October 21, 2018

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 & 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**
WHAT WORKED? YOUR COMMENTS:

- Real scenarios
- Make them more complex
- Make us think

**ETHICS@WORK 2017**
WHAT WORKED? Ask Compliance:

<table>
<thead>
<tr>
<th>Category</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training</td>
<td>40</td>
<td>27</td>
</tr>
<tr>
<td>Conflicts of Interest</td>
<td>8</td>
<td>6</td>
</tr>
<tr>
<td>Gifts &amp; Hospitality</td>
<td>52</td>
<td>20</td>
</tr>
<tr>
<td>Policy Inquiries</td>
<td>21</td>
<td>12</td>
</tr>
<tr>
<td>General Inquiries</td>
<td>21</td>
<td>33</td>
</tr>
</tbody>
</table>

- **Total**: 93 in 2016, 82 in 2017
DECISION-MAKING TENDENCIES

ETHICS CHALLENGE

LET’S TRY IT!!

<table>
<thead>
<tr>
<th>ETHICS CHALLENGE</th>
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<tbody>
<tr>
<td>READER</td>
</tr>
<tr>
<td>Holds, reads, places cards</td>
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</tbody>
</table>
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.

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.

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.

LEADERSHIP
RESOURCES
REPORTING

Ethics@Work 2018 Online
Key Learnings