

The Impact of Compliance Training



David Wentworth
Principal Analyst
Brandon Hall Group



Mandy Smith
VP, Training & Employee
Development
SWBC

Thank You To Our Sponsor!



HCM Research and Advisory Firm

FOUNDED IN 1993

Community of 300,000+

10,000 Global Clients

Leading Independent HCM
Research & Analyst Firm

Publishing 2+ Pieces of
Research Each Day



Sample of Our Clients



How We Help You



Learning
& Development



Talent
Management



Leadership
Development



Talent
Acquisition



Workforce
Management



MEMBERSHIP



**STRATEGIC
CONSULTING**



**EXCELLENCE
AWARDS**



**PROFESSIONAL
DEVELOPMENT**



Open Surveys

- Talent Management Technology
- Workforce Management Technology
- Talent Risks

Visit www.brandonhall.com click **Open Surveys**

If you would like to join a panel of survey takers, please contact us at success@brandonhall.com



How to Ask Questions



- Submit your *questions* or *comments* about the discussion to our presenters using the **Questions** tab on your control panel.
- Presentation *slides* and *giveaways* can be found in the **Handouts** tab on your control panel.

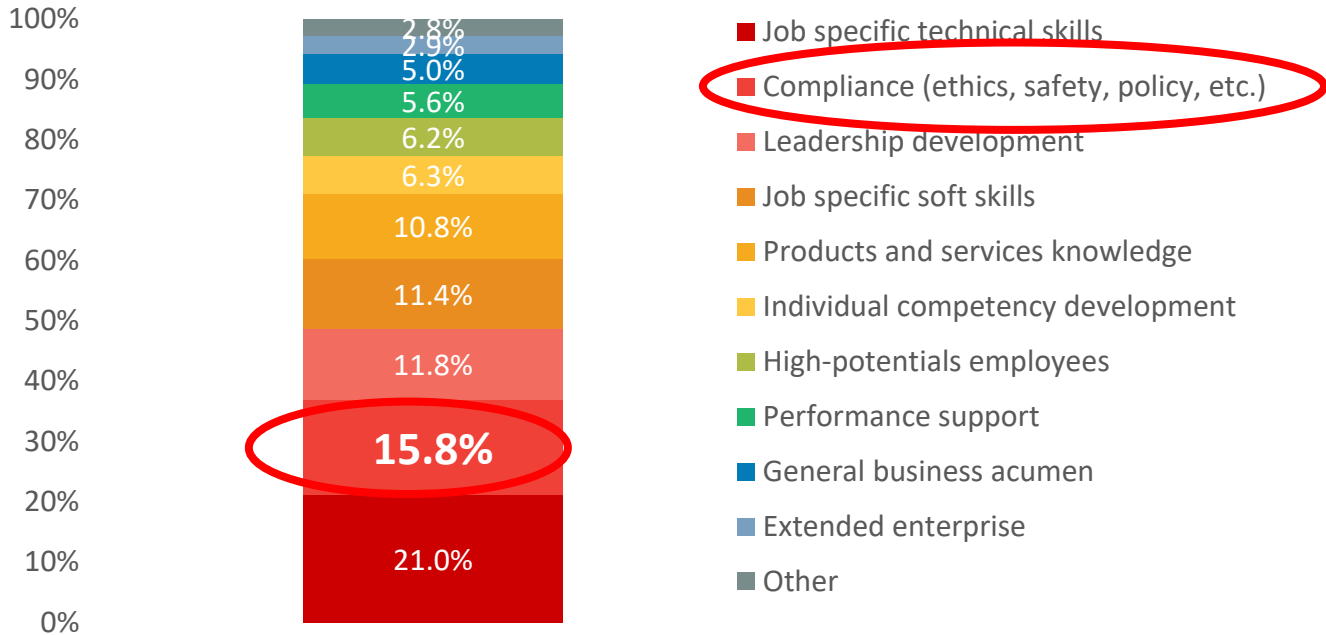
Recording & Slides will also be sent out after the webinar.

POLL QUESTION

How important to your organization is compliance training?

1. Not at all
2. Slightly
3. Moderately
4. Very
5. Critically

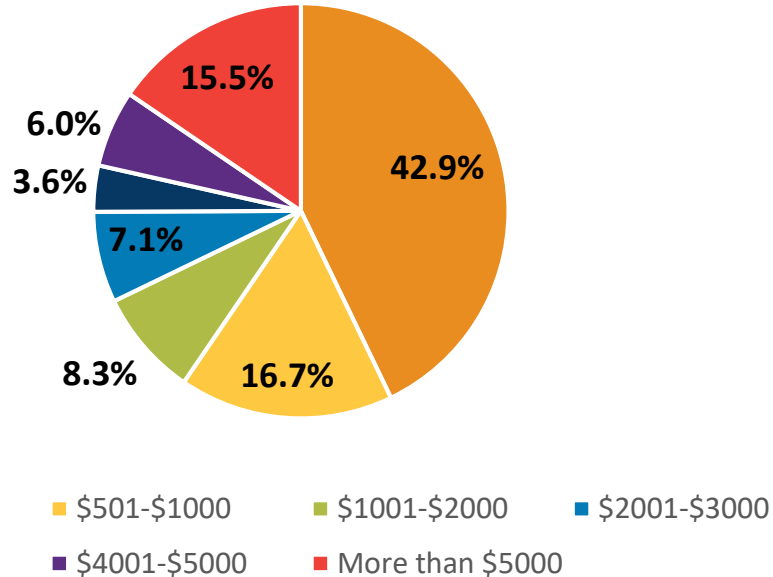
Compliance is a Big Deal



BHG Compliance Training Study, July 2017 (n=203)

Compliance Requires Investment

Cost per employee per year



Considerations



One of the biggest training areas

Gets arguably the least attention

Invest in content creation

Costs of doing it poorly

Fines

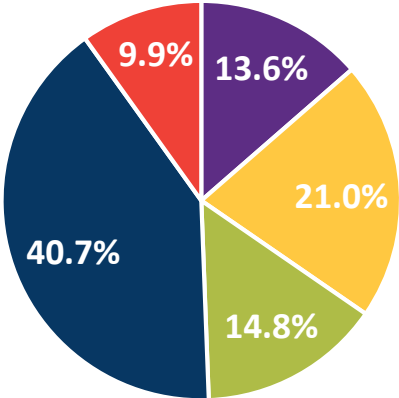
Lawsuits

Accidents

Slowdowns

Compliance Takes Time

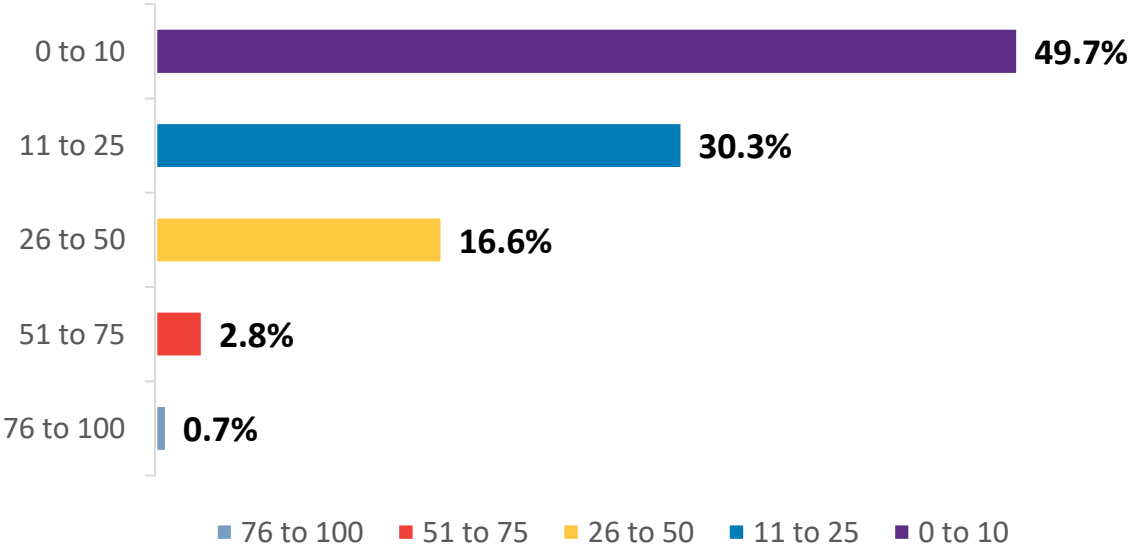
Compliance training frequency



■ Once a month ■ Once a quarter ■ Semi-annually ■ Annually ■ Ad-hoc

Compliance Takes Time

Compliance training hours



Considerations

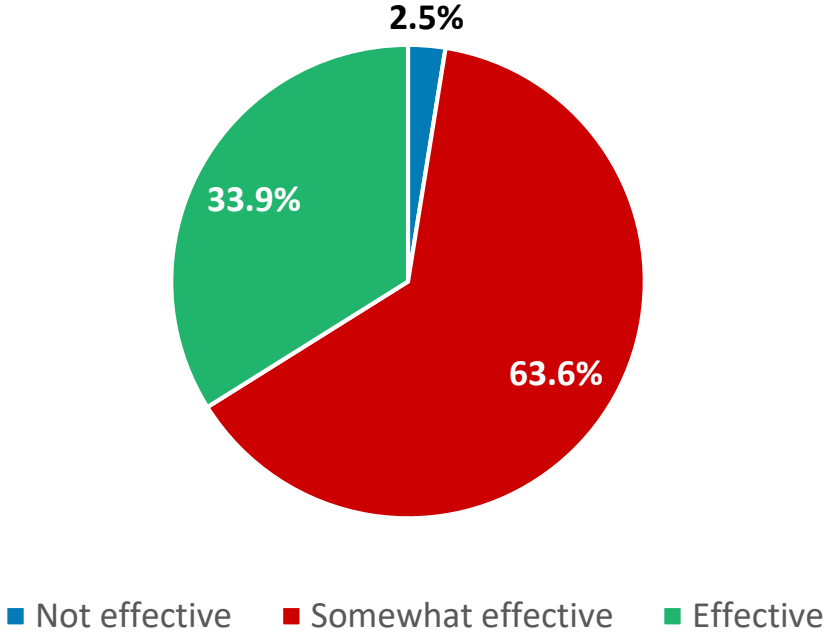
Typically the first learning experience

Typically the most common learning experience

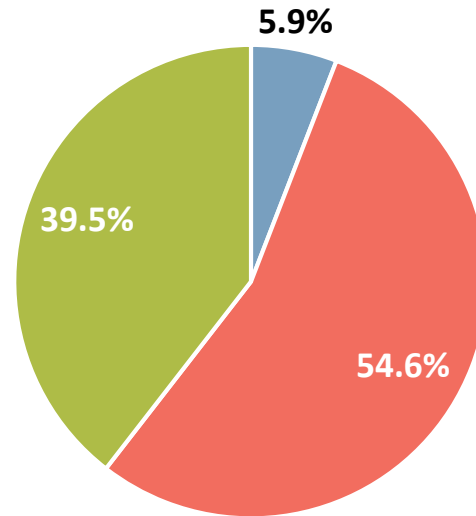
Hours often mandated



Overall Compliance Effectiveness



Audit Preparedness



■ Not at all prepared ■ Somewhat prepared ■ Thoroughly prepared

Compliance Effectiveness

Not at all/Somewhat
effective

24%

Thoroughly prepared
for audit

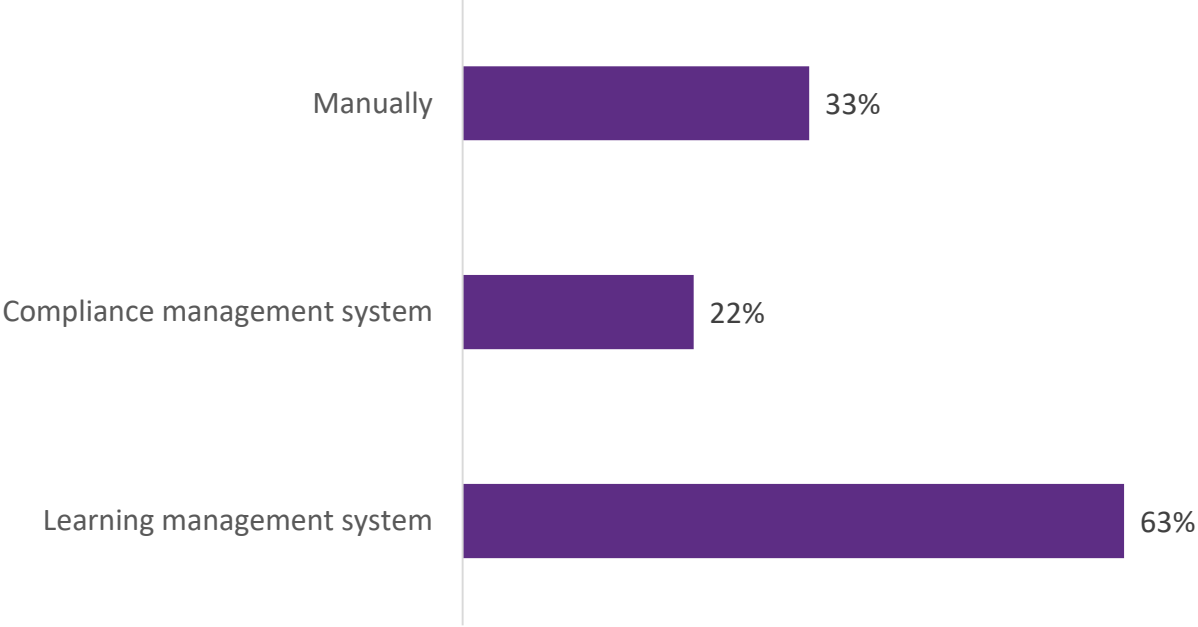
Effective

69%

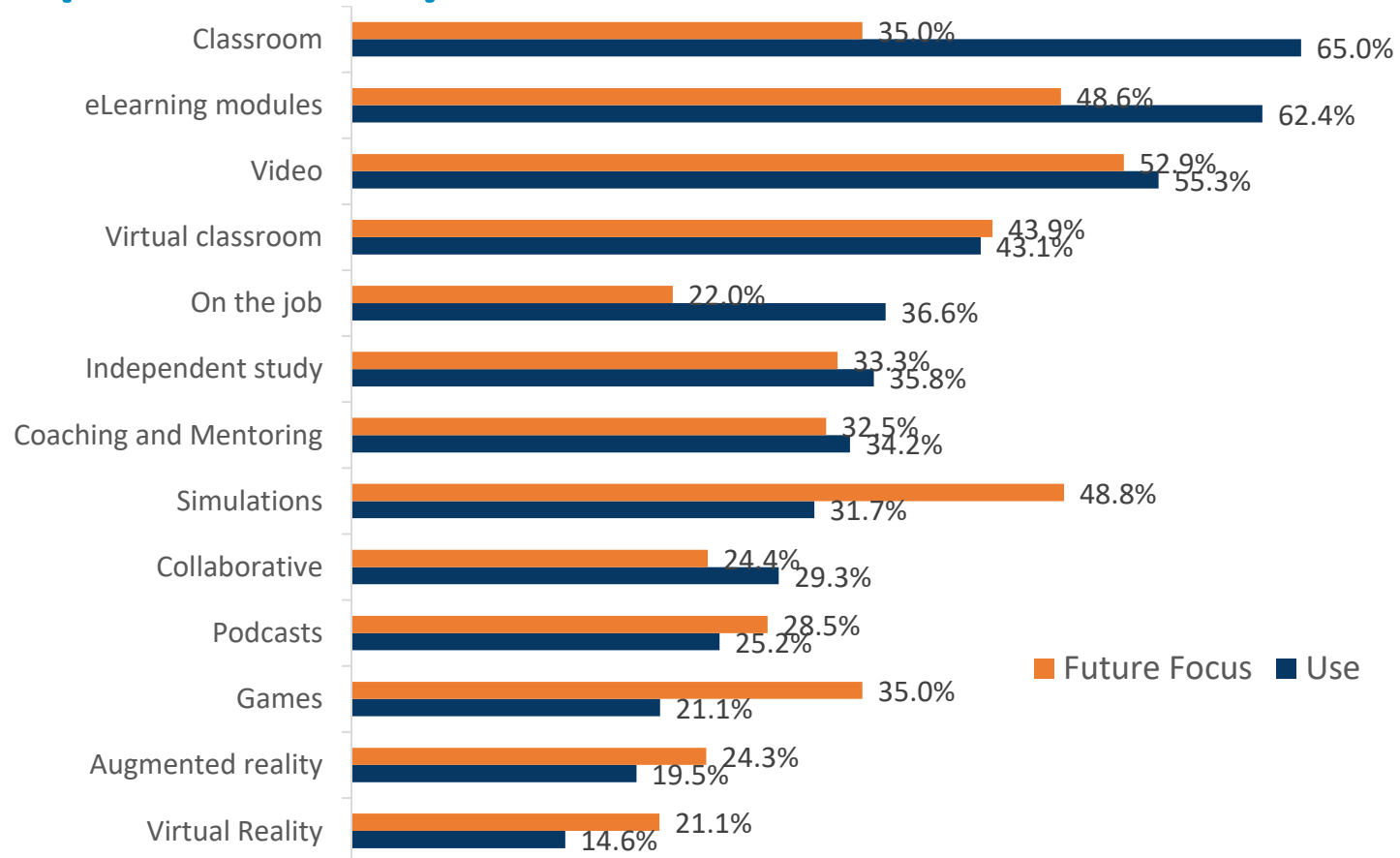
Thoroughly
prepared
for audit

Managing Compliance

Compliance Systems



Compliance Systems



Strategic vs. Transactional

Strategic vs. Transactional

The Dichotomy:

1. Compliance training is critically important to many organizations and their ability to even function as a business.
2. Compliance training is boring and looked at like a necessary evil.

Strategic vs. Transactional

Transactional compliance

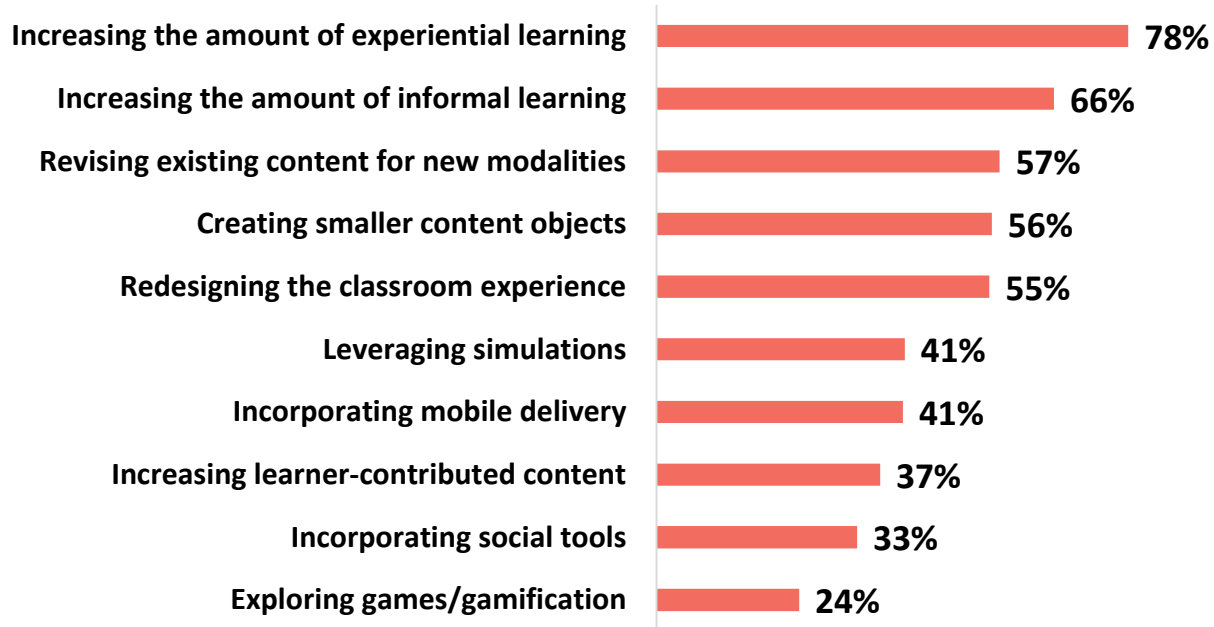
- Driven by fines/punishment
- Checking the boxes
- No connection the business
- Not seen as development

Strategic compliance

- Driven by business
- Defines an employer of choice
- Improves engagement
- Risk mitigation

Making it Better

Top Learning Initiatives to Improve Business Results



BHG Learning Technology Study, 2016 (n=311)

Modern Learning

- **Contextual**
 - Role
 - Location
 - Development path
- **Small**
 - Short videos
 - Quick updates
- **Informal**
 - Everyday
 - Ad hoc
- **Mobile**
 - Down time
 - Moment of need
- **Social**
 - Discussions
 - Recommendations



24

Case Study

From the Front Lines: SWBC

Headquartered in San Antonio, SWBC is a diversified financial services company which provides a wide range of insurance, mortgage, and investment services to financial institutions, businesses, and individuals. With offices across the country, they are committed to providing quality products, outstanding service, and customized solutions in all 50 states.



Consistency is Key

- Once the impact was proven, SWBC leadership agreed that the Security Awareness course should be required training and must be completed by all employees within 45 days of hire and again annually.
- SWBC utilizes the eSSential LMS to auto assign the course to all new hires.
- SWBC utilizes the eSSential LMS to run scheduled reports weekly. These reports show anyone out of compliance and are automatically sent to Training & Employee Development and HR leadership for action.
- Automating the process ensures all employees receive the same critical information

Takeaways

- Compliance covers a wide swath of strategic and operational needs in many types of businesses.
- Compliance is typically the first learning experience.
- Compliance should be influenced, if not driven, by the function(s) most impacted by it.
- Reporting and analytics are critical
- Automated management really does help in resource constrained or widely dispersed organizations!

QUESTIONS?



Thank you
for joining us today!



If you have any additional questions, please email us at success@brandonhall.com.

Learn More About Us

Products and services that we offer

How We Help You



Learning
& Development



Talent
Management



Leadership
Development



Talent
Acquisition



Workforce
Management



MEMBERSHIP



**STRATEGIC
CONSULTING**



**EXCELLENCE
AWARDS**



**PROFESSIONAL
DEVELOPMENT**

Membership Offers Tailored Support

RESEARCH ACCESS & EVENTS

- Reports
- Case Studies, Frameworks & Tools
- DataNow® & TotalTech®
- Webinars and Research Spotlights
- Annual HCM Conference

ADVISORY SUPPORT

- Ask the Expert
- 1 on 1 Consultations
- Research Briefings
- Benchmarking

CLIENT SUCCESS PLAN

- Your Priorities
- Executive Sponsor
- Client Associate
- Monthly Meetings



To learn more about becoming a member or to sign up for a free trial, please email us at success@brandonhall.com

We Do This Through...

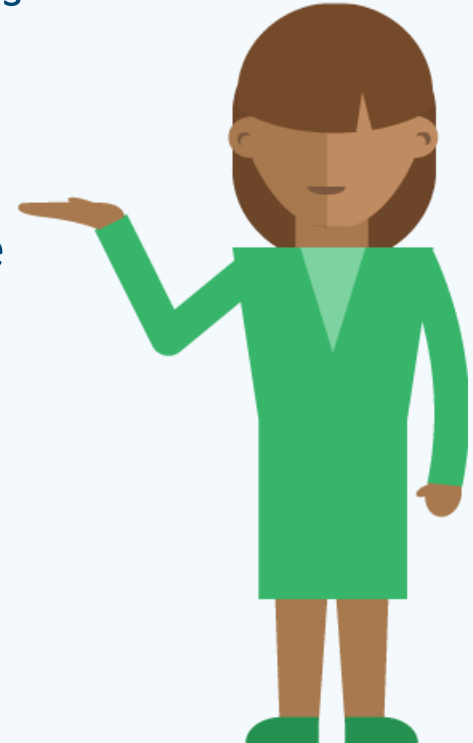
Research and Analysis that Define New HCM Standards

Success Stories from Global Organizations that Show those Standards in Action

Professional Development that Assesses Current State and Enables Innovation

Flexible Services to Design and Implement Transformative Solutions

Recognition that Validates the Transformation



Strategic Consulting Offers Expert Solution Development

BENCHMARKING

- Competitive/Comparative
- Maturity Model
- Custom Research

STRATEGY

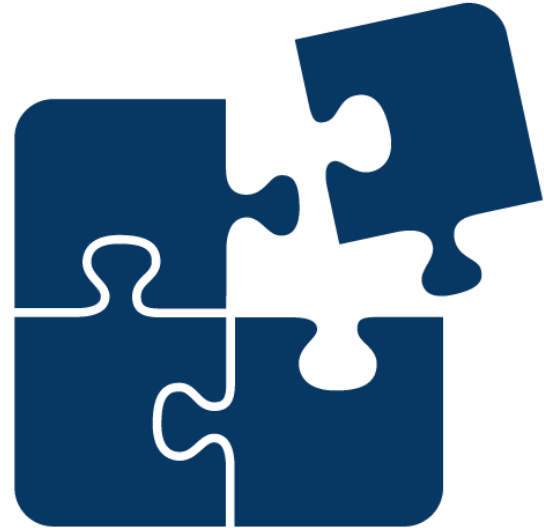
- Business Case
- Planning
- Organization & Governance

TECHNOLOGY SELECTION

- Vendor Selection
- Architecture Design
- Systems Evaluation

DEVELOPMENT & INTEGRATION

- Program Design
- Assessment
- Survey
- Process Integration



To learn more about consulting, please email us at success@brandonhall.com

Why Brandon Hall Group

1

We offer flexible, high-value memberships that offer everything you need at a cost you can afford.

2

Our research is better – more targeted, easily digestible, focused on business results, predictive, prescriptive.

3

Our solutions gets better results – research-driven, focused on the business, simple, targeted, flexible approach.

4

Our case studies are unique for their diversity and focus on business results.

5

Our professional development is practical, tailored to your needs, and equips you to take action.

What Our Clients Have to Say

Brandon Hall Group's Excellence Awards allows you to take a deeper dive and evaluate the programs that you've created at a level that you might not have the opportunity to do... They have always been a cornerstone for me.

- Katrina Williams, Director, Sales Capability
CDW

https://youtu.be/OgdA_tpM55U

What Our Clients Have to Say

I describe the attention and that customer service that I've experienced as being excellent. They are very attentive and wherever I need to be connected to whomever, they are there to help me.

- Joanne Veech, Global Talent Leader
PwC

<https://youtu.be/YkY-v8gfW5k>