The Top 5 Mistakes
You're Making in
Compliance
Training... And How
to Fix Them

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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**

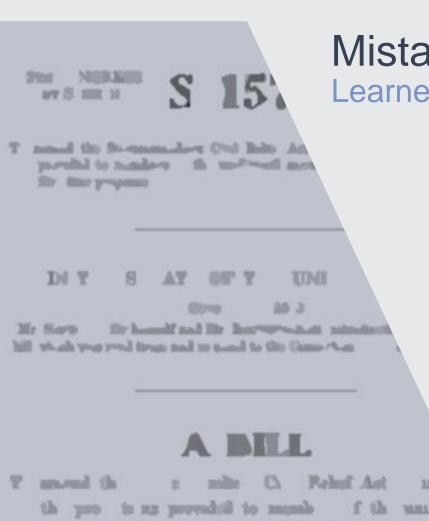
With so much risk for your organization, we must nail the basics of good instructional design – good content, changing behavior, and gathering data with assessments.

#### **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

#### Quiz Results

## 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

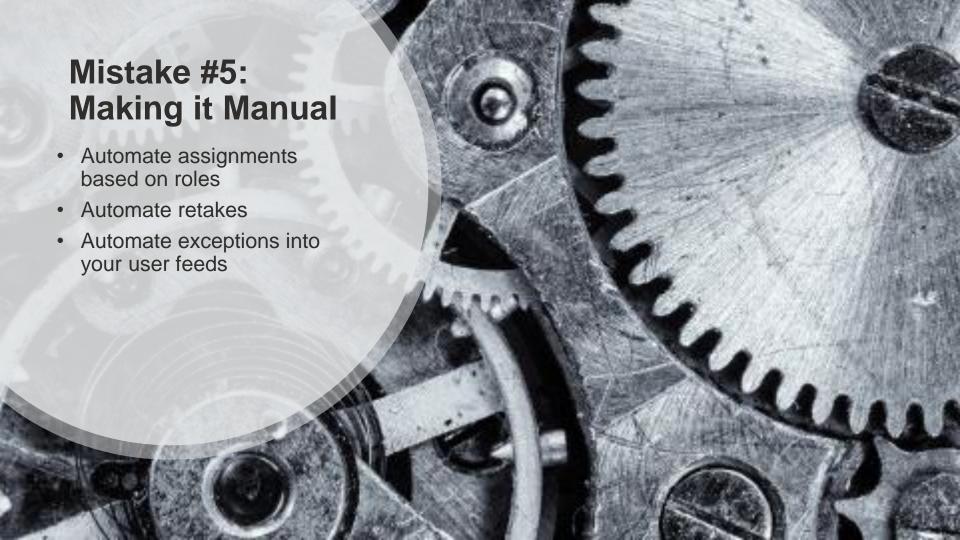






## Mistake #4: Ignoring Your Users (Learners)

- 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



# 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

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