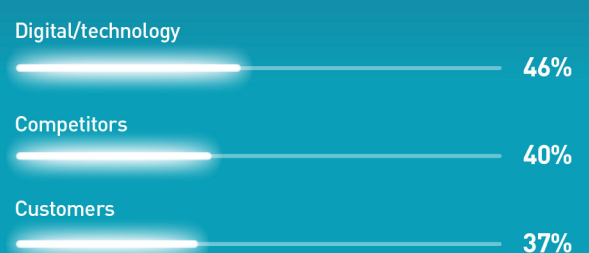
FUNCTIONS

29%	Accounting/Finance	12%	Strategy
18%	IT	6%	Marketing/Advertising
18%	HR	2%	Sales/Business Development
13%	Operations/Production	2%	Other

WHAT TOPS THE INDUSTRY'S TRANSFORMATION AGENDA?



WHAT ARE THE INDUSTRY'S TRANSFORMATION TRIGGERS?



46% of financial services leaders point to digital/technological issues as the most common areas that signal change.

TREND

ENABLING EMPLOYEES WITH DIGITAL

Financial services decision-makers know that workforce skills and capabilities must evolve this year, and 40 percent of them say enhancing digital/technological skills is a top priority for 2022. Leaders are keen on preparing the workforce to take advantage of new technologies available to ensure their organizations can keep up with the mandate for continuous transformation.

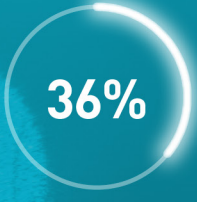
HOW TO TACKLE THIS TREND



Create continual opportunity for skill-building by revisiting key performance indicators and individual performance frameworks. Pilot **reskilling and upskilling** across employee segments.



Measure and adapt with **data & analytics (D&A)** by leveraging insights to extract meaningful patterns in workforce behavior. Draw on analytics to better understand employee interactions with digital tools.



36% of leaders say new technologies and digital capabilities are key factors prompting their transformation strategy.

TREND

NAVIGATING THE TALENT LANDSCAPE

It's a priority for financial services leaders to attract and retain top talent this year. They know this is critical to enable transformation, but also understand it won't be easy due to labor shortages and intense competition for the best and brightest. Industry leaders will be looking to source new talent and shift their workforce planning strategies to overcome transformation obstacles.

HOW TO TACKLE THIS TREND



Build capability and capacity with a **Managed Service**.



Adopt **agile ways of working** that bring stakeholders together to learn, improve, and transform more adeptly. Prioritize **change management** to maximize employee engagement around new ways of working.

24 percent of leaders say talent management and retention is one of the factors they seek to address in their transformation strategy.

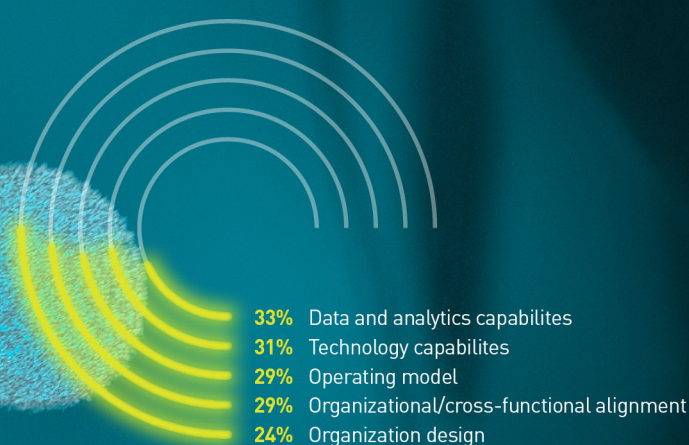
25 percent of leaders cite talent acquisition challenges and talent turnover as an obstacle to successfully implementing their transformation strategy.



38% of leaders say they will look to source new global talent pools to attract and retain quality employees.

TRANSFORMATION BARRIERS VS. ENABLERS

WHAT ARE THE INDUSTRY'S BARRIERS TO ADAPTABILITY?



WHAT'S ENABLING FLEXIBILITY FOR THE INDUSTRY?



FOR MORE, READ THE BLOG [HERE](#)