

WINNER

BEST USE OF SOCIAL/COLLABORATIVE LEARNING

NATIONAL AUSTRALIA BANK

NAB NED TALKS



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National Australia Bank (NAB) designed its *Nimble Education Delivery (NED) Talks* in response to the challenges of having 42,000 employees dispersed across Australian and overseas, and to build the capability of its people to deliver a great customer experience.

NED Talks are a low cost, simple social learning mechanism for employees with a passion to share their expertise with their colleagues, recognising and optimising the breadth and depth of existing knowledge and expertise within the business. *NED Talks* rely on employee volunteers to give a 20 minute presentation on an engaging topic, with opportunities to ask questions at the end of each talk. For ready access, *NED Talks* are scheduled at lunchtime: employees can attend with their lunch in hand and be back at their desks 30 minutes later.

Each talk is recorded and edited by an external partner, then hosted on a site that can be accessed by all employees via the NAB intranet. The increased activation of Yammer as a social enterprise platform is a proof point that employees are already digitally engaged in social and collaborative interaction.

A *NED* ambassador is a social learning

champion who volunteers to support the initiative; they can connect with other team members and play a role in welcoming guests at our talks and promoting the events on Yammer. This is an effective way to involve employees who are passionate about the concept but may not wish to present themselves. As *NED Talks* can be accessed across the enterprise, ambassadors, speakers and learners can come from anywhere in the business, and from any role.

Speakers and ambassadors can promote the benefits of involvement and apply a consistent approach to the initiative via a robust set of guidelines developed to improve the experience for both speakers and learners. Content is not NAB-specific as *NED Talks* are not a forum for senior management to convey corporate messages; they are a channel for informal, social learning to take place in a supportive environment.

Two weeks before each talk, organisers send an email invitation to subscribed employees and the talk is promoted across the organisation on the intranet and the 'All Company' Yammer Group. On the day, a display banner is positioned outside the venue to attract foot traffic.

The *NED Talks* approach has continued to evolve through anecdotal feedback from ambassadors, speakers, learners and online viewers. Ambassador members are rotated every six months to grow word of mouth and advocacy.

NED Talks contribute to a culture of social learning and collaboration, whilst offering a simple solution for learning to reach the dispersed workforce. They provide an opportunity for employees to share their passion, present to a live audience of up to 250 people and create new connections.