One Worldline Academy – Reimagining the Future, Together

A partnership between Worldline and Hult EF Corporate Education 2020-2023 and beyond

EFMD Excellence in Practice Awards 2023
Executive Summary

2019 was a landmark year for Worldline. They had just separated from a major global organization, and they wanted to shape their own purpose, their own values and new behaviors with an inspiring new growth vision and strategy by their CEO Gilles Grapinet.

In partnership with Hult EF, Worldline set up an entirely new Academy covering 3 tracks: emerging, senior and expert talents which uniquely applies two lenses:

1. The lens of great culture and leadership mindsets
2. The lens of business innovation and growth

The 12-month program incorporated new tailored and aggregate assessments and data approaches that built upon the new values and behaviors of the organization. Ongoing qualitative and quantitative surveys to measure impact through both the leadership lens as well as the business innovation lens were also critical in creating the desired results.

Crucial to the program is where all 3 tracks come together in a unique inclusive innovation hackathon – young talent, senior leaders and experts, working all inclusively with trust and psychological safety to be curious, to experiment, to fail fast and re-imagine the future of Worldline with bold new ideas. Innovation Hackathon projects and ideas propelled and contributed to Worldline spanning worlds and connecting lives, whilst the company simultaneously expanded from 2.6bn EUR revenue in 2019 to 4.4bn EUR in 2022.

“There is nothing more important for a CEO than attracting, developing and retaining top talents as this is the fundamental pillar on which you can really build the long-lasting success of your organization. At the One Worldline Academy, we teach our future leaders how to lead from the head, and most importantly from the heart.”

Gilles Grapinet, CEO Worldline

The enduring partnership has delivered the program for 3 years so far, refined each year based upon the previous year’s feedback, data analysis and evolving Worldline strategy. The impact of the program is evident and measured at individual and organizational levels where:

- 83% noticed improvement in results, performance or achievements in targets
- 95% believe that the program created a positive impact on them as a leader
- 91% feel more engaged with Worldline and its values
- 90% can now better communicate and offer new methods and ideas
- 74% received a positive feedback, promotion, started to lead a team or a new project
- 95% believe that the program created a positive impact on them as a leader
- 91% feel more engaged with Worldline and its values

Since the start of the partnership, Worldline has become the #1 payment processor in Europe and the 4th largest payment provider worldwide. Most recently, Worldline opened the door into the Metaverse, using a white-label innovation solution to retail and e-commerce companies who do not have their own Metaverse presence. Other projects include in the areas of sustainability and the use of blockchain, and the program has also delivered several process optimization projects, generating significant revenue opportunities.

The program has already grown by 40% and is now set to continue and expand for at least three more years, forming an incredibly healthy future for Worldline.