

UOB launches holistic learning and development programme for all its employees to succeed into the future

*First in-house designed programme to broaden soft skills as well as digital and data skills accredited by
the Institute of Banking and Finance Singapore*

Singapore, 15 October 2019 – United Overseas Bank (UOB) has launched an holistic learning and development programme, titled ‘Better U’, to help its more than 26,000 employees across the Group build successful careers in the digital age. As the financial services sector undergoes digital transformation, the Better U programme reaffirms the Bank’s long-term commitment to provide its people with meaningful careers and to support them in their development journey.

Given that job roles will continue to be redefined by emerging and new technologies, the Better U programme identifies five core competencies essential for UOB employees to remain relevant in the future. Through a 12-week foundation course, all UOB employees will complete modules aimed at encouraging a growth mindset, developing complex problem solving skills, as well as acquiring skills in the fields of digital innovation, human-centred design and data. These five core competencies, which form the bases for future learning and employability, will enable the employees to decide with greater certainty which routes of continued learning and technical specialisation they would like to take.

To cultivate a habit of continual learning among its employees, UOB designed the 12-week course based on behavioural science and training best practices. For example, many modules have been designed as games or interactive team-based formats for a more engaging learning experience. Almost all the modules are also digital so that employees can embark on their learning journeys at their own convenience.

In addition to the foundation course, UOB has designed career pathways and learning tracks and will also set up a dedicated team to advise and to guide employees as they navigate the future demands of work.

Mr Dean Tong, Head of Group Human Resources, UOB, said, “To help our people find their place in an environment where work is being transformed by technology and customer expectations, we designed the Better U programme to nurture a mindset that is curious and open to new avenues of personal and

professional growth. By designing an holistic development programme that covers both soft and technical skills, we are sowing the seeds of learning to prepare our people for successful careers in an industry that is undergoing significant change.

“The Better U programme is part of our long-term approach as we nurture our talent and empower them to take control of their future. Through it, we hope our people will be able to discover their full potential and for some, possibly chart a new course in their career.”

UOB’s Better U programme is the first such training initiative that covers soft skills as well as digital and data skills to receive accreditation by the Institute of Banking and Finance Singapore (IBF). Upon completion of the foundation course, UOB employees will be awarded a UOB-IBF Certificate of Achievement.

Ms Lydia Wee, Deputy CEO, IBF, said, “Finance professionals will need to acquire new skills as their jobs evolve. In this regard, IBF is pleased to have accredited UOB’s Better U programme which is in line with the Skills Framework for Financial Services. The programme will offer employees the opportunity to acquire both digital and soft skills, and be better prepared for the future.”

Paving the way for career progression through specialised learning tracks and further education

Following the foundation course, UOB employees can choose to pursue specialised learning tracks or educational opportunities that are aligned with their capabilities and interests. They can also apply for financial support to advance their education up to a Master’s degree should they meet the Bank’s selection and sponsorship criteria¹.

UOB’s Better U programme suggests learning tracks to guide employees who may not know the area in which they wish to specialise. The Bank has introduced two progression pathways in the areas of Data Management and Project Management and will expand the range of specialised learning tracks over the next three years.

¹ As part of the criteria, the Bank will match the personal strengths, aspirations and job performance of interested candidates with their potential to take on higher-value roles within UOB.

UOB launched its Better U programme in Singapore with close to 1,500 employees participating in a Better U showcase at the Bank's headquarters at UOB Plaza. UOB will roll out its Better U programme progressively across the Group. By the end of 2020, the Bank expects that at least 70 per cent of all UOB employees globally will have completed the 12-week foundation course.

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About United Overseas Bank

United Overseas Bank Limited (UOB) is a leading bank in Asia with a global network of more than 500 offices in 19 countries and territories in Asia Pacific, Europe and North America. Since its incorporation in 1935, UOB has grown organically and through a series of strategic acquisitions. UOB is rated among the world's top banks: Aa1 by Moody's and AA- by Standard & Poor's and Fitch Ratings respectively. In Asia, UOB operates through its head office in Singapore and banking subsidiaries in China, Indonesia, Malaysia and Thailand, as well as branches and representative offices across the region.

Over more than eight decades, generations of UOB employees have carried through the entrepreneurial spirit, the focus on long-term value creation and an unwavering commitment to do what is right for our customers and our colleagues.

We believe in being a responsible financial services provider and we are committed to making a difference in the lives of our stakeholders and in the communities in which we operate. Just as we are dedicated to helping our customers manage their finances wisely and to grow their businesses, UOB is steadfast in our support of social development, particularly in the areas of art, children and education.

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