Our senior leaders have relished sharing their career and development needs and have been so enthusiastic about their personal pathway.
Bank of Queensland as one of Australia’s leading regional banks they provide a genuinely independent alternative for Australian financial services customers. Most of the branches are run by local Owner-Managers, meaning they’re running a small business and understand what it means to deliver personal service.

“It is an exciting time at BOQ, everyone here can make a difference.”

The focus to think different, act different, be different is at the heart of the culture and the people who work at BOQ. With a diverse workforce of over 2,800 staff in branches and offices across Australia, allowing for plenty of opportunities for personal development and career advancement, it’s easy to see why BOQ have an impressive reputation.

“Never underestimate the power of listening to people.”

BUSINESS CHALLENGE

To create a leading-edge, best-in-class, unique, and personalized leadership and development program for all leaders, at all levels.

Data and feedback from employee engagement surveys, cultural deep dives and leadership style assessments proved that leaders wanted personal, professional and career development opportunities.
CASE STUDY #1901

Bank of Queensland

INITIATIVE

**BOQ Pathways** - a world-class Leadership and Career Development Program which offers unique, accelerated and personalised opportunities for future leaders of BOQ.

SOLUTION

To ensure they were building something for the future BOQ's initial approach was to engage 6 MBA students from TUCK Business School of Management, Dartmouth USA, to do an **extensive research project** on what the workforce of the future would look like for BOQ, how, where and when would they work? What would they expect in regards to development and career opportunities.

From there they began by providing **workshops, tools and resources** for people to discover their own personal purpose and career drivers as well as interviewing leaders and managers to understand what development was wanted. With the support of an innovative external learning solutions partner, **modules were built around these topics and developed into a continuous learning platform**.

**BOQ Identified**

- 5 core / common modules
- 20+ elective modules
- Modules included:
  - Mindfulness
  - Work/Life Balance
  - Resilience

**App Platform**

- access anywhere, anytime
- personal learning path
- learning material
- book into modules
- career coaching

**Communication**

- CEO announcement
- Pre-launch messages and teasers
- Official launch day to 120+ senior leaders with learning activities, next steps, and best practices
So much flexibility! I feel that I can ask for anything from my team.
RESULTS
There was a lot of preparation that went into BOQ Pathways, but after 10 months of design, information gathering, needs analysis etc. it was worth it. Participants had never had such a personalized approach and the feedback has been extremely positive.

ANECDOTAL FEEDBACK

“Truly unique and the way of the future!”

“Best approach and design we have ever seen!”

“I feel I’ve been totally listened to.”

“More important to me than increase in wages or bonus.”