TRAINING AND COMMUNICATION
WHAT YOU’RE UP AGAINST

You’ve created some great policies, outlined all your compliance procedures and put an anonymous hotline in place. While that’s great, it’s all for naught if you don’t communicate these initiatives to your employees and provide them with the proper training to understand your policies, procedures and expectations.

Effective training and clear, consistent communication are important aspects of compliance programs in the eyes of many regulatory bodies and a key component of your program’s success in general.
YOUR GOAL

Training courses should be developed in tandem with your policies to provide clarification and understanding of the policy, its related procedures and the reasoning behind the policy. It’s important that your training is accessible to all employees, both in a physical aspect and conceptually (not so high level or abstract that it fails to provide clarification and insight). Providing different methods of training, such as videos, quizzes and live sessions, will help you account for different learning styles. Training should be captivating and helpful, not feel like a boring homework assignment. And as always, training should be regularly reviewed and assessed for effectiveness and potential improvements.

If policies are the backbone of your compliance program, good communication is the veins. How and how well you communicate your compliance initiatives can make or break the effectiveness of your program. Communications should be consistent, fairly frequent and well documented (that last one has been proven to save companies from fines).

WHY IT’S HARD

For training and communication to be successful, they must be localized and account for your employees’ different ways of processing information. If your employee base is particularly spread out, some employees might not even have immediate access to online training or email communications.

If you’re still relying on traditional processes, such as email for communication or mailing out training videos, you’ve likely encountered difficulty accurately documenting your efforts and tracking training completions. This has a trickle effect of making reporting more difficult and not consistently connecting training to policy attestations or case management.
HOW CONVERCENT HELPS

Wouldn’t it be nice if you could create a custom campaign that takes care of sending policies, training courses and attestation reminders and tracks all these communication efforts and results? Convercent makes it simple. By integrating your compliance efforts into a centralized software you can connect related aspects of your program and track the results together. After all, it’s not just about policies or training or reports; an effective compliance program is all about how well these different components work together.

Convercent makes it easy to build your communication campaigns, choose exactly whom you want to send it to, what materials you want to include and schedule when you want it to be sent. Need to send new employees your Code of Conduct and related training? Want to send all managers a policy reminder every six months? Need employees in a certain department or location to re-take training courses? With just a few clicks of your mouse you can create a campaign that does exactly what you need it to.

Convercent supports common training course formats, or, if you don’t have in-house materials, partners with LRN to provide access to industry leading training courses in a variety of formats. Convercent can also provide you with awareness materials, such as posters, to help you spread the word about your program and stay top of mind with employees wherever they are.

And when it comes time to report on your efforts you don’t need to dig through your email inbox or badger managers for training completion records. A record of all your communications and related actions are housed in one central location for easy reporting and auditing.
Convercent’s risk-based global compliance solution enables the design, implementation and measurement of an effective compliance program. Delivering an intuitive user experience with actionable executive reporting, Convercent integrates the management of corporate compliance risks, cases, disclosures, training and policies. With hundreds of customers in more than 130 countries—including Philip Morris International, CH2M Hill and Under Armour—Convercent’s award-winning GRC solution safeguards the financial and reputational health of your company. Backed by Azure Capital, Sapphire Ventures (formerly SAP Ventures), Mantucket Capital and Rho Capital Partners, and based in Denver, Colorado, Convercent will revolutionize your company’s compliance program.

Request a demo today!