



THE CLIENT

Consolidated Bank Ghana Limited (CBG) is an indigenous Ghanaian universal bank licensed by the Bank of Ghana under the Specialised Deposit-Taking Instructions Act, 2016 (Act 930). The Bank currently has a network of 113 branches offering an all-inclusive range of innovative products and services to meet the banking needs of its customers.

SUCCESS STORY

THE HIRE

CBG engaged Phillips Consulting Limited (pcl.) in partnership with LRMG to implement a digital learning solution called Percipio, a Learning Experience Platform (LXP) to:

- Enable access to off-the-shelf eLearning courses aimed at addressing defined competency areas
- Provide learning advisory services to promote a learning culture within the firm
- Warehouse CBG's proprietary courses vital for equipping employees with the right knowledge and skills to perform optimally

KEY CHALLENGES & DESIRED PROGRESS

CBG wanted a culture where learning and development play an integral role in preparing staff for the constantly changing world of work - these activities are to be underpinned by Management's commitment to making CBG a learning organisation that attracts, develops and retains talent. As a bank formed via the consolidation of seven different banks, the organisation needed to build an organisation with the right skill set needed to drive strategic goals. Consolidated Bank of Ghana Limited could not roll out its capacity-building initiatives due to the absence of the right digital learning platform and resources.

After implementing the Percipio LXP, HR could assign courses to employees based on their competency levels, taking advantage of the various pathways to upskill employees. They also required that their company administrators be enabled and trained to support the learners.

OUTCOMES

The learning process at CBG is both organisational and self-driven. On a quarterly basis, staff are assigned courses that are in line with the relevant competency framework. Existing Skillsoft assets were curated by the HR team into channels that addressed the Bank's Core Values - Excellence, Innovation, Integrity and Teamwork.

Internal change management activities were carried out to raise awareness and enthusiasm for the solution. Included in this was a "Name it" campaign that was started to find an indigenous name for the Learning Experience Platform (LXP). The name concluded on for the LXP Platform is "AdesuaHub".

Value Delivered

94%
learner adoption and engagement



88%
learner completion rate



27,892
badges earned



11,316
total hours in learning sessions

