



Sesame Bankhall Group

# The power of advisers

5th<sup>th</sup> July 2018

sesame<sup>®</sup> pms

# Technology is creating huge food chain conflicts

The future belongs to those that hear it coming and don't let technology companies come in through the back door

- Social networks will get into banking
- Google gets into everything
- Tech companies want our businesses

How many Tech companies  
are currently funded above  
£5 million to disrupt  
financial services?

3,247

Millennials will become our future customer in the not so distant future

**75%**

**Of the workforce  
in 10 years time.**

Millennials are the new CEOs and they will not bank or do business with us, if we are behind the curve

# How the financial industry needs to react

It's the end of 'just good enough'; traditional businesses need to evolve



# You can trust in us

The trust we are putting in the hands of businesses around the world at the expense of a better experience. It's great when it works, when it's straightforward. But what happens when it falls down?



**SYSTEM DOWNTIME**



**DATA BREACH**

# The future value of an adviser

It will be a long time before a computer has human level intelligence

- Anything that can be digitised or automated will be
- Anything that cannot be digitised will increase in value

## SKILLS IN FUTURE SUCCESSFUL BUSINESSES

### In 2020

1. Complex Problem Solving
2. Critical Thinking
3. Creativity
4. People Management
5. Coordinating with Others
6. Emotional Intelligence
7. Judgment and Decision Making
8. Service Orientation
9. Negotiation
10. Cognitive Flexibility

### In 2018

1. Complex Problem Solving
2. Coordinating with Others
3. People Management
4. Critical Thinking
5. Negotiation
6. Quality Control
7. Service Orientation
8. Judgment and Decision Making
9. Active Listening
10. Creativity