

# Sterling banked on Nexford to upskill its employees



Sterling Bank is a licensed commercial bank in Nigeria that's won the great place to work in Nigeria for three years and the HR bricks practice award for the Chartered Institute of Personnel Management for three years. They have a Digital Transformation Initiative where they look to digitize most of their products with the sole intention of helping customers to do business at their convenience.



## Why Nexford?

Sterling Bank wanted to create a progressive work environment and culture. So they invested in new technologies and upskilled and reskilled employees to help address the challenges of their transformation agenda. The bank was looking for programs that would train employees to be able to meet future workplace requirements and ultimately benefit customers who were looking for a joined up and technologically superior banking experience. They therefore looked to Nexford for answers.

Nexford provided the programs that would help Sterling Bank meet its future workplace requirements. Through the programs, the bank was able to skill staff to meet the requirements of a global work environment without them having to take time off work to accomplish that. As Nexford is a 100% online university, participating workers could learn at their own pace, on their own time, and the bank didn't need to, well, break the bank to fund the initiative.



*"If we had not done this retraining initiative with Nexford, Covid would have hit us really hard and we would have been all at sea by not being able to cope with the stresses of remote working. We had to help employees adapt to the changing landscape of business. They needed to be more digitally savvy to cope with the challenges of the future and the future challenges of the workplace. There was quite a skills gap and Nexford helped us bridge it."*

Adewunmi Oluremi  
Group Head, Learning & Development



## Key Points

With the Nexford solution Sterling Bank was able to:

-  Be change ready by knowing that their staff had been upskilled to cope with a rapidly evolving digital business landscape
-  Satisfy customer demands by rolling out a digital banking app that was innovative and one of the first of its kind in Nigeria



## The Solution

Sterling Bank looked at a host of higher learning institutions, but after looking at its curriculum that they felt would address most of the issues that they faced in the workplace, Nexford became the front runner. Those leading the project felt that they were not just getting an academic program that taught lots of theory, but rather a practical curriculum that employees could relate to their particular work environment and put that new found knowledge into action quickly.

The Nexford solution provided a very agile approach in terms of the self-paced learning for employees that was born from its online mode of learning. Now the workforce has been

trained to run at the fast pace that the banks business strategy requires. Sterling Bank also maintains that by reskilling workers, they were not only equipping them to excel in their jobs, but also allowing them to aspire to occupying better positions in the company. This they believe has been instrumental in an increase in employee retention.

Sterling Bank maintains that the agile approach that Nexford helped it realize has helped it attain amazing results as a bank. This is evident in some of those awards that the bank has been able to win, especially the best place to work which is particularly important for staff retention.

## The Future

Sterling Bank is looking at taking over and dramatically improving the financial services landscape by rolling out cutting-edge digital products under the three key pillars of, agility, digitization and specialization.

Through its ongoing partnership with Nexford, Sterling will be looking to achieve its specialization goals, as the university's MBA and BBA programs allow employees to specialize their degrees to procure specific skills sets that will allow them to become more competent in their jobs and as a net result, help the bank achieve its agility and digitization goals. Sterling also has plans to partner with Nexford to help its employees take short courses to help solve specific business problems that will help drive growth at the bank.