

## How RBI Will Survive the Digital Banking Darwinism with Adaptive Workplace Learning

*Folien:*  
Englisch

*Vortragssprache:*  
Englisch

*Umfang (mit Diskussion):*  
45 min.



*Abstract:* Digitization is one of, if not the defining topic of the present & will change our entire human self-image: Life is becoming "on-life." The digital-online world is merging with the analog-offline world. In connection with the digitization of corporate learning, people often talk about the "learning revolution", which is characterized by two aspects: the "performance problem" & new "learning formats." Operational learning is increasingly becoming "performance support" and primarily serves to solve problems rather than to accumulate knowledge. We also discuss learning & applying as opposed to learning & storing. After all, the actual purpose of corporate learning is to enable employees to do their "job" well or better & to adapt to changing conditions.

Under the conditions of digital transformation, learning must increasingly follow the primacy of performance, of "applying". Offerings that tend to follow the primacy of "memorization" will sooner or later become obsolete. This presentation uses a field report to explain how Raiffeisen Bank International digitized corporate learning in its subsidiary UDC (Ukraine Development Center) by creating the Test & Test Automation Academy and introducing innovative learning concepts (Agile Learning Guides, Agile Learning Journeys, ...) & new learning formats (Pair Learning, Learning Nuggets, ...), thus successfully establishing scaled, self-directed workplace learning.

*Vortragende:* **Rudolf Grötz & Vaska Zaykova, Raiffeisen Bank International (RBI), Vienna (AT) & Kyiv (UKR)**

## **Rudolf Grötz**

Rudolf, who has been working in IT for 30 years & is a passionate software tester, works as an agile engineering coach in the Test & Test Automation department at Raiffeisen Bank International in Vienna in the field of software testing & lives by the motto "Test automation is not an act, test automation is a habit!". In addition to professional articles in various magazines, he also provides the community with conference presentations & organizes the Vienna Agile Test Automation Meetup with more than 1.200+ members.



## **Vaska Zaykova**

Vaska is leading a transformation initiative for one of Raiffeisen's IT Delivery Centers. Her current role is to support the Delivery Center in Kyiv (UKR) to achieve a significant transformation in the business & operating model. To develop & enhance the organization, together with the local team in Kyiv, she focuses on & executes a set of change management projects aiming at creating an organization that can accelerate innovation for the customers, close group-wide skill gaps, and foster technology reuse. The main goal of the transformation is to replace the pure workbench approach with a product-oriented setup. For this to happen, Vaska & her team are working towards improving the HR function & all processes within the company, creating an environment for current & future employees, where they can be their best selves.

