eLearning for Compliance Training

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Your Presenters

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Today's Agenda

- Challenges of compliance training
- Strategies for effective design
- Examples of successful compliance training
- Top 5 Tips for saving time and money
- Q&A

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Uses for Compliance Training

The main questions to ask when starting a compliance project:

- Who is asking for the implementation
- What is the timeline
- What are the consequences if the training is not rolled out quickly?

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Challenges of Compliance Training

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Some Typical Challenges

- Content:
  - How extensive?
  - How stable?
  - Meets requirements?
- Audience:
  - Location?
  - Workforce?
  - Job level?
- Motivation (WIIFM?)
  - Carrot
  - Stick

Some Typical Challenges

- Access
  - 24/7?
  - Multiple platforms?
- Administration
  - Internal (Company) reports?
  - External (Agency) reports?
- Maintenance
  - How often?
  - How extensive?
  - How expensive?

Timelines

- Consumption in a short period of time
- Tied to annual reviews, regulations
- Sometimes legal consequences

Why eLearning?

- Flexible
- Rapid development options
- Wide reach
- Available anytime
- Easy completion tracking/reporting
- Less expensive than ILT

Drawbacks of eLearning

- Lose in-person dynamics and enthusiasm
- Storytelling can be challenging
- Some global technical limitations
- Creating a curriculum for a global audience

Strategies for Designing Effective Compliance Courses

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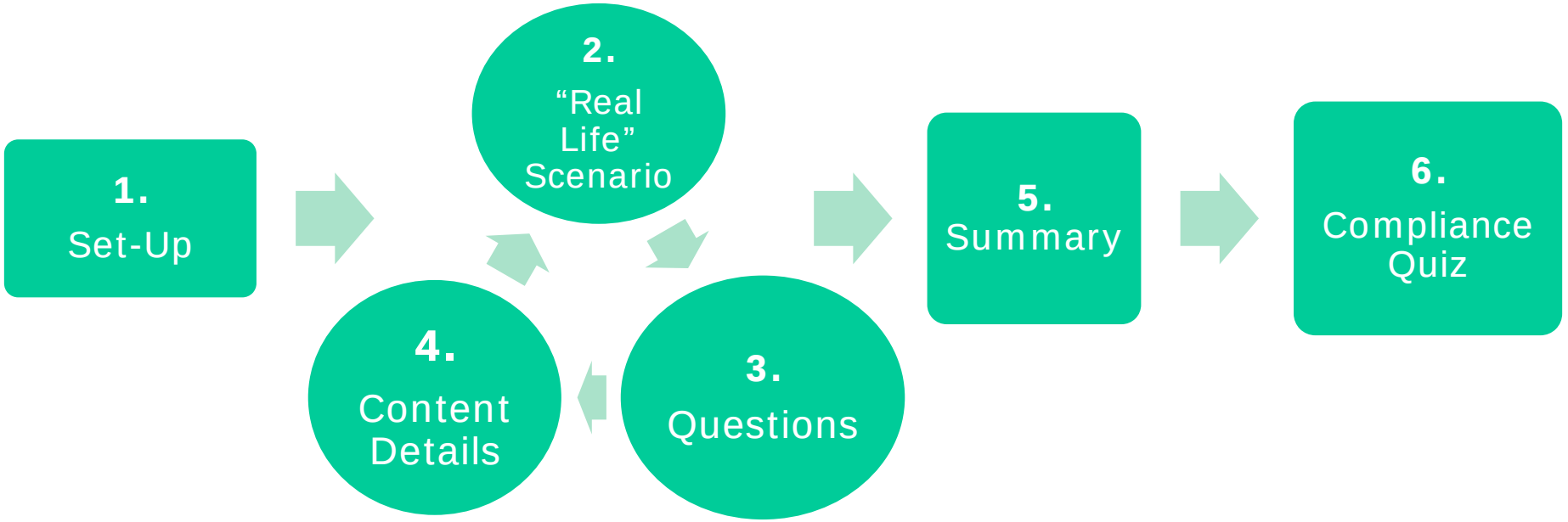
Know Before You Begin

- Learning goals and objectives
- Timeline
- Type of content/interactivity
- What tool is best to build the course

Content Design

- Make it interesting and engaging
- Apply appropriate visuals
- Use narration only when instructionally sound
- Show company impacts and the learner's role
- Make it real

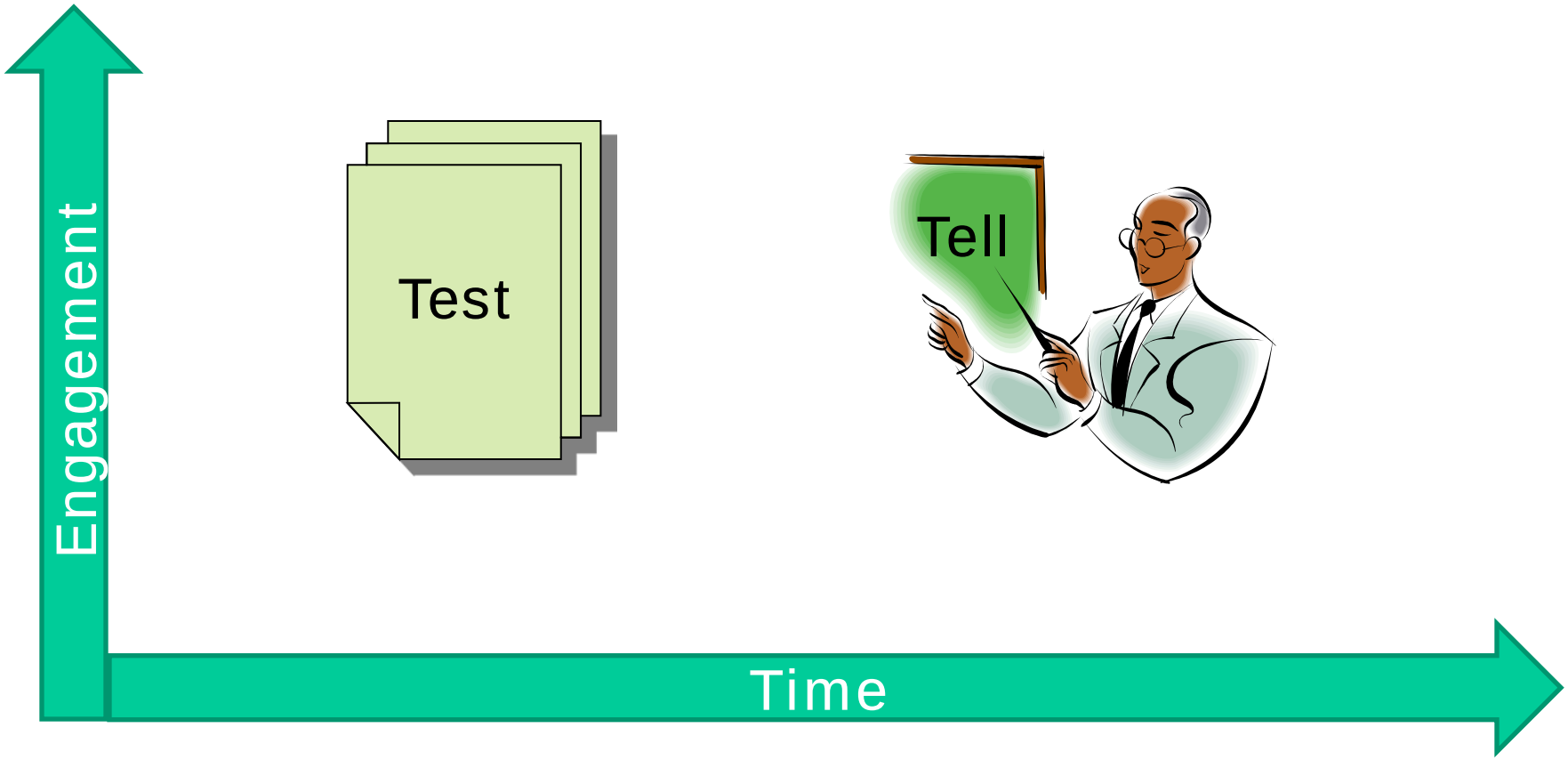
Content Design - Example



Less is More

- Focus
- Avoid fatigue
- Standard design template

Test/Tell Bias

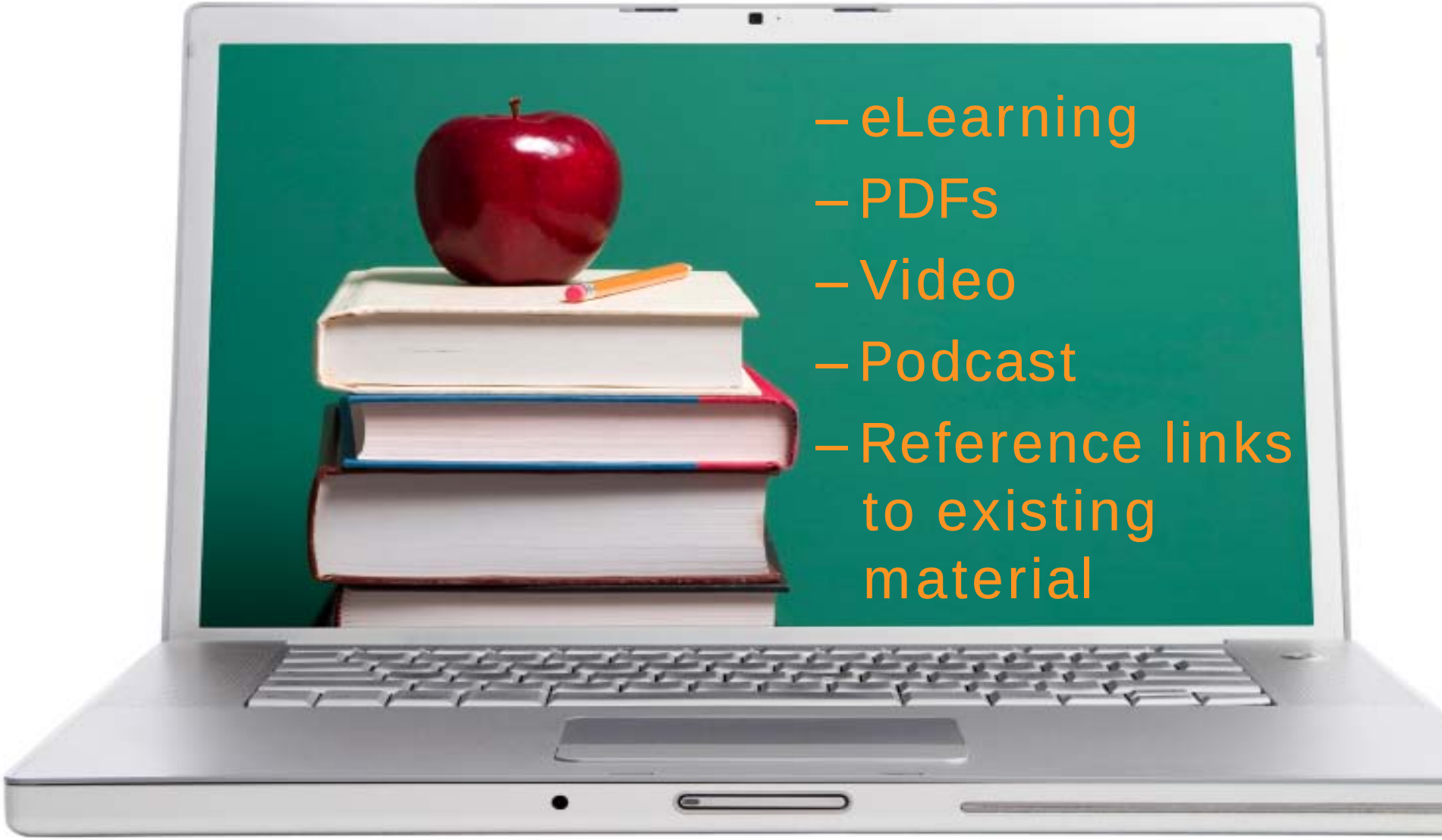


Brevity and Simplicity are Key

Make sure content is

- Relevant
- Pointed
- Brief
- Quick to digest
- Simple

Deployment


– eLearning
– PDFs
– Video
– Podcast
– Reference links to existing material

See It In Action

Examples of Successful Compliance Training

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Compliance Areas

FCPA

Corp driven

OSHA

UK Bribery act

Safety

Legal

Financial

Corp policy

HR

Government driven

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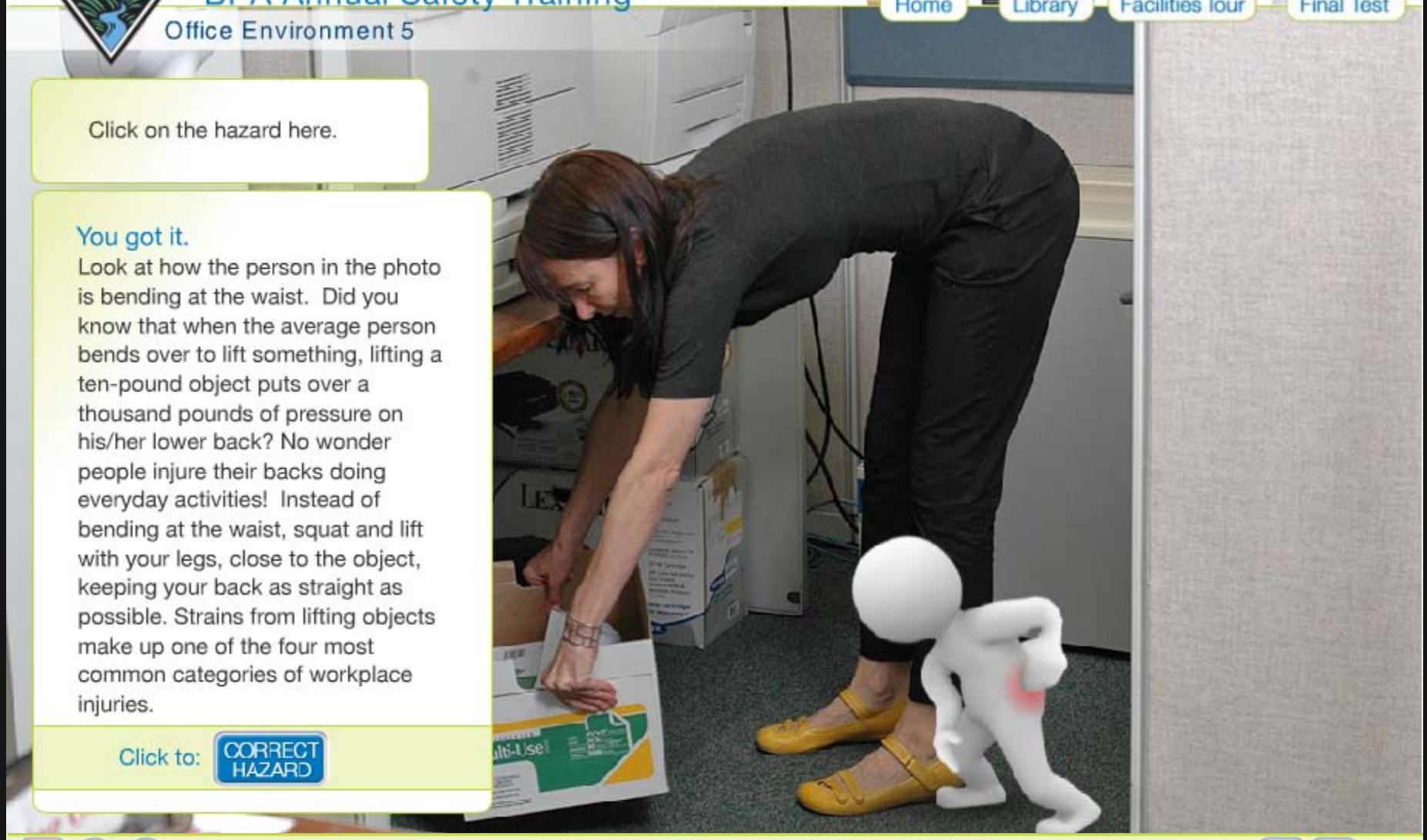
BONNEVILLE POWER ADMINISTRATION

BPA Annual Safety Training

Office Environment 5

Home | Library | Facilities Tour | Final Test

Click on the hazard here.



You got it.

Look at how the person in the photo is bending at the waist. Did you know that when the average person bends over to lift something, lifting a ten-pound object puts over a thousand pounds of pressure on his/her lower back? No wonder people injure their backs doing everyday activities! Instead of bending at the waist, squat and lift with your legs, close to the object, keeping your back as straight as possible. Strains from lifting objects make up one of the four most common categories of workplace injuries.

Click to: CORRECT HAZARD

CC

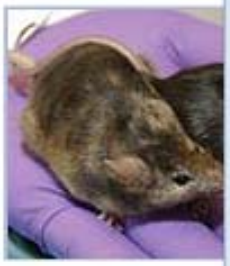
Government Regulations

Experiments involving hazardous chemicals

The Oregon Occupational Safety and Health Administration (OR-OSHA) and the Oregon Department of Environmental Quality (OR-DEQ) govern the safe use and disposal of hazardous chemicals in the laboratory. In compliance with OR-OSHA regulations, Environmental Health and Radiation Safety (EHRS) has developed the OHSU Laboratory Safety Manual to provide guidance for research personnel when working with hazardous chemicals.

-CLICK anywhere in box to close-

The following t… CLICK green t…



involving human subjects

…eriments …lving infectious …nts or …mbinant DNA

…eriments …olving hazardous chemicals

…ents.

Top 5 Tips for Saving Time and Money

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#1 Make it Modular

- Build content into modular pieces
  - Build with the intent of replacing or updating lessons periodically
  - Allows for easier localization
  - Allows for courses to be broken into smaller deliverables for individual deployment

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#2 Template Time

- Re-usable template
- Add nuances in the content itself
- Focus time on the human interest story, not development
- Keep objectives succinct. Allows you to change the topics without changing the entire presentation

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#3 Keep it Brief

- Review of entire policy will be in a link. The course will just be a high-level description.
- Complex material, simple courses

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#4 Recycle

- Take advantage of regulatory info that's already out there
- Re-use government and state materials
- Leverage prior year's courses

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#5 Refreshers

- Can you refresh the content, rather then redevelop?
- Consider:
  - Deploying a quiz
  - A handout of updates
  - Only updating necessary content (specific screens/links/etc)

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Summary

- ✓Challenges of compliance
- ✓Strategies for effective design
- ✓Examples of Successful Compliance Training
- ✓Top 5 Tips for Saving Time and Money
- ✓Q&A

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Q&A

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Thank you for attending!

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