Lloyds Banking Group’s Monica Danese-Perrin

Full Name: Monica Danese-Perrin
Organisation: Lloyds Banking Group
About: Monica is the Knowledge Management and Communities Lead

Monica capitalised on the opportunity to flex Lloyds’ collaborative muscles when the organisation embarked on a strategic transformation and large-scale capability uplift, moving it from a traditional model to an agile organisation. This transformation also meant many employees would need to be reskilled.

To tackle this, Monica focussed on creating a people-centred change though Communities of Practice. By collaborating with Agile Coaches, they began by identifying capability gaps and deciding what communities to introduce first. Her focus was on a Hub & Spoke model to scale and connect capability across the organisation. Using collaboration tools, she was able to drive new capture processes to improve knowledge findability and these tools are effectively used for knowledge creation, sharing and storage. Her approach supported the people and organisational transformation to an agile culture as at least 70,000 employees actively used the tools she introduced.

Her work is commendable as it demonstrates real insight about how knowledge management strategies can be used to engage people, enable collaboration, encourage learning and land real organisational change with employees.

“Monica has been pivotal in introducing the concept of communities across Lloyds Banking Group. The approach is enabling teams to share good practice, proactively grow in their roles, and to shift the thinking in the organisation in seeing learning as part of the job, not something just done in a classroom” - Dan Wilkinson, Continuous Improvement & Capability Lead, Lloyds Banking Group