AT&T’s Compliance Training Evolution/Revolution

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Agenda
- Who are You?
- Ethics Training in the Rearview Mirror
- Code of Conduct Demo
- Adult Learning Concepts
- Ethics@Work 2017
- Ethics@Work 2018
- Break
- Build – a – Lesson
- Key Learnings
Who are you?

Ethics Training in the Rearview Mirror
Adult Learning Concepts
Ethics@Work 2017

Ethics & Integrity

Tone at the top
- Starts the conversation
- Establishes an expectation

Tone in the middle
- Sets the right example
- Facilitates ethical business practices

Just Do the Right Thing
Ethics & Integrity: The Power of You

IF YOU SEE SOMETHING, DO SOMETHING

RETAIATION IS A VIOLATION

WHEN IN DOUBT, SEEK HELP OUT
Ethics@Work 2017 Online

Ethics@Work Ask Compliance

JUST DO THE RIGHT THING
ETHICS@WORK 2017
WHAT WORKED? YOUR COMMENTS:

– Real scenarios
– Make them more complex
– Make us think
**ETHICS@WORK 2017**

WHAT WORKED? Ask Compliance:

![Graph showing decision-making tendencies](image)

**DECISION-MAKING TENDENCIES**
## ETHICS CHALLENGE

**LET’S TRY IT!!**

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<th>SELF</th>
<th>OUTLOOK</th>
<th>OTHERS</th>
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<td>ETHICAL ANXIETY</td>
<td>CONFORMITY GRADUATION</td>
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**SETUP**

- **RISKS / HARM TO COMPANY**
- **WHAT WOULD YOU DO?**
- **TENDENCIES**

**HOLDS, READS, PLACES CARDS**

**TOSSES THE COIN / RANDOMIZES CARDS**

**HOLDS THE PEN, WRITES THE SOLUTIONS**

**KEEPS ACTIVITY ON TRACK**

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# ETHICS CHALLENGE

## TENDENCIES

### SELF

**OVERCONFIDENCE:** When an individual believes that they are better at something than they actually are.

**SELF-SERVING:** The tendency of an individual to put their own needs ahead of anything else.

### OUTLOOK

**ETHICAL FADING:** Focusing on other aspects of a situation so that the ethical aspects disappear from view.

**TUNNEL VISION:** Focusing on the WHAT of a goal and losing sight of the HOW of a goal.

### OTHERS

**CONFORMITY:** When people behave like those around us rather than using their own personal judgment.

**GROUP THINK:** When the desire to maintain group loyalty becomes more important than making the best choices.

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## WHY WE NEED YOUR HELP

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**LEADERSHIP**

**RESOURCES**

**REPORTING**
Ethics@Work 2018 Online

Resources
Leave-behinds

Build – a – Lesson
Key Learnings