

TABLE OF CONTENTS

Cover	i
Thesis Approval	ii
Thesis Completion Approval	iii
Declaration Of Originality	iv
Abstract	v
Abstrak	vi
Preface	vii
TABLE OF CONTENTS	ix
EXPLANATION TERMS	xi
CHAPTER 1: INTRODUCTION	1
1.1 Company Introduction	1
1.2 Problem Description	2
1.3 Research Objective	2
1.4 Research Question & Methodology	2
CHAPTER 2: Learning & Development Current Condition	8
2.1 The most requested training in MBE	8
2.2 Learning & Development Opportunities Offered by MBE	9
2.3 Factors that influence the insufficient of employee Learning & Development opportunities in MBE	10
2.4 SWOT Analysis of L&D in MBE	11
CHAPTER 3: LEARNING & DEVELOPMENT CAPABILITIES IMPROVEMENT	13
3.1 New function in MBE learning and development process	13
3.2 The most favourable Learning Methods that professionals choose in the Netherlands	13
3.3 The impact of the training payback clause on employees	14
3.4 Future demanded skills in financial Industry	15
3.5 Cultural training needed for MBE	16
16	
CHAPTER 4: SUGGESTIONS THAT LEAD TO THE DESIRED SITUATION	18

4.1 The importance of the L&D information to access external sponsorship	18
4.2 The best strategy to create an engaging and successful employee training program	
4.2.1 Stakeholder Management.....	19
4.2.2 Market the Training Program.....	21
4.3 The importance of the calculation of Return of Investment (ROI) for Learning & Development	22
4.4 The needs of hiring learning and development staff	25
CHAPTER 5: CONCLUSION.....	27
BIBLIOGRAPHY	37
APPENDIX.....	42

