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COURSE BROCHURE

# Human Capital Productivity in Financial Institutions Training Course

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# Human Capital Productivity in Financial Institutions Training Course

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Human capital productivity in financial institutions is a 1-week training course for human resources and line managers in banks and insurers, built around a productivity driver map that links each people lever to output per employee. Cost-to-income pressure, digital channels and scarce specialist skills now force financial institutions to show what their workforce produces, not only what it costs. Jupiter Prime Training places human capital productivity at the centre of this course.

## Why Human Capital Productivity in Financial Institutions Matters Now

Three forces shape the subject. Automation of branch, contact centre and back office tasks changes which roles create income and which absorb cost. Boards and investors compare cost-to-income ratios across peers and ask why staff numbers move differently from revenue. And specialist skills in credit, digital and financial crime are scarce, so poor deployment wastes expensive talent. A bank or insurer that measures and raises output per head funds growth and keeps engaged people; one that does not cuts headcount blindly, loses capability and sees service quality slip.

## Who Gains Most from Human Capital Productivity in Financial Institutions

- Human resources partners responsible for workforce reporting to business heads
- Branch, operations and contact centre managers who set staffing and targets
- Learning leads who decide where capability spending goes
- Talent specialists who move people between desks, products and locations
- Finance partners who build cost-to-income and staff cost forecasts

A business unit that sends its human resources partner, a line manager and a finance partner together gains most, sharing one reading of the figures.

## Human Capital Productivity in Financial Institutions Capabilities

The outcomes connect engagement, capability and deployment to measurable output in a bank or insurer.

- Calculate output per employee, revenue per full-time equivalent and staff cost ratios — business heads setting targets
- Assess engagement survey results against absence, attrition and service outcomes — line managers prioritising action
- Design capability building plans tied to product and channel income — learning budget decisions
- Weigh redeployment options for roles changed by automation — talent and operations leaders
- Build a people metrics set linked to cost-to-income and customer results — executive committees

- Communicate productivity findings without blaming individual teams — staff and their managers

## Key Human Capital Productivity in Financial Institutions Terms

- Human capital productivity — the business output a workforce produces relative to its size, cost or hours.
- Revenue per full-time equivalent — total income divided by the number of staff counted as full-time positions.
- Cost-to-income ratio — operating costs divided by operating income, a headline efficiency measure for banks and insurers.
- Engagement driver — a workplace condition that raises discretionary effort.
- Talent deployment — placing people with scarce skills in the roles where their contribution to income or control is highest.
- Capability gap — the difference between skills a business plan needs and the skills its current staff hold.

## Human Capital Productivity in Financial Institutions Day by Day

## Day 1: Forces Reshaping Workforce Output in Finance

- Cost-to-Income Benchmarking — Where Staff Costs Sit Against Peers
- Automation Impact Mapping — Roles Gaining or Losing Income Contribution
- Specialist Skills Scarcity Scan — Credit, Digital and Financial Crime Talent
- Workforce Composition Profile — Front, Middle and Back Office Balance
- Productivity Baseline Statement — Agreeing What Output Means per Business Line

## Day 2: Measuring Output and People Metrics

- Output per Employee Ratios — Revenue, Accounts and Transactions per Head
- Staff Cost Ratio Analysis — Fixed Pay, Variable Pay and Overtime
- Absence and Attrition Cost Estimates — Hidden Loss of Productive Hours
- Span of Control Review — Layers and Manager Ratios in Branches
- Leading and Lagging People Indicators — Early Signals Before Output Falls

## Day 3: Engagement and Capability as Output Drivers

- Engagement Survey Driver Analysis — Linking Scores to Service and Sales
- Manager Quality Indicators — Coaching, Feedback and Team Stability
- Capability Gap Assessment — Skills Needed for Product and Channel Plans
- Learning Spend Allocation — Prioritising Roles With Highest Income Leverage
- Role Clarity and Workload Review — Removing Duplicated Effort Across Desks

## Day 4: Talent Deployment and Workforce Choices

- Scarce Skill Placement Matrix — Matching Specialists to High-Value Roles
- Redeployment and Reskilling Options — Responding to Automated Tasks
- Flexible Staffing Models — Shared Pools, Part-Time and Cross-Skilled Teams
- Incentive Alignment Check — Rewarding Output Without Encouraging Mis-Selling
- Productivity Trade-Off Assessment — Headcount, Service Quality and Control Risk

## Day 5: Practising the Productivity Driver Map

- Business Line Productivity Diagnosis — Applying Output Ratios to a Case Bank
- Engagement and Capability Linkage — Tracing Drivers to Measured Results
- Deployment Scenario Comparison — Testing Two Staffing Options for an Insurer
- Executive Briefing Rehearsal — Presenting People Metrics to Business Heads
- Productivity Driver Map — Connecting Each People Lever to Output per Head

## Applying Human Capital Productivity in Financial Institutions After the Course

- Calculate revenue per full-time equivalent for one business line and compare it with earlier periods.
- Run an engagement driver analysis for one branch network and agree two actions with its managers.

## Human Capital Productivity in Financial Institutions Questions FAQ

### What is human capital productivity in financial institutions and why does it matter now?

It is the output a bank or insurer's workforce produces relative to its size and cost. It matters now because automation, cost-to-income scrutiny and scarce specialist skills make every role's contribution visible.

### Which roles gain most from human capital productivity in financial institutions?

Human resources partners, branch and operations managers, learning leads, talent specialists and finance partners gain most. You benefit if you set staffing or capability budgets.

### How does a human capital productivity in financial institutions course differ from a general workforce reporting course?

A general workforce reporting course covers people indicators across any sector. This course ties engagement, capability and deployment directly to output per head and cost-to-income in banks and insurers.

### What do you bring back from human capital productivity in financial institutions?

You bring back a productivity driver map for one business line, showing which people levers raise output per head and which metrics track them.

## Human Capital Productivity in Financial Institutions: The Way Forward

The productivity driver map first informs where a business line should invest in capability or redeploy people rather than cut headcount. Human resources partners, line managers and finance partners use it to agree targets with business heads. After its first use, revisit the engagement drivers, because the link between morale and output shifts as automation changes daily work.