10 differences between traditional and operational compliance training

TRADITIONAL METHOD		OPERATIONAL METHOD
Employees need to retain knowledge	How you define the problem	Employees need to act compliantly
Outside of business process, via e-learning or live training	How you deliver training	As part of business process, integrated into operational workflows
On a scheduled, top-down basis	When you deliver training	At the moment employees need it
Create videos and games to promote retention	How you handle employees forgetting things	Build guidance into business process so they don't have to remember
"Compliance is separate from your job."	What you say about culture	"Compliance is how you do your job."
"Ethical employees will memorize our policies and do the right thing."	What you say about employees	"Ethical employees are still people, and people forget things.
"If something happens, we'll count up all the e-learning courses in our LMS software and hope it's enough."	How you approach record-keeping	"If something happens, we'll show we offered training every time the risky process took place."
"We can't address every process, so we won't even try—we'll hope the business figures it out."	How you approach risky business process	"We can't address every process, so we'll start with the riskiest one and go from there."
Hire more training administrators to handle due to the need to refresh and remind	How you make progress	Embed training into a process and move on to the next one—because the process does the work
Employee feedback, quizzes, completion rates	How you measure results	Monitor the business process with compliance monitoring

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