Compliance Training: What You Need to Know

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“Can’t you do something like this for our program.....?”

What we’ll cover:

• The challenge of capturing attention – a new old problem
• How to create compliance training that communicates like people do
• SAIC’s program: A real-life case study
Observation 1: Your audience has changed – we all have!

• Internet has re-wired our brains for quick processing – “screen and glean”
• Developments in technology & tools have raised expectations for content & visuals
• All this = competition for ANY content, including your compliance messages

Observation 2: Compliance training isn’t for informing employees, but persuading them.

• “Mandatory” doesn’t work any more
• Information alone isn’t enough – you need to influence culture and inspire action
• Yet most compliance training is still designed around the “prove you told them” model

Training with impact: What moves the needle?

1. FOCUS ON WHAT THE LAW MEANS (NOT SAYS)
Lawyers are comfortable with large amounts of technical detail. Most learners are not.

3. THINK PERSUASION, NOT INFORMATION
Defensibility only gets you to the table. How can you make your audience care?

2. THINK LIKE A LAWYER, TALK LIKE A HUMAN
How would you explain it to a smart 12-year-old? Start there.

4. MEASURE AND MANAGE YOUR IMPACT
“You don’t do anything in a compliance program without checking to see if it worked.”
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1. Start with what the law MEANS, not what the law SAYS....

The Sherman Antitrust Act of 1890

The law protects the competition.

1. The competition (antitrust) laws are designed to protect free and fair competition.
2. They prevent competitors from colluding to increase prices, limit options, rig bids, or otherwise disadvantage customers.
3. We need to comply with these laws.
4. 4. 4. 4. BE CAREFUL. BE CAREFUL. BE CAREFUL. BE CAREFUL. It's possible to commit a felony over a cup of coffee. If you have any concerns about a conversation, exit immediately and call Legal.

Illegal quid pro quo behaviors include:

- Bribery
- Hostage taking
- Extortion
- Sexual Harassment

A quid pro quo is usually committed by an individual in a higher position of power.

Why are we talking about hostages in harassment training?

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1. Answer the question: What matters here?
Focus on what learners need to know, not lawyers.

- Identify the practical, relevant guidance – what actions must they do or not do?
  - Separate the company’s responsibilities from the learner’s responsibilities
  - Use the word “you” frequently – this can force you to think in terms of specific behaviors and actions
- Keep legal concepts and definitions (what employees need to know) separate from specific guidance (what employees need to do)
- Once you’ve identified the key messages, resist the urge to expand on ancillary points

2. Answer the question: What’s interesting about this?
“There are no boring topics. There are only boring content creators.”

- Malcolm Gladwell got 7 million people to watch a video about spaghetti sauce
- Why? Because he started with an interesting question:
  - “Why do brands sell so many styles of spaghetti sauce when they used to just sell one?”
- Look at your subject and ask who, what, why, when questions
- Even better: find the questions your audience is already asking

2. Think like a LAWYER, talk like a HUMAN...
Fair competition, or antitrust, laws are designed to encourage fair competition in the marketplace. They protect both companies and consumers from unfair competitive practices. As a large, global company, we must be very aware of our often dominant position in the marketplace. We are committed to complying with both the letter and the spirit of fair competition laws. Our Company believes in vigorous competition, but we do not use illegal or unethical means to gain an advantage over a competitor. In this module, you’ll learn what this means and what behavior is expected of you in this respect.

The competition laws help support a free and fair marketplace. We’re a large company in a high-visibility industry. We need to follow these laws. We will never take illegal or unethical actions, even if it helps us win. Let’s review some key concepts....

1. Use copywriting tactics to connect with your audience

This can be surprisingly hard for people used to communicating in a formal way!

- Remember: People on the web skim rather than read – and they skip dense paragraphs

- Write it how you would say it to a friend – or a smart 12 year old: simply, clearly, in plain English

- Use the word “you” and speak to people directly

- Style your text so it’s easier to read:
  - Use more line breaks
  - Break up content with subheadings
  - 1 idea per paragraph; 3 sentences max per paragraph
  - Use bulleted and numbered lists
  - Highlight content strategically
Content marketing is:

- the marketing and business process
- for creating and distributing valuable and compelling content
- to attract, acquire, and engage a target audience
- with the objective of driving action

From strangers to promoters....
Common traits:

1. Enjoyable and welcome
2. Personal and personalized
3. Visual or thoughtfully designed
5. Encourages a deeper relationship and suggests actions

1. Think like a marketer
Start with your audience and what they care about – not what you need to tell them.

- #1 marketing mistake: Writing about yourself and your concerns, not the audience.
- Customers don’t care about you. They care about themselves and their problems.
- Your content should answer some unmet need for your customer. It should be useful.
- Use words and phrases your CUSTOMERS care about, not ones YOU care about.

2. Connect THEN send
Get your audience’s attention and interest before you deliver your message.

- People are constantly interrupted by one-size-fits-all messages – and great at screening them out.
- But what if your audience looked forward to receiving your messages?
- Ask: What matters about your message? What’s compelling? What would make someone say “That’s interesting!”
- If you can’t be interesting, at least be useful
2015: A client came to us with a challenge...

Cyber threats are real and the potential costs are high...

Employees are on the front lines, and their actions matter...

...and defensibility won't help you...

But not all training is effective...
1. Create feedback loops to improve your impact over time
Because the era of one-way mass communication is over.

- Use two-way conversation to engage & to improve (“People support what they create”)
- Don’t aim for “big data” at first – just get SOME data
- A great way to find out? Ask!
- Another great way? Test.

QUESTIONS?

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