

# SYNOVUS®

**Synovus** is – and always has been – a place where business is personal. While we have different names in different places, we are one company – Synovus. We have the strength of a major financial institution while maintaining the personal relationships you'd expect from your bank around the corner. From everyday banking to corporate services, Synovus is **the bank of here**.

**Synovus** began with a single act of kindness in 1888, and our passion for serving others has been growing ever since. Our roots run deep in all of the communities we serve, and we are committed to helping friends, neighbors, and customers alike achieve their goals.

**Synovus** is currently recruiting for this wonderful employment opportunity located at its **Roswell, GA** location:

## **Job Title: Learning Business Partner**

**Job Summary:** Provides consultative services to design, implement and evaluate learning solutions and initiatives that engage learners, meet the needs of the business and support the culture of the organization. Aligns with executive sponsors and management to identify opportunities to impact the organization's business goals and objectives. Participates in strategic planning sessions to provide insight on current situation versus future vision, identify training gaps, and recommend ongoing learning and performance solutions. Identifies learning programs that range in scope from a one-time event to multiple session courses, evaluates program effectiveness, and monitors learning solutions for performance improvement and return on investment.

## **Job Duties and Responsibilities:**

- Conducts performance needs analysis for line of business executives and leaders. Meets regularly with executives and leaders to understand their business, strategies, work environment, performance measures, training, and coaching needs. Utilizes performance analysis skills to recognize gaps in performance through utilization of data, observation, surveys and interviews. Collaborates with top performers and subject matter experts to identify best practices and validate needs/gaps. Compares current situation with industry standards and benchmarks.
- Identifies and/or designs, recommends, and presents learning programs and solutions to executive sponsor and leadership to ensure program is strategically aligned to their overall needs and expectations. Serves as internal lead on the development and implementation of learning solutions in collaboration with subject-matter-experts (SMEs), instructional designers and vendors. Conducts content updates and reviews with project team and key stakeholders during program development. Identifies and creates accountability measures to monitor and increase participants' effectiveness.

- Executes and delivers programs across multiple lines of business. Responsible for planning, communicating, budgeting and scheduling all aspects of the program. Manages participant enrollment, verifies content, and facilitates as needed. Tracks, measures and documents behavioral change and impact through observations and reporting for the purpose of return on investment. Conducts pre/post follow-up calls with participants and supervisors for ongoing development and coaching.
- May facilitate advanced level courses, such as: Leadership and Management, Consultative Sales and Negotiation, Business Development, Credit, and Process Improvements. Customizes and adjusts presentation for various target audiences to ensure learning transfer. Reviews pre/post evaluations for areas of improvements both in facilitation and content. Adjusts delivery and facilitation style based on adult learning theory to maximize learning impact.
- Each team member is expected to be aware of risk within their functional area. This includes observing all policies, procedures, laws, regulations and risk limits specific to their role. Additionally, they should raise and report known or suspected violations to the appropriate Company authority in a timely fashion.

**Required Knowledge, Skills, & Abilities:**

- Minimum Education: Bachelor's degree
- Minimum Experience: Five (5) years of banking business knowledge and experience
- Required Knowledge, Skills, & Abilities:
  - Business acumen to include industry experience, i.e. Branch Banking, Business Banking, Credit, Operations or Human Resources
  - Ability to establish and maintain a high level of credibility and trust with customers and external contacts
  - Excellent written and verbal communication skills to include consulting and presenting to executive management
  - Effective collaboration skills with business partners, vendors and other contacts
  - Knowledge of adult learning principles
  - High level of demonstrated consultative and project management skills
  - Ability to identify learning solutions, design program content and manage programs
  - Negotiation skills and ability to mediate between wants and needs
  - Proficient in Microsoft Office Suite -- Word, Excel, PowerPoint, Outlook

**Preferred Knowledge, Skills, & Abilities:**

- Training and facilitation experience
- Instructional Design and banking experience strongly preferred.
- Ability to train during different shifts is required.
- Ability to travel 50% of time is required

If you're interested in this employment opportunity or you know someone who is interested, I encourage you to apply to this opportunity by visiting [www.Synovus.com](http://www.Synovus.com) or by emailing your resume to my attention at [EricFowler@Synovus.com](mailto:EricFowler@Synovus.com)