TOP 50

COMPLIANCE TRAINING TIPS

#50toptips

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We believe that great compliance training can inspire an ethical culture in your business.

This series of tips is the result of Interactive Services’ **25+ years** of developing compliance training for Fortune 500 companies.

Whether you develop your training yourself, or work with a partner like us, these tips will give you **practical guidance** for planning, implementing, and evaluating your compliance training.
The modern attention span is 5 minutes or less! Use short, **high-impact training nuggets** to deliver your message while you have your learner’s attention.

#1 #50toptips

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‘Real-life’ stories from your business make your training feel like it’s made by us, for us.
Increase learner engagement by borrowing elements of **gamification**, e.g., accruing points or answering questions against the clock.
Depict real people living **real lives** that your learners can identify with.

#4  #50toptips

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Reach learners where they actually live and work. That means delivering content to mobile devices in bite-sized bursts, timed to fit a busy schedule.
Let local countries decide if they wish to invest in *translating compliance* training into their local language.
Reduce seat time by using **diagnostic tests** to ensure employees only take the training they need.
Give managers conversation structures and training tools to create and maintain a culture of Acompliance within their teams.
Let the outside world in! Feed news and current events into **compliance awareness** campaigns.
Keep your message fresh and engaging with short video vignettes depicting experts and peers discussing their compliance tips and experiences.

#10 #50toptips
Mix it up! Plan compliance training in rolling 3-year cycles to avoid compliance fatigue.
Include consultants and 3rd parties in **training**; regulators are often indifferent to an employee’s status.
We don’t all find ourselves facing money launderers and international criminals. **Craft relevant**, low-key scenarios that feel real and familiar to your learners.

#13  #50toptips

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You can’t do it all alone. Identify barriers to achieving your compliance training vision, then engage champions in the business to help overcome those barriers.
Recognition is often a better motivator than reward. Share real success stories from the business and give employees the kudos they deserve for driving your compliance culture.
Break out of the compliance silo. Look for opportunities to integrate **compliance and ethics** principles into other functional training such as leadership, new hire and sales training.
Take time to understand how your compliance office is perceived. If necessary, make a plan to aggressively (but politely) challenge that perception.

#17 #50toptips

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Drive your culture of compliance with heartfelt messages from senior business leaders.

#18 #50toptips

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Design a communications strategy to generate a **buzz around** your compliance training before roll out.
Establish an emotional connection with learners by asking them to help real people navigate difficult situations.
Not every compliance issue is black and white. Focus on the grey areas in **daily business** life to show how compliance can often require critical thinking and personal judgment.
Your training isn’t a bedtime story. Use audio only where it has **genuine** instructional value.
Test for knowledge using quick-fire binary questions to remove ambiguity in measuring assessment performance.
Don’t forget that most employees want to do the **right thing**. Treat them like potential criminals and you’ll lose them, fast.
Not everyone in the company needs to be a compliance super-hero. Teach employees how to **spot a red flag** and how to ask for help. The rest is up to the legal and compliance professionals.
Include a mechanism for employees to ask for help during training.
If your compliance training is an electronic duplicate of your policy, then you can forget about changing behavior. Training is not a list of facts and rules, it’s about what we do and how we do it.
Aim to have a **meaningful learning** experience or interaction on every screen. If it isn’t adding value, take it out.
Good compliance training teaches employees to fish for the **information** they need. So don’t forget to include your policies and key contact information as resources in case they want to go fishing.

#29  #50toptips
Avoid scheduling training around major holidays. Sorry, but our minds are on other things…

#30 #50toptips

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Don’t get caught out by headcount growth, seasonal hires or hiring sprees. **Plan for unexpected** bumps in your compliance training calendar.

#31 #50toptips
Full completion of compliance training should be a prerequisite for a promotion or bonus.

#32 #50toptips

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Benchmark your compliance training once a year. You’ll be amazed how much you can learn from a 30-minute chat with a peer in a different organization.

#33 #50toptips
Obsess over testing and quality. Even a minor defect or technical issue can compromise the reputation of not only your program but the whole compliance organization.
Align compliance training with business goals to ride the coattails of corporate strategy.
Build a relationship with your regulator to move the training dialogue beyond box ticking to focus on efficacy and impact.

#36 #50toptips
Give learners the opportunity to provide qualitative feedback on your compliance training. Don’t be afraid to ask!

#37 #50toptips

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Think about your compliance training as a brand. What is your **brand promise**? How well are you delivering on it?
One size seldom fits all. Profile learners to ensure training matches individual responsibilities.

#39 #50toptips

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Treat your compliance training as a campaign, not a one-time event.

#40 #50toptips

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Emphasize the positive concept of “speaking up” rather than the shop-soiled and risky concept of “whistleblowing.”
Coordinate with other departments who offer training. Ensure your compliance training fits with the **bigger picture** of talent development in your organization.
Give local Compliance Officers the tools to seamlessly add their message to your global program.
Be clear with your employees about what’s expected of them regarding compliance.

#44 #50toptips
Reassure employees that speaking up is good for them, good for their colleagues, and good for the company.
Make compliance part of the **landscape**. Use open spaces and common areas to display compliance messaging.

#46  #50toptips

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Support learners who bring their own devices to work by delivering content that works across all platforms.

#47  #50toptips

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You don’t need to reinvent the wheel each time you roll out a new training program. Selectively **add content** that’s specific to your business or industry.

#48  #50toptips

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Make sure you keep accurate **training records** – you may need them in court.
Love your compliance training program. Then others will love it too.
Interactive Services helps the world’s biggest companies to train their global workforces on regulatory compliance in areas such as:

- Anti-Bribery & Corruption
- Anti-Harassment & Discrimination
- Workplace Ethics
- Code of Conduct
- Data Privacy
- Information Security
- Conflicts of Interest
- Gifts & Entertainment
- Anti-Trust & Competition Law
- Anti-Money Laundering
- Insider Trading
- Payment Card Industry – Data Security Standard

Our compliance training library, “Integrity Ethics & Compliance Training,” is a mobile-ready, multi-lingual training solution, built on over twenty years of global learning expertise.

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