8 Key Steps to Develop and Maintain a Successful Helpline

1. Raise Helpline Awareness

Develop a communication plan to get your Helpline visible including Posters, Videos & Web Links in Training & Town Hall Meetings.

2. Create a Speak-Up Culture

Introduce Code of Conduct training by demonstrating real-world scenarios showing how speaking-up helps maintain ethical culture.

3. Increase Visibility and Accessibility

A Helpline needs to be easy to find and easy to access. Put the Helpline link on the company’s main internal homepage.

4. Offer a Variety of Reporting Methods!

This offers an employee the ability to select how they feel most comfortable in reporting.

5. Protect Confidentiality

Organizations with Helplines were 20% more likely to detect fraud than those without Helplines.

6. Communicate with the Reporter

Reporters need to feel confident that their concerns are taken seriously, and action taken to close the loop in the Helpline process.

7. Prevent Retaliation

Advise witnesses and reporters if they experience retaliation to report it.

8. Use the Data!

Analyze Helpline data to identify trends and hot spots, highlight issue areas that require more training.

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- Only 32% of U.S. employees consider themselves engaged with their company.
- 70% of individuals who experienced harassment never spoke with a supervisor.
- 32%
- 50%
- 75%
- 100%