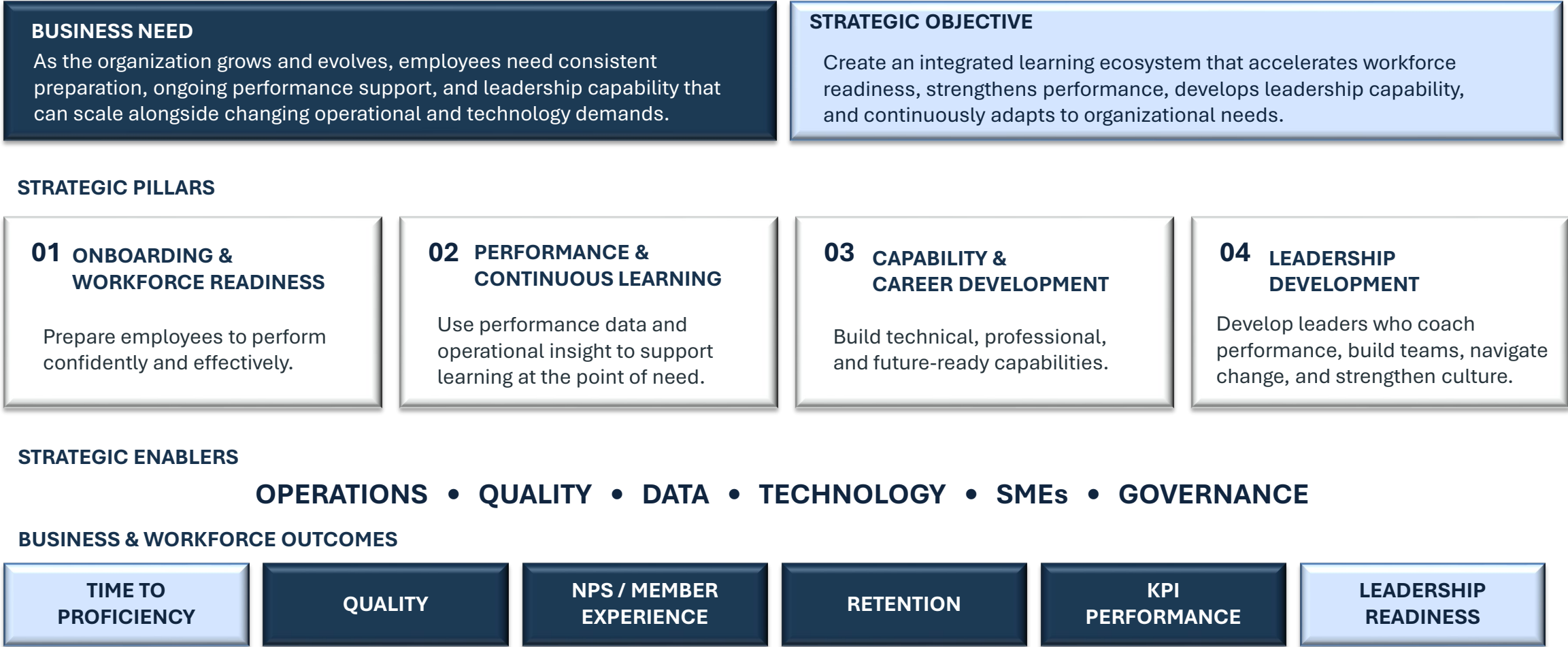


Learning & Capability Strategy

Connecting workforce capability to business priorities and defining where Learning can create the greatest impact.



Capability Priorities

Translating business priorities into the workforce capabilities required for successful performance, growth, and change.

FROM BUSINESS PRIORITY TO DEVELOPMENT FOCUS

CAPABILITY PRIORITY	WHAT IT ENABLES	DEVELOPMENT FOCUS
ROLE READINESS	Faster, more consistent transition into performance	Knowledge • Systems • Processes • Application
PERFORMANCE EXCELLENCE	Consistent quality and KPI achievement	Critical Thinking • Decision-Making • Performance Support
MEMBER EXPERIENCE	Stronger service, confidence, and trust	Communication • Empathy • Problem Resolution
DIGITAL & CHANGE READINESS	Adoption of evolving tools and ways of working	Technology Fluency • Adaptability • Change Capability
LEADERSHIP CAPABILITY	Stronger teams and sustained performance	Coaching • Feedback • Team Development • Performance Management
CAREER GROWTH	A stronger internal talent pipeline	Professional Skills • Career Pathways • Leadership Readiness

THE STRATEGIC CONNECTION



Learning Ecosystem Map

Connecting learning, performance support, career development, and leadership development across the employee journey.

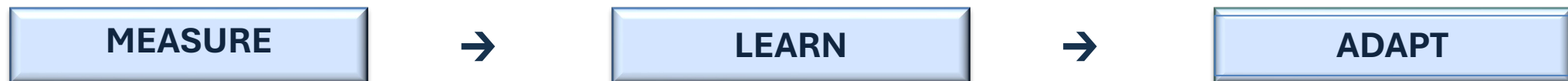
THE EMPLOYEE CAPABILITY JOURNEY



FOUNDATION

OPERATIONS • QUALITY • DATA • TECHNOLOGY • SMEs • GOVERNANCE

CONTINUOUS IMPROVEMENT LOOP



Strategy establishes the destination. The roadmap determines how we get there.