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AT&T's Compliance Training Evolution/Revolution

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Agenda

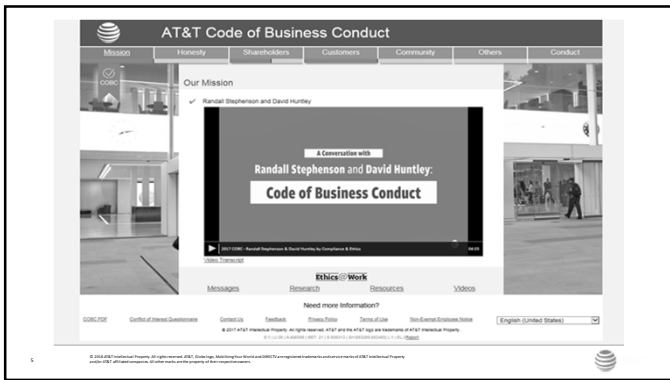
- *Who are You?*
- *Ethics Training in the Rearview Mirror*
- *Code of Conduct Demo*
- *Adult Learning Concepts*
- *Ethics@Work 2017*
- *Ethics@Work 2018*
- *Break*
- *Build – a – Lesson*
- *Key Learnings*



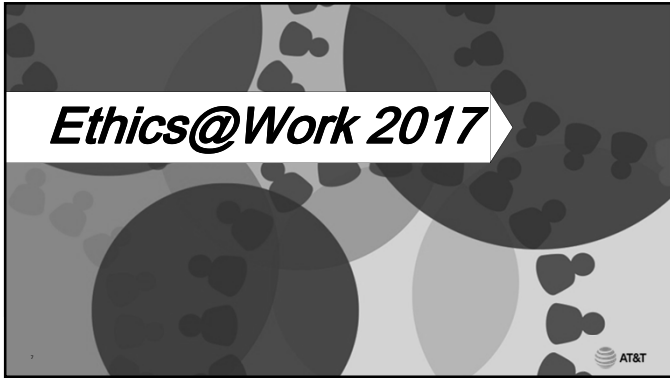
Who are you?

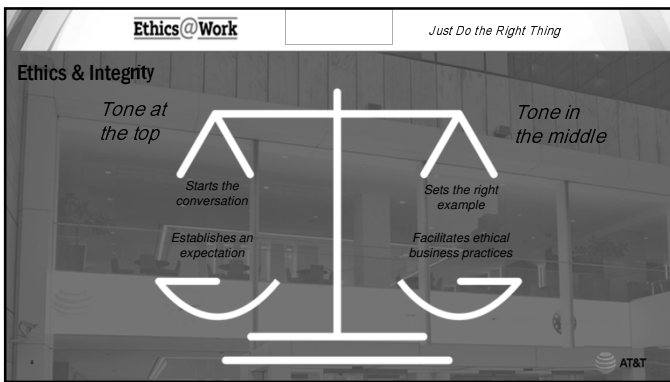












A slide titled 'Ethics & Integrity: The Power of You' with the AT&T logo and 'Just Do the Right Thing' slogan. It contains three key messages in white boxes on a dark background: 'IF YOU SEE SOMETHING, DO SOMETHING', 'RETALIATION IS A VIOLATION', and 'WHEN IN DOUBT, SEEK HELP OUT'.

Ethics@Work POWER OF **YOU** Just Do the Right Thing

Ethics@Work Just Do the Right Thing

Scenarios	Categories	Risks	Resources	Mitigation Strategies
Demo				

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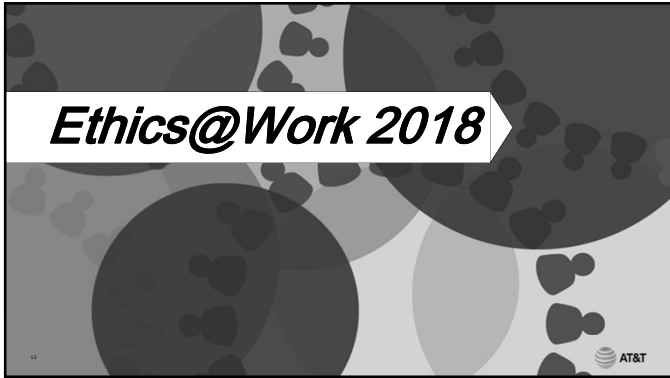
Ethics@Work 2017 Online

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Ethics@Work Ask Compliance

JUST DO THE RIGHT THING

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ETHICS@WORK 2017
WHAT WORKED? YOUR COMMENTS:

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

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ETHICS@WORK 2017
WHAT WORKED? Ask Compliance:

Category	2016	2017
Training	40	8
Conflict of Interest	6	21
Gifts & Hospitality	12	20
Policy Inquiries	21	18
General Inquiries	13	27

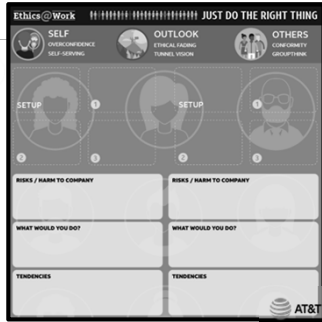
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DECISION-MAKING TENDENCIES



ETHICS CHALLENGE

LET'S TRY IT!!



ETHICS CHALLENGE

READER

FLIPPER

SCRIBE

TIMEKEEPER



HOLDS, READS,
PLACES CARDS



TOSSES THE COIN
/ RANDOMIZES
CARDS



HOLDS THE PEN,
WRITES THE
SOLUTIONS



KEEPS
ACTIVITY ON
TRACK



ETHICS CHALLENGE TENDENCIES

SELF	OUTLOOK	OTHERS
<p>OVERCONFIDENCE: When an individual believes that they are better at something than they actually are.</p> <p>SELF-SERVING: The tendency of an individual to put their own needs ahead of anything else.</p>	<p>ETHICAL FADING: Focusing on other aspects of a situation so that the ethical aspects disappear from view.</p> <p>TUNNEL VISION: Focusing on the WHAT of a goal and losing sight of the HOW of a goal.</p>	<p>CONFORMITY: When people behave like those around us rather than using their own personal judgment.</p> <p>GROUP THINK: When the desire to maintain group loyalty becomes more important than making the best choices.</p>

WHY WE NEED YOUR HELP

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LEADERSHIP

RESOURCES

REPORTING

Ethics@Work 2018 Online

Resources



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Leave-behinds



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Build – a – Lesson



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