Best Practices for Boosting the Banking Employee Experience

Banker engagement is crucial to driving success in financial services. Empowered bankers who deepen customer relationships will unlock added value from customers, leading to higher lifetime values and accelerated revenue growth. Here are five best practices for boosting the banking employee experience to propel customer engagement.

1. Invest in your employees
When you prioritize training and development, you give employees access to the skills and resources they need to do their jobs and grow their careers. This helps create loyalty and improve retention.

2. Make corporate social responsibility (CSR) a priority
Today’s banking employees are very conscious of their social responsibilities. Employees want to be involved and part of organizations that champion causes that make the world a better place.

3. Arm employees with the right technology
To foster a bank culture that nurtures engagement and productivity, leaders need to provide an integrated, seamless experience at every step, from onboarding to participating in company initiatives, however and wherever they work.

4. Make employee wellness a priority
High expectations and stress in banking cause physical and mental strain. Leaders need to build health and well-being into their organization’s core values. Providing benefits and wellness programs is key.

5. Build and sustain a thriving culture
More employees today care about purpose-driven work than ever before. Banks need to establish, prioritize, and communicate values and build a culture that reflects them. This will energize and engage employees.

Employees say their mental (60%), physical (54%), and financial (46%) health significantly impacts their overall well-being, yet only one-third of employers communicate about mental and physical health more than twice a year.

Start today
Discover how Oracle HCM Cloud supports the employee experience and helps top-performing banks deliver memorable customer experiences.