

Our inability to use compliance training to create a positive learner experience is a modern L&D tragedy.



3 Areas of Focus for Compliance Training



Learning Design

With so much risk for your organization, we must nail the basics of good instructional design – good content, changing behavior, and gathering data with assessments.



Learner Experience

With so many touch points with all of your employees, this is the place to establish your brand,



Operational Processes

With so many interactions with your learners, we must leverage automation and great processes to ease the burden on the learning function.

Mistake #1: Training to a Policy

Learners Need to know What to Do

- Training is about behavior, not just knowledge
- Learners need to know how to apply policy, not memorize its language
- Use this as another opportunity to work from the customer back
- Learners have to be given the opportunity to apply the policy

Mistake #2: Underutilizing Assessments

- There are few regulations that require annual training, work with your compliance officers to focus training efforts
- Use assessments to:
 - Validate knowledge transfer
 - Identify risks
 - Reduce annual training retakes
 - Create adaptive courses

Mistake #3: Ignoring Your Brand

- This is your commercial for your services
- Use your best designs, interactions and experiences in compliance training
- Complying with the law is serious, but be clever and even funny



Mistake #4: Ignoring Your Users (Learners)

- Ask users what they want/need
- Build stories around them
- The best ideas on content, layout, and approach may just come from learners
- Be their advocate



Mistake #5: Making it Manual

- Automate assignments based on roles
- Automate retakes
- Automate exceptions into your user feeds

What will you do?

Do what you can. Do that much. Do it now.

- ✔ One way to make your learning design better
- ✔ One area about which you want to get your learners' insights
- ✔ One operational process you can make more efficient





DESIGN
EXPERIENCES,
NOT TRAINING



HARNESS THE
POWER OF TECH



IMPACT THE
BUSINESS



The
Learner
Collective

Matthew J Daniel

Learning Strategy | Learning Tech | LX



615.419.7898



@matthewjdaniel



matthew@thelearnercollective.com



<http://thelearnercollective.com>

