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Welcome to your
career development site



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our approach to career
development at HSBC

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in your current role

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Discover

Welcome to HSBC
Career >

our approach to career
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Discover

Our approach to career development at HSBC

Career Development > Discover our approach to career development at HSBC

HSBC aims to be an organisation where all our employees can enjoy challenging, rewarding careers and reach their full potential. We want to provide you with resources to equip you with the skills you need to succeed in your career journey, empowering you to take control of your development.

We know HSBC is a complex organisation to navigate, so My HSBC Career, gives you access to tools, guidance and resources relevant to each stage of your career. To help you find the resources you need we've split career journey into 5 stages - from new to the bank, developing in role, to returning after a break, right through to moving on and remaining part of the HSBC family through the alumni.

Here in Discover you will find out what career development means at HSBC and how we help you get a head start. You will find important information to help you get to grips with our culture, values and purpose, as well as tips on how to smoothly navigate your first 90 days.



On this page...

- Career development tips
- Your first 90 days
- Culture and values
- Development planning
- Creating a role assessment

Career development tips

Useful guidelines on how we approach career development at HSBC

🕒 2 min read

Consider your career objectives

Not everybody wants to be CEO. Consider what you want from your career. What is important to you?

Reflect on your strengths and development needs. Keep asking for feedback from your colleagues.

What do you want to be known for? What's the best way of demonstrating this?

Focus on everyday 'experiences'

Great development is not just about attending a training course. Learning and development should happen every day as part of our day job!

Reflect on your learning goals and plan how you can gain relevant experiences to support your development in role (for ideas on how to do this, see "Develop in Role")

Careers are built on performance

At HSBC, delivering great performance in your current role is often the first step to building a successful career.

Look for opportunities to demonstrate your strengths and build new skills, knowledge and experience.

Breadth vs. depth

Some people focus on delivering a wide variety of career experiences, while others focus on becoming an expert in one particular area.

Consider which approach appeals to you.

Explore and expand your opportunities

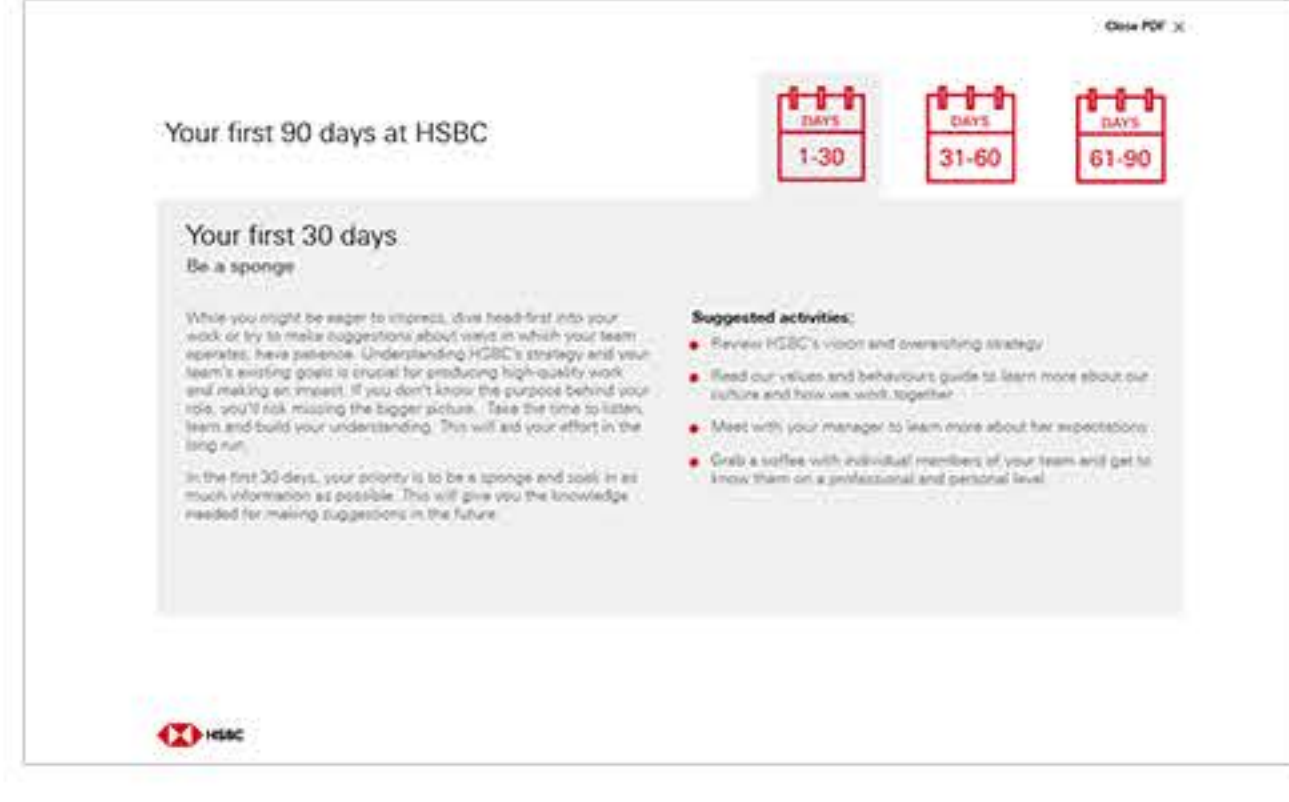
Career development is not just about promotion. You can build your skills and experience in your current role, and through sideways and cross functional career moves.

Focus on expanding your network of colleagues who can tell you about different roles. Use Taleo to search for new opportunities.

There are tools and people to support you

Your manager's role is to support you through feedback and advice through your Everyday Performance and Development discussions.

HSBCU and HRDirect provide a wealth of resources and tools to support your development.



Your first 90 days at HSBC

Learn how to navigate your first three months with the bank

🕒 30 min read

Welcome to HSBC!

We know that adjusting to a new role, particularly in a large global organisation, can sometimes feel daunting. With so much to learn, and so many people to meet it's easy to feel overwhelmed. But don't worry. Crafting a 90 day plan can help you to settle in and adapt to your new work environment.

The purpose of your plan is to help you transition into your new role, but it should also be a catalyst for your career development. Towards the end of your first 90 days, once you have learnt the basics of your new job, start to think about your longer term development objectives. Discuss these with your manager who can help you build out your development plan.

To get started, read through the following guidance which explains how to navigate your first 90 days with HSBC.

[Open >](#)

Our culture

Get a head start to understand our culture and heritage

🕒 2 min read

Our culture

Often we focus so intently on understanding the 'what' of a new job, that the 'how' can be overlooked. To help you get off to a quick start, here are some things worth knowing about HSBC's culture.

Our culture influences the interactions we have with our customers and one another every single day. It is rooted in our history as a trading bank in Hong Kong whose purpose is to connect people to opportunities. It is shaped by values that recognise that to do this well, means being dependable, open and connected.

HSBC culture is evolving as we face new opportunities and we have big aspirations for both you and us.



- We aspire to have the healthiest human system in the financial industry. That means we should all feel able to bring our whole selves to work in an environment that supports diversity of thought and heritage along with physical and mental well-being.
- We all acknowledge the responsibilities each of us have both inside and outside of work and encourage a healthy work/life balance to help our people deliver professionally and personally.
- We are focused on building trusted relationships with one another and with our customers.
- Leadership in HSBC is about having an 'exist to serve' mentality helping colleagues and customers achieve their goals.
- We understand the importance and impact of 'how I show up' and understand the impact we have on others.
- We aim to equip our people with the knowledge and resources have a career that meets their aspirations and potential.

Our values

Get a head start on understanding our values

🕒 2 min read

Our values act as fundamental guidelines on how all of us show up at work and interact with colleagues, stakeholders and clients. Understanding and embracing our values will help you quickly understand the culture at HSBC and help you settle in. Representing our values through behavior will support your career progression throughout your time at HSBC.

At HSBC, we believe that how we do business is as important as what we do. We want to achieve good results in a way that treats our customers fairly and helps to strengthen communities and ensure a properly functioning financial system. Our values are central to achieving these aims. HSBC's values define who we are as an organisation and what makes us distinctive. We believe in acting with courageous integrity. We are:

Dependable

Standing firm on what is right, delivering on commitments, being resilient and trustworthy.

Taking personal accountability, being decisive, using judgment and common sense, empowering others.

Open to different ideas and cultures

Communicating openly, honestly and transparently, welcoming challenge, learning from mistakes.

Listening, treating people fairly, being inclusive, valuing different perspectives.

Connected to customers, communities, regulators and each other

Building connections, being aware of external issues, collaborating across boundaries.

Caring about individuals and their progress, showing respect, being supportive and responsive.

These values reflect the best aspects of our heritage, and remain key to our long-term success.

Development planning

Start thinking about your development needs to set you up for success

🕒 30 min read

Planning your career path is a way to fulfil your potential and achieve your career goals.

Setting development actions can be a good way to help you understand your role at HSBC and also help you set and exceed objectives. It is important to remember to make a clear distinction between development planning for a role and development planning for your longer term career aspirations. A good way to write development actions is using the SMART framework.

Specify

Specify a clear outcome that you want to achieve

Measurable

How will you know you have achieved this outcome?

Achievable

Choose outcomes that are feasible and that you are motivated to pursue

Relevant

Choose outcomes that are relevant to your career path

Timed

Set yourself a deadline

Online development resources

- [Online development plan >](#)
The online development plan is a great place to record your development actions. This tool helps you and your manager track your progress throughout the year.
- [How to Andy >](#)
Watch as Andy describes how you can use the online development plan.
- [System guide >](#)
Access the 'How to' system guide.



Completing a Role Assessment

Learn how to navigate your first three months with the bank

🕒 30 min watch

The Role Assessment in HR Direct helps you and your Manager to assess where you are now. The report will support you in deciding where to focus your development and optimise performance in the role. Click the TV to watch a demo and access the 'how to' system guide here.

[Open >](#)

Develop in your current role

Career Development > Develop in your current role

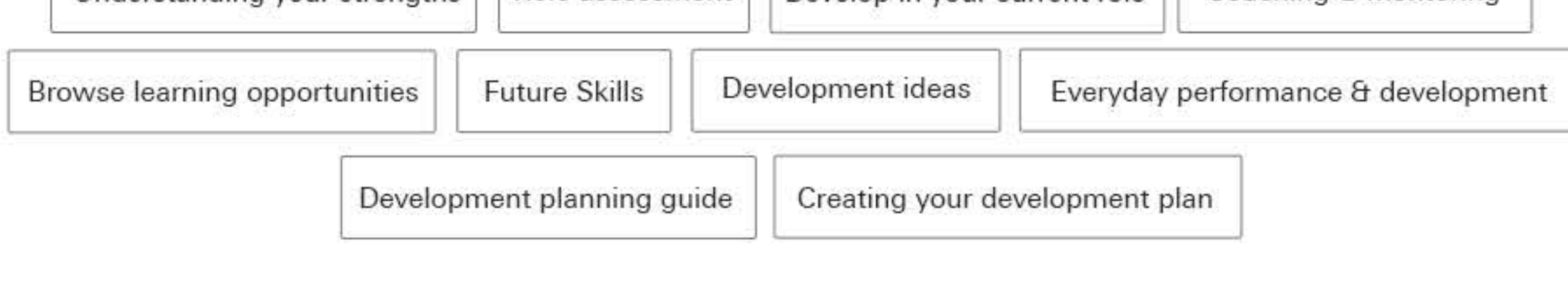
During our career, the majority of our development happens through our experiences "on-the-job". Here we look at ways to maximise development in your current role through understanding your strengths and capabilities and provide access to a range of development activities and resources.

"...don't worry too much about the route to the top. Understand you current role, and become really good at it and trust that the organisation will recognise that and help you with your next opportunity."

Group CEO John Flint



On this page...



Understanding your strengths

Discover your personal strengths and how to use them

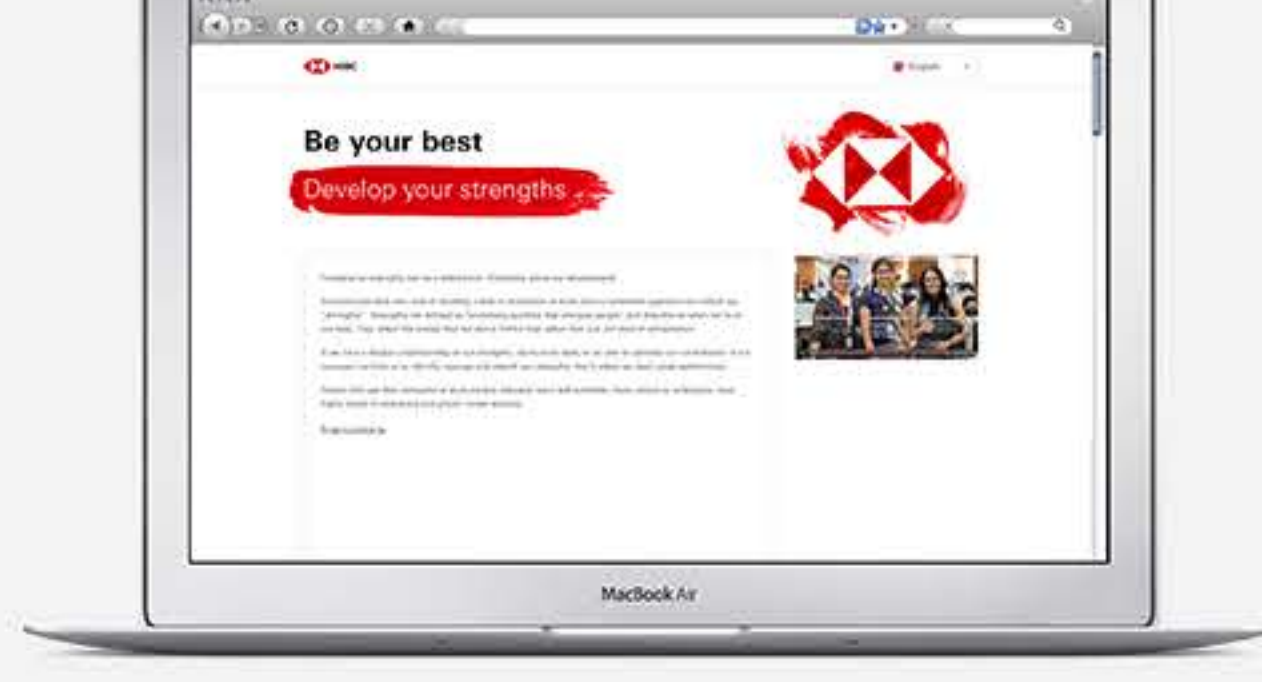
Everyone has their own way of handling a task or interaction at work and our approach reflects our preferences or 'strengths'. Strengths are defined as 'underlying qualities that energise people' and describe us when we're at our best. They reflect the energy that we derive from a task rather than just our level of competence.

If we have a good understanding of our strengths, we're more likely to be able to optimise our contribution. If our manager can help us to identify, manage and stretch our strengths, that's when we reach peak performance.

The 'My Strengths' tool has been created as a simple way for you to explore and understand your strengths. It will support you to have helpful, structured conversations with your manager and colleagues about how you can have the best possible experience at work.

Click here to access the My Strengths tool.

Open >



Role assessment

Access the Role Assessment in HRDirect to assess your capabilities

The Role Assessment in HR Direct helps you understand your capabilities today, against the capabilities for your current role. The tool will support you in deciding where to focus your development and to optimise performance in the role. You can also ask your manager to rate your capabilities to support a discussion on development activities.

Click here to access the Role Assessment tool.

Open >

Develop in your current role

Explore ways to maximise your development in your current role

2 min read

Career and professional development is not simply about changing job roles, or attending learning courses. Most of the time, we can develop and learn in our current role by identifying tasks or activities that stretch or challenge us. Open the page on the right to find out how to select activities which maximise your development in role.

Open >



The benefits of coaching and mentoring

Find out how having a coach and mentor can support your development.

30 min read

What is mentoring?

'Mentoring is to support and encourage people to manage their own learning in order that they may maximise their potential, develop their skills, improve their performance and become the person they want to be.'
Eric Parsloe (Director of The Oxford School of Coaching and Mentoring)

Internal vs External

Mentors can be either internal or external. There are unique benefits to having an internal or external mentor. For example, if you are new to HSBC an internal mentor can help you navigate the working culture and ways of working. Whilst having an external mentor can give you an impartial opinion from somebody who has no interest in HSBC. There is no wrong or right answer and sometimes it can be beneficial to have both internal and external mentors.

What are the benefits of mentoring?

- New connections**
Build professional relationships that support and guidance.
- Be open to advice**
Seek and receive guidance through open forums to balance new responsibilities.
- Increase visibility**
Network with peers and colleagues to improve your professional profile
- Commit to growth**
Solidify your commitment with an action plan for personal and professional development.
- Increase self confidence**
Embrace new roles, responsibilities and organisational cultures.
- Set the bar higher**
Take greater risks, set new goals and achieve at a higher level.
- Be inspired**
Gain access to role modelling to hone your professional leadership style.
- Improve your abilities**
Develop increased competencies and stronger interpersonal skills

Resources

Is mentoring right for you? >

A worksheet to help you understand if mentoring is the correct development option.

How to find the mentor you need >

A guide on how to find the best mentor for your needs.

Mentee handbook >

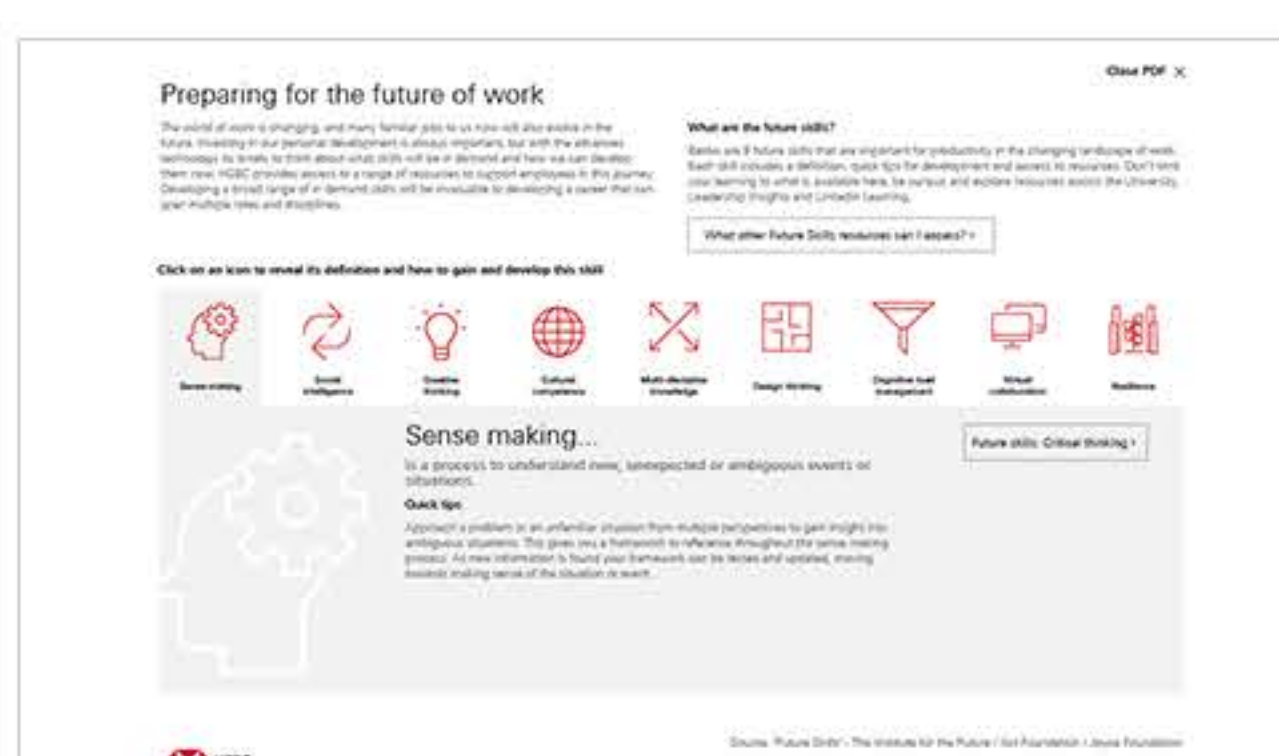
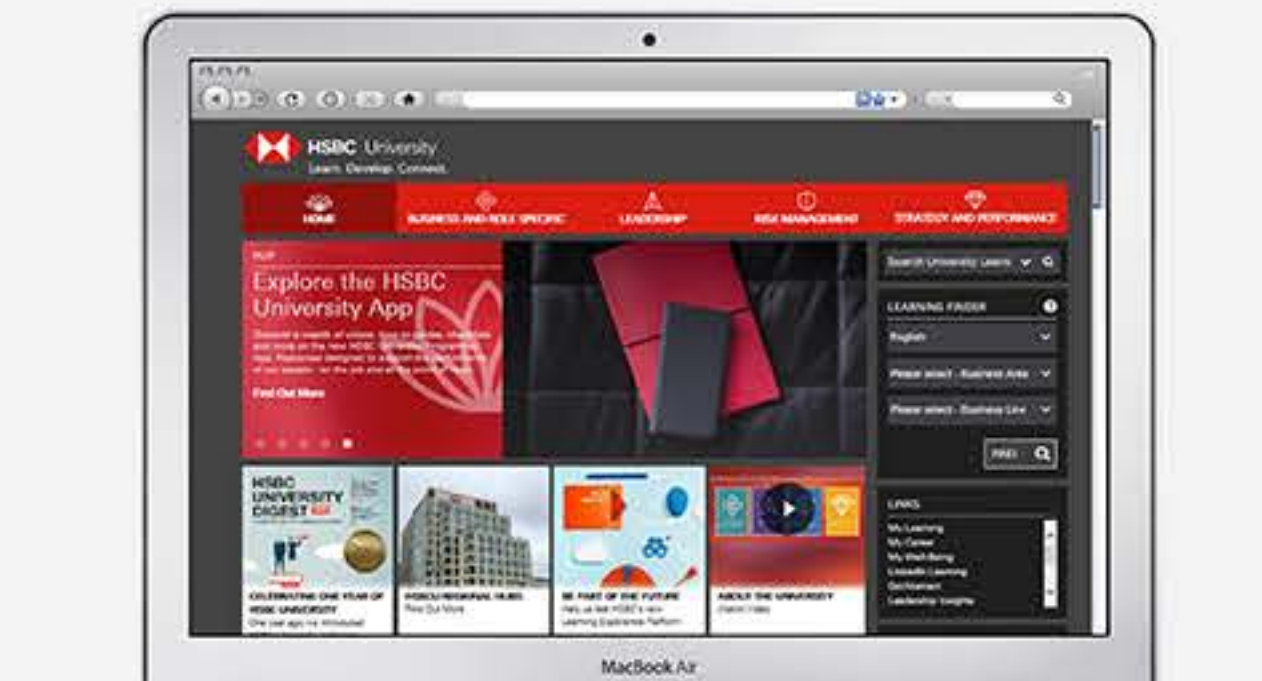
A summary of the mentoring process, an outline of your role as a mentee including roles and responsibilities and an explanation on how to set goals and progress the relationship with your mentor.

Browse learning opportunities

Browse HSBC University's training courses.

The HSBC University offers all employees a huge range of online and classroom based learning. You can also access videos, programmes, articles and books to support your development. The HSBC flagship programmes, found under "Leadership", offer development for all employees, ranging Leading Myself through to Leading Businesses and Functions. Explore how the University can help you meet your development goals.

Open >



Future skills

What skills will be important in the future? How can you develop these now?

5 min read

The world of work is constantly evolving. Here we explore the skills which will be in demand in the future and the HSBC resources available to help you gain them today.

Open >

Ideas for your development

For your improvement

This learning agility resource provides unique and thought provoking development ideas to help you create a powerful development plan.

Open >



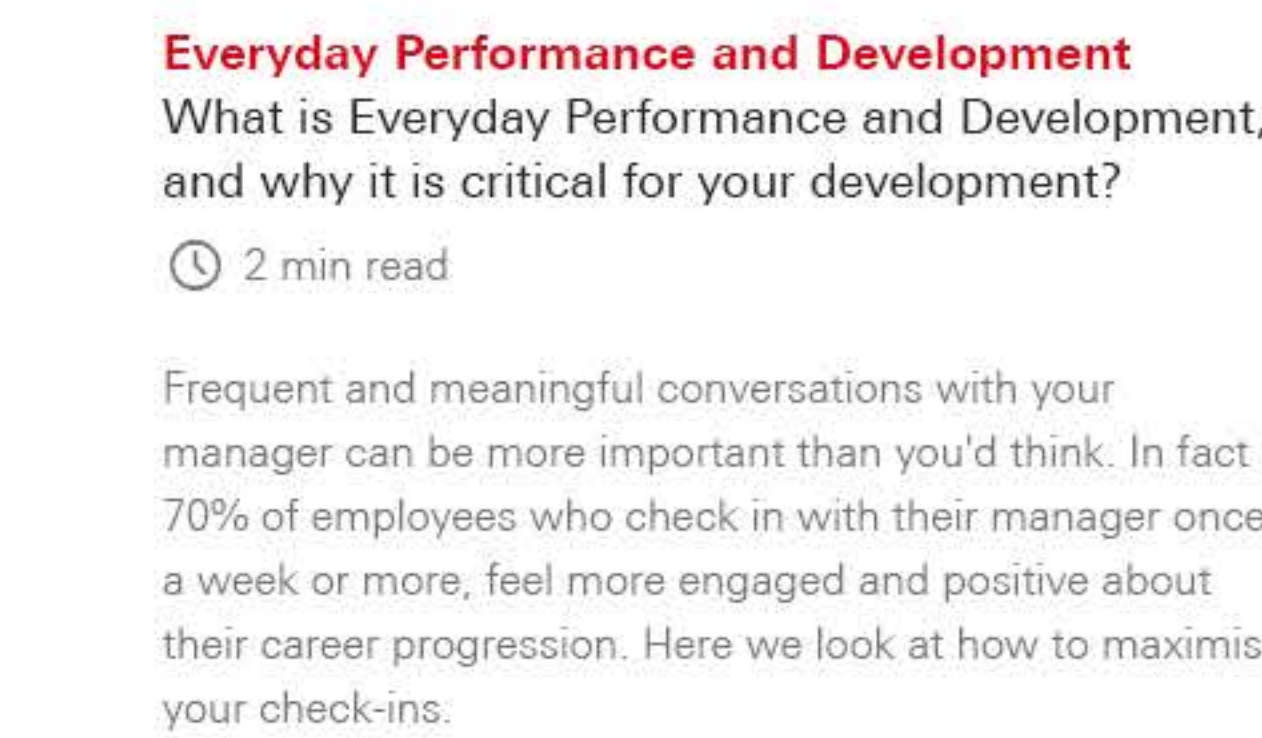
Everyday performance and development

What is Everyday Performance and Development, and why it is critical for your development?

2 min read

Frequent and meaningful conversations with your manager can be more important than you'd think. In fact 70% of employees who check in with their manager once a week or more, feel more engaged and positive about their career progression. Here we look at how to maximise your check-ins.

Open >



Interactive development planning guide

An interactive guide through your development journey

10 min read

Unsure what best practice development planning looks like? Access this guide to find out!

Open >



Creating your development plan

What is Everyday Performance and Development, and why it is critical for your development?

2 min read

The online Development Plan is a great place to record your development actions. This tool helps you and your manager to track your progress throughout the year. Click the tv to watch a demo and access the 'how to' system guide here.

Open >



Progress

to a new role



Career Development > Progress to a new role

At HSBC, we aim to help every employee to fulfil their potential and achieve their career aspirations. We also know that career progression today is different than it was a few years ago. While careers used to be seen as a ladder to climb, the careers of today are multi directional and can be viewed as a series of developmental experiences. Each experience offers the opportunity to acquire new skills, perspectives, and judgment. Today, careers are more like a climbing frame than a ladder. In Progress, you can view a number of resources to help you reflect and prepare for your next move.



Planning for a new role



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Explore



Preparing for a new role



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Applying for a new role



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Promotion



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Progress

Planning for a new role

Career Development > Progress to a new role > Planning for a new role

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On this page...

Taking the next step

My life balance

Job shadowing

Taking the next step in Your HSBC Career

Lorem ipsum dolor sit amet

2 min read

At HSBC, we encourage employees to move around the organisation. Working in a different role, team and environment can enable you to gain a different perspective and contribute to your ongoing development. Here are some pointers for thinking about your next move:



Reflecting on your progress

Start by taking time out to consider your current situation. What are you happy with at present and what do you want to change? What have you achieved so far in your career? What factors are influencing your career development?

Optional activities

- Have a strengths conversation with your manager. Use the MyStrengths tool to consider and select the strengths that energise you, and discuss how you could best utilise your strengths in a future role.
- Complete a role assessment to assess your capabilities against either your current role, or a future role. The career worksheet can help you to identify potential future roles. Reflect on the workplace tasks you are confident in and those you find a challenge.



Exploring options

There are many options open to you when thinking about your next steps. You might want to remain in your current business or function and take on additional or different responsibilities. Alternatively, you may want to find a new challenge in a different part of HSBC. If so, consider what type of roles your skillset might be useful in.

Optional activities

- Invest time in researching your career interests and the options available to you. This can include browsing the job board, browsing your career worksheet, networking with colleagues in a different area of the bank, attending town halls or meetings, and work shadowing.



Focus on development

A willingness to learn and commitment to personal and professional development will set you up for success in any new business or department. As part of your next steps, you should explore development opportunities available via the HSBC University. Many job roles require specific skills and knowledge which you will recognise through your job search.

Optional activities

- Ensure your development plan contains activities which will help you in a future desired role



Expanding your network

Your network can be invaluable when taking the next steps in your career. It is important to build and maintain relationships with individuals both within and outside of your team. Show a genuine interest in those who might be able to help you and find ways to support each other.

- If you are meeting people with an interest to move into their department or area, research the department and strategy in advance. Understand any challenges they maybe be facing and think about any valuable insight you can offer. Perhaps consider crafting a one pager to leave the stakeholder to ensure you are kept in mind. If your manager is supportive, offer to provide support on projects or initiatives, which will not only give you exposure to new stakeholders and opportunities, but will also give you experience of working in that department



Do you have a sponsor?

A sponsor is a person who is a proactive advocate for your career development. They take action once they believe in a sponsee's potential and are willing to publicly recommend sponsees and make introductions. In order to have a sponsor you need to:

- Be performing
- You want to progress
- You bring something different
- Your behaviours are values aligned

There's no one way to find a sponsor. Given the trust that a sponsor needs to have in a sponsee to put them forward for opportunities, sponsorship relationships are typically less likely to be matched by third parties. Ultimately sponsees should look to build relationships with individuals who have proximity and influence around the kinds of opportunities they may be interested in.

Have clarity on your career goals and a defined development plan, know what you want to do, where you want to go and what you're willing to do to get there

Be sponsor ready –sponsors may not be willing to speak proactively with others about career opportunities for you if they are not confident that you are performing in your role and want to go further

Make your goals known –ensure that relevant colleagues, managers, mentors around you are aware of your ambitions (remember mentors may become sponsors). This may help them be more readily able to support you, make the right introductions to people around your desired opportunities, and/or speak on your behalf

Utilise your network –leverage your contacts within your given areas of interest, ask colleagues for introductions, join an HSBC employee resource groups or other special interest groups to expand your network

Make yourself available and open.

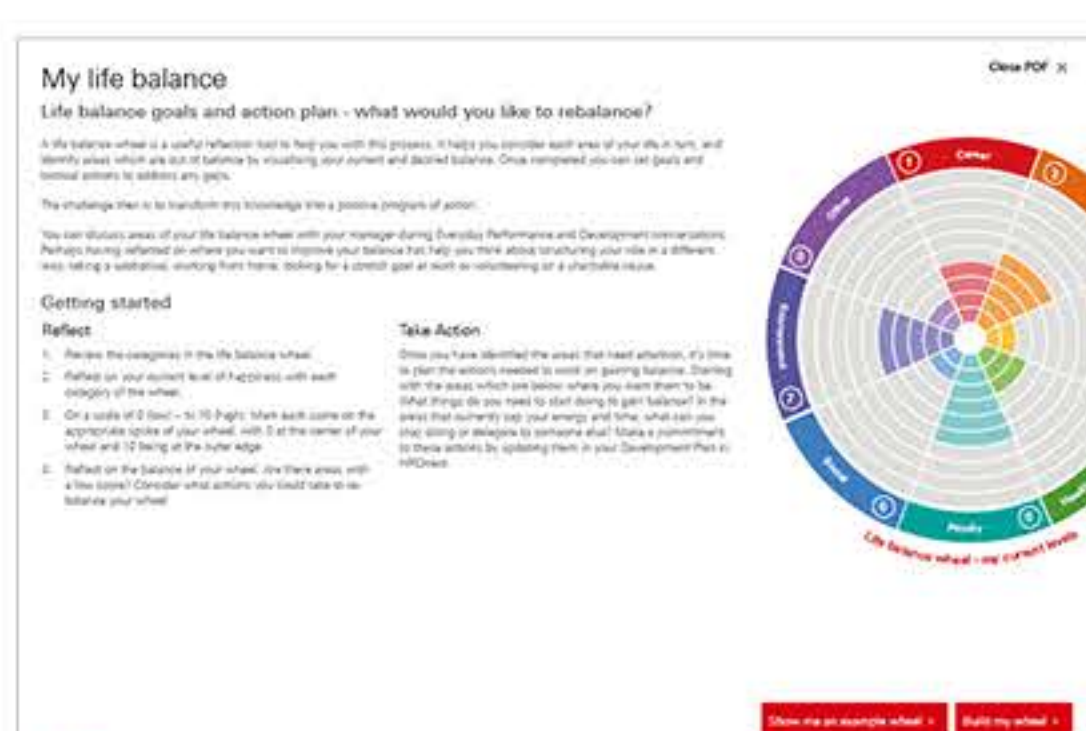
My life balance

Your values and finding your work and life balance

2 min read

When considering your next career move, reflecting on your career to date, what you've achieved and what experiences you've enjoyed, is invaluable in helping you decide where to go next. If you've completed the My Strengths tool you will now have a good understanding of the power of applying your strengths and how they energize you, but is it also important to regularly reflect on your values, which evolve over time as your personal life and ambitions change. Having a good combined understanding your values, strengths and aspirations will help you identify the types of role you will thrive in and enable you to carefully consider whether a career move meets the work life balance you need.

Open



Job shadowing

Lorem ipsum dolor sit amet

2 min read

Job shadowing is a great way to get exposure to role or other part of the business you are interested in. It gives you the opportunity to observe someone doing their job, and gain an understanding of how another part of the bank operates and its culture as well as grow your network of contacts. These experience can be invaluable in helping you decide where you want your career to go next:

What are the benefits of job shadowing?

- Gain experience/insight/knowledge into a role which helps in the development of your career
- Helps you understand the skills and capabilities required to work effectively in that new role and business area
- Gives you a different perspective on your work by learning from others experiences
- Helps expand your network and make professional contacts

There are different types of job shadowing to consider:



Observation

Spend the agreed period of time observing the day to day work of the host. This may involve a range of activities such as attending meetings, watching interactions with customers etc.



Regular Briefings

Shadow for specific activities over a period of time which are all preceded by a mini brief and follow up debrief. This type of shadowing provides short periods of focused activity, rather than passive ongoing observation.



Hands On

This is an extension of observation, where you will start to undertake some of the tasks you have observed. This will provide you with hands on experience of the role whilst having the safety net of being closely supervised by the host.

Other factors to consider:

Think about your development plan and your longer term career goals. What is the benefit you would like to get out of shadowing? Is it to build strong connections with a department that you frequently work with, to understand more about a role you would like to do in the future or to build your knowledge about how HSBC operates more broadly?

Discuss this objective with your manager in your next Everyday Performance and Development conversation and ask for their support and guidance.



Remember for Risk and Compliance reasons, there will be some roles or parts of the business you may not be able to shadow – for example if you work in back office trade processing and want to shadow or a period of time on a front office trading desk. Your manager will be able to advise on what is appropriate.

How to arrange a job shadowing experience

1

If you know some in the area or role you would like to shadow, reach out to them as ask if they would mind you shadowing them, and explain what type of shadowing model you would like to use. Make sure you explain your objective to make sure they can tailor the day to support you in getting the most out of the experience.

2

If you do not know anyone in that area, ask if you manager can use their network to help facilitate an introduction, or alternatively consider asking your HR representative to assist. You can also use the Career Worksheet functionality in HRDirect to see which employees are performing a particular job to enable you to reach out to a colleague in your geography and ask to set up a job shadowing experience.

3

If you approach a host, it is recommended they also seek approval from their line manager before the experience starts.

4

Ahead of the day, make sure you discuss with your host activities so you can attend on a day where you can experience a broad range of activities.

5

On the day be curious, ask lots of questions and broaden your network of connections beyond your host. Understand there may be some activities your host is unable to include you in, so be prepared to shadow someone else at times.

My life balance

Life balance goals and action plan - what would you like to rebalance?

A life balance wheel is a useful reflection tool to help you with this process. It helps you consider each area of your life in turn, and identify areas which are out of balance by visualising your current and desired balance. Once completed you can set goals and tactical actions to address any gaps.

The challenge then is to transform this knowledge into a positive program of action.

You can discuss areas of your life balance wheel with your manager during Everyday Performance and Development conversations. Perhaps having reflected on where you want to improve your balance has helped you think about structuring your role in a different way; taking a sabbatical, working from home, looking for a stretch goal at work or volunteering on a charitable cause.

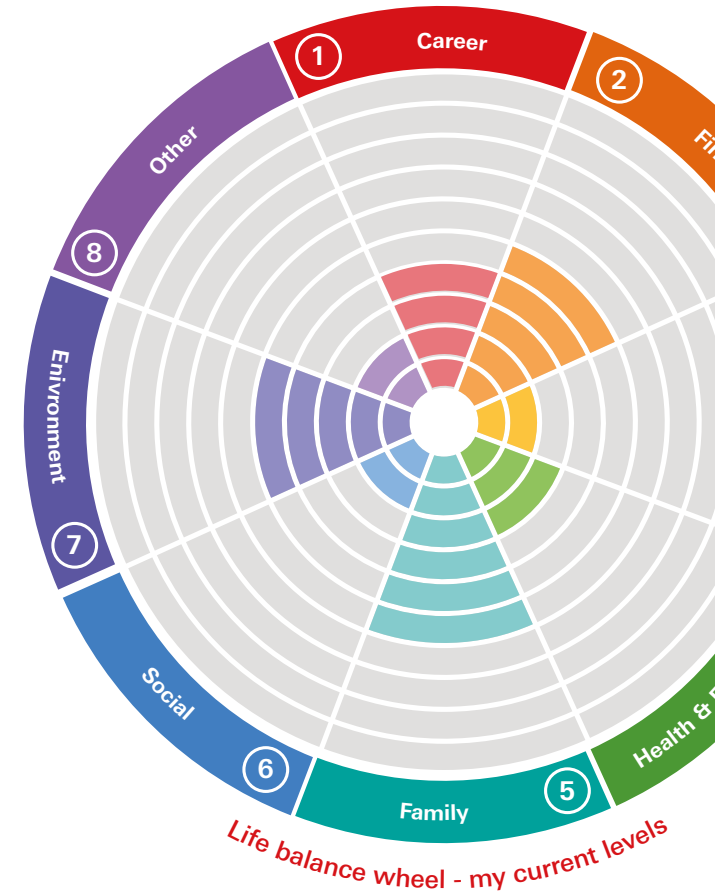
Getting started

Reflect

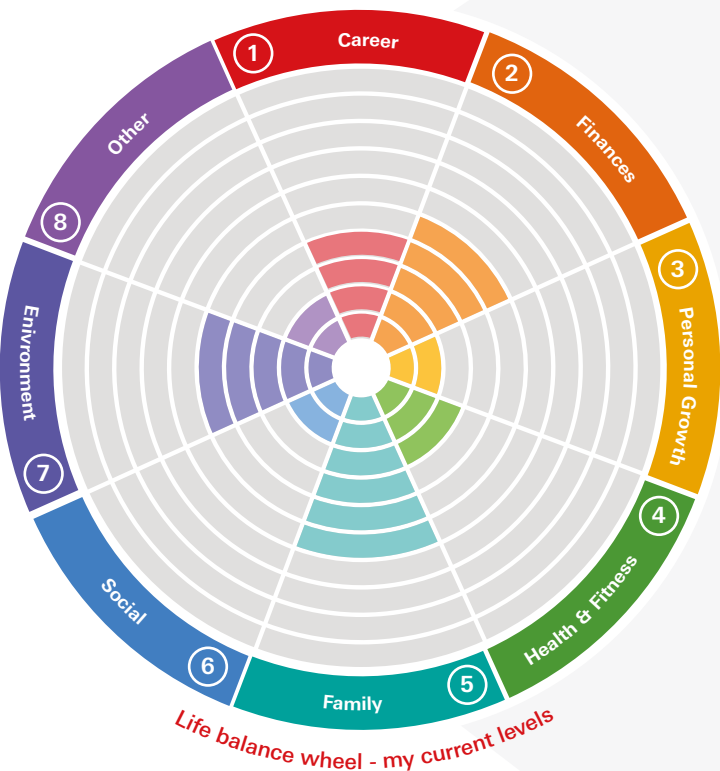
1. Review the categories in the life balance wheel.
2. Reflect on your current level of happiness with each category of the wheel.
3. On a scale of 0 (low) – to 10 (high). Mark each score on the appropriate spoke of your wheel, with 0 at the center of your wheel and 10 being at the outer edge.
4. Reflect on the balance of your wheel. Are there areas with a low score? Consider what actions you could take to rebalance your wheel.

Take Action

Once you have identified the areas that need attention, it's time to plan the actions needed to work on gaining balance. Starting with the areas which are below where you want them to be. What things do you need to start doing to gain balance? In the areas that currently sap your energy and time, what can you stop doing or delegate to someone else? Make a commitment to these actions by updating them in your Development Plan in HRDirect.

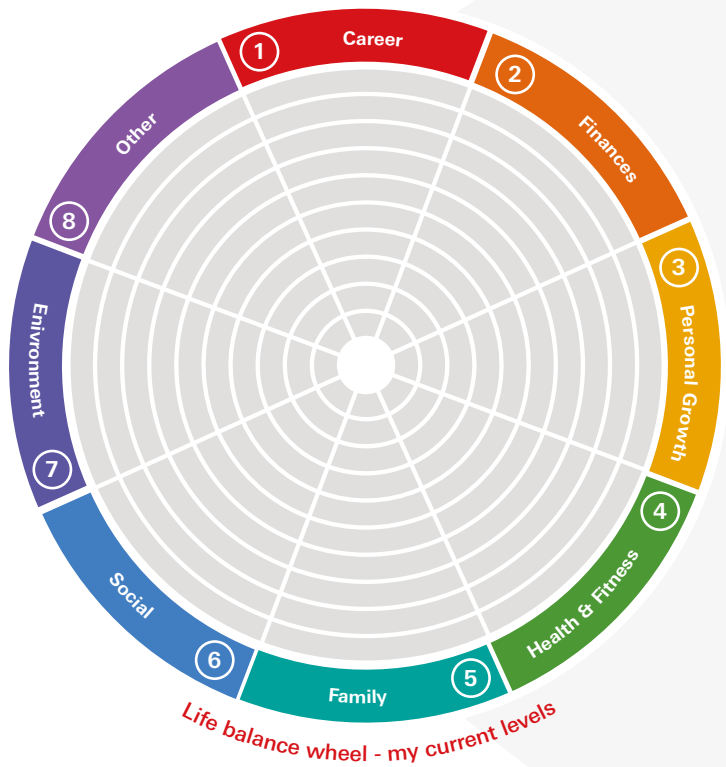


An example life balance wheel



Section name	Current Level of Happiness	What will success look like?	Actions
1 Career	4	Getting promoted in the next two years	Revisit my development plan and commit to spending one day per month on self development
2 Finances	6	Saving enough money to buy a new family car.	Making packed lunches every week, bringing in my own coffee, eating out less
3 Personal Growth	2	Being able to finish my favourite books.	Taking time out to read three times a week, packing my book in the mornings, reading on my lunch break.
4 Health and Fitness	3	Playing with my children and not losing my breath.	Taking the stairs, drinking 2 litres of water a day, running to work twice a week
5 Family	6	Spending more time with my children.	Going cycling with my children every week, one family meal at the table a week
6 Social	2	Being confident when talking about digital transformation in banking.	Sign up to Degreed & review the free resources on LinkedIn Learning, read 1 article on digital transformation a week. Meet with a digital colleague each week.
7 Environment	4	Doing more charity work on a regular basis.	Enroll in local volunteer scheme
8 Productivity	2	Completing more projects on a monthly basis	Taking on a manageable amount of projects, being more aware of my workload.

My life balance wheel



Section name	Current Level of Happiness	What will success look like?	Actions
1 Career			
2 Finances			
3 Personal Growth			
4 Health and Fitness			
5 Family			
6 Social			
7 Environment			
8			