

LEADERSHIP & LEARNING ARCHITECTURE

STANDARD BANK

Branch-manager capability designed around the operating context.



An end-to-end learning journey that connected leadership behaviour, client value and commercial performance through practical workplace application.

THE BRIEF

Turning complexity into a practical way forward.

Branch managers have to lead people, interpret local conditions, make commercial decisions and protect the client experience—all at the same time. The programme was designed around that reality, not generic management theory.

RYAN'S ROLE

Lead designer, programme lead, lead facilitator and pilot-phase train-the-trainer lead.

THE APPROACH

01

Design from the channel

Grounded the journey in the choices branch managers face: client value, performance, profitability and team leadership.

02

Sequence the learning

Created a connected pathway from role purpose and value alignment through to commercial judgement and performance leadership.

03

Use the workplace

Built implementation periods and practical assignments into the programme, then enabled consistent facilitation through the pilot.

WHAT IT ENABLED

- ✓ A context-specific development journey rather than a generic leadership course.
- ✓ A stronger connection between leadership behaviour, client value and business performance.
- ✓ Practical transfer through workplace implementation and summative application.

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