

## Why train?

**Joe is a new manager whose staff have questions about the recently assigned annual mandatory ethics and compliance training. They ask him why everyone has to take the training, especially because they take it every year. They say they don't need to take the training because they already know right from wrong. What should he tell his employees about the purpose and importance of this particular training?**

Joe can tell them that, in the business world, as in life, decisions are not always black and white. Training is provided to help guide their decisions and actions, especially in gray zones. Training is one of the controls we have in place to lessen organizational risks by explaining what is right to do. Also it reinforces awareness of the tools and resources available to help employees make the best decisions. Training supports the compliance program goal to prevent, detect and correct potential misconduct before it causes damage to our colleagues, our stakeholders and our organization. That helps to keep the organization healthy and our stakeholders happy.

He can also explain that there are a few reasons why training needs to be repeated. First, there may be changes in our organization's risk profile that require additions or changes to our standards. Employees need to know about them. Second, information must be repeated several times before people can remember it when they need it. This is why you will see periodic communications throughout the year from ethics and compliance to reinforce the training. Third, there may be industry or organizational events that warrant highlighting different topics. And finally, annual training shows an organizational commitment to doing the right thing and to making sure the workforce understands what that means.

Excerpts taken from NAVEX Global's *Compliance Communicator* [http://www.navexglobal.com/en-us/resource-center/resource\\_type/newsletters](http://www.navexglobal.com/en-us/resource-center/resource_type/newsletters)  
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