

After reading this document you will know:



What is Know-How?



What are its benefits and applications?



How as a manager you can optimise the use of Know-How by getting involved in your team's learning journey?



What resources are available to you to get started and support your involvement?

Intuition's Financial Training Catalogue is the premier digital learning solution for financial services. We equip over 1.5 million financial services professionals annually with the knowledge to deliver in the rapidly-moving global marketplace. Written by experts and practitioners, Know-How is regularly updated to reflect developments and changes in the financial markets. Our extensive Know-How Catalogue is trusted by the world's largest investment and commercial banks, leading asset managers, insurance firms, regulatory bodies and professional services firms.

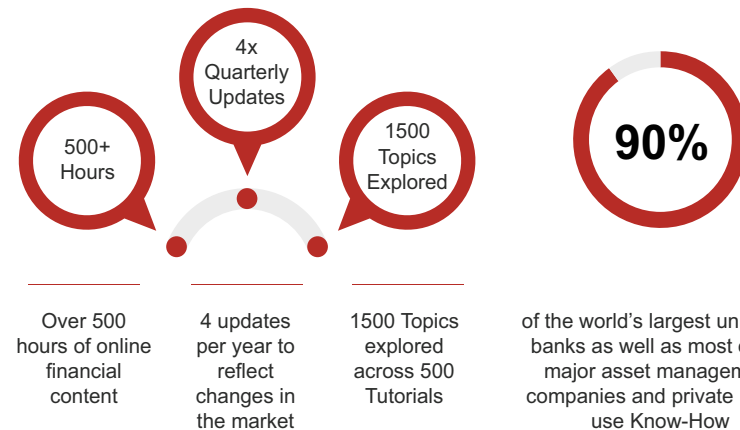
What Topics Does it Cover?

- Wholesale Banking
- Corporate & Commercial Banking
- Asset & Wealth Management
- Capital Markets
- Credit & Risk Management
- Financial Analysis & Valuation
- Regulations & Reporting
- Trade Finance
- Securities Servicing
- Compliance



1,500,000

Finance Professionals use Know-How for their learning requirements each year



[Watch Know-How intro video](#)



Multi-media learning



Video



Scenario



Excel
Interactive

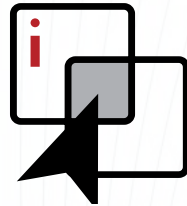
Why eLearning?



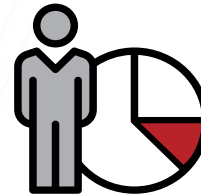
Cost effective and time-saving



Consistent, standardized and scalable training



Leads to better retention



Analytics, tracking and reporting of learners' progress

Key reasons for using Know-How:

- CPE Maintenance
- Firmwide Compliance
- Upskilling
- Functional expertise
- Supplementing or replacing classroom-based learning
- Onboarding
- Performance Support

Corporate training like any other type of training will be more successful if it is tied to a clear objective. The assignment and monitoring of required eLearning, your own internal certification programmes and skills pathways can all be used to create a culture of achievement around training.

Case Study: Using Know-How for onboarding

A global investment bank uses Know-How to produce a global, scalable onboarding programme to get university graduates with varied experience, backgrounds and knowledge of the finance industry desk-ready.

[Learn More](#)

Case Study: Using Know-How to create the leaders of tomorrow

A leading bank in the Middle East uses Know-How as part of their Talent Development Programme. The programme is aimed at training learners in a variety of fields to develop a pool of future leaders to help drive growth within the organization.

[Learn More](#)

Case Study: Benchmarking knowledge for regulatory-driven CPE

An international private bank and asset manager uses Know-How and Skills Gap Analysis to assess knowledge levels and devise an education programme to meet the required level of knowledge and competence of each employee, while ensuring efficient use of their time.

[Learn More](#)

Your involvement is a critical ingredient to increase the engagement of your team with learning. Greater manager involvement in L&D promotes the habit of lifelong learning and improves the quality of these activities. As a good manager, you must work to increase your employees' engagement and productivity, which involves becoming an active agent in their learning.

Line managers at various levels can help:

- ✓ Identify staff learning needs
- ✓ Develop learning programmes for individuals or teams
- ✓ Monitor and promote the ongoing use of Know-How

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'Buy-in from employer, and more importantly the learner's direct manager is the biggest single factor in determining whether a worker goes on to complete a course of study'

How can you identify the right Know-How tutorials for your team?

Role-driven

78% of workers are motivated to pursue learning if it connects to their future role

Practical Examples:

- Create and assign learning pathways to meet role-based regulatory knowledge and competence requirements.
- Create role-mappings for different levels of experience.

Skill-driven

Only 20% of workers are confident they have the skills they need for the future

Practical Examples:

- Create introductory, intermediate and advanced learning pathways for upskilling initiatives.

Business-driven

An effective employee onboarding strategy is capable of improving retention by up to 82%

Practical Examples:

- Onboarding and Induction programmes.
- Learning Academies.
- Replace workshops with Know-How eLearning. These can be blended with webinars.



Get set-up to the Intuition Know-How Financial Services Library

Access useful Resources for administrators and promotional materials to share with users. Reach out to your Learning & Development administrator to receive your log-in credentials.



Identify relevant learning

Browse our Interactive brochure, [Discover Know-How](#). If you haven't received your client portal log-in credentials, reach out to your Learning & Development administrator to receive your log-in credentials.



Assign learning and create learning pathways

How can you assign the learning?

- Learning assignment will depend on the settings of your LMS provider.
- Intuition can help you design custom learning pathways, which you can re-create and assign in your LMS.



Monitor and report on the learning

How can you monitor and report on the learning?

Intuition can provide reports on:

- Top users and top learning items.
- Completions.
- User activity.



Learning Insights

Sign up to our financial newsletter.



For any questions or support on Know-How, you can contact Intuition's Client Success Team at: @ success@intuition.com