

LLOYDS  
BANKING  
GROUP



# WHAT A DIFFERENCE A DAY MAKES

SOPHIE BIALASZEWSKI



# A VIEW OF THE FUTURE



#1 Macro-Economic  
Environment & Globalisation



#2 Workforce evolution



#3 Technology Disruption



#4 Outside-In environment

# DIGITAL HAS CHANGED THE WAY PEOPLE WANT TO BANK

**8M** mobile customers

**12M** Online customers

**50-70%** of needs meet online

**1<sup>ST</sup>** mobile application



# BE CLEAR ABOUT WHAT YOU WANT

**Accelerate the speed  
of Innovation**

**Provide a source of  
Ideas**

**Enhance risk-taking  
ability**

**Attract Talent**

**Drive Employee  
Engagement**

**Build a culture of  
Innovation**

# CORE BELIEFS

2. Bring fresh thinking and alternative options

1. Role model - fast, cheap, test and learn

3. De-risk the strategy by bridging technology, customer needs and business needs

4. Make innovation everyone's job

5. Bring insights and identify relevant FinTech



# CULTURE, COLLABORATION & COMMUNICATION



ENABLING INTRAPRENEURSHIP

Things Are Rarely What They Seem  
Think Big, Start Small



# Create Experiences



Done Re: Judges are ready!  
Written by Claire Calmejane  
in Innovation Jam #5 - Commercial Banking  
on 20 May 2015 16:14





# NO ONE SIZE FITS ALL



**Innovation Jam**

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**Pop Up Lab**

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**Hackit**

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**FinTech Mentoring**

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**Espresso Martini**

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**Digital Espresso**

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**Horse & Horizon**



**19 startups**



**9/10** satisfaction survey startups



**2.8M €** average valuation of FinTech London alumni



**startupbootcamp**



**OUR COLLABORATION**

“What’s going to happen?”  
“I don’t know!”



Different Environment, Different Perspective



Jackanory



# RECOMMENDATIONS

1. Hire brilliant people from across industries, scout out the best talent globally
2. Develop a shared purpose that inspire & unites colleagues
3. Create an innovation governance framework that includes risk, legal & sourcing to make quick decision making possible
4. Identify the execs that 'get it' and push them to sponsor initiatives first, make them the hero of your story
5. Engage regulators to have open conversations about innovation
6. Combine culture, products and training to create a holistic approach to innovation
7. Create your own open innovation ecosystem to bring the outside in



**SOPHIE BIALASZEWSKI**



@sophiebtalk