

**Creating, Implementing, and Managing Effective Global Communication and Training Programs on a Budget**

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**Scenario**

You are the new Chief Compliance Officer at BBB Computers, a company operating in the US, France, Germany, China, Bhutan and every country in South America. The company has 12,000 employees, 9,000 of whom work in the US and South America.

The CEO has requested a meeting with you to discuss the progress of the compliance program. The CEO is interested in the ways in which you will embed efficient training into your organization. In particular, with affiliated stakeholders outside the USA.

You have been given a budget of \$1,000.

**Take a moment to share with your neighbor 3 main challenges with this scenario, and how you would approach those challenges.**

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**! Potential challenges**



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### Bridging these challenges

How do we engage with the business to understand the challenges and align training/communication?

How do we communicate and train in a diverse organization?

How do we communicate/train with third party providers in countries where compliance as a concept is little understood?

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### Being creative... and effective!

➡ Serious or fun? What is the tone of your training?

➡ Take advantage of the cultural environment

➡ Don't be the only one talking about compliance: train the trainer



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### Being creative... and effective!

➡ Easy solutions for small budgets



➡ Recognitions

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### Check list

- Do we understand the business?
- Do we understand the difficulties faced by the business (e.g. financial constraints, client demands, business culture etc)?
- Do we have access to our leaders?
- Have we taken time to speak with the business leadership to assist in articulating the value and need for specific training?
- What can we do to gain the necessary trust from the business for them to volunteer information?
- How do we capitalize on lessons learned for training purposes?
- Do we use business/communications failures and turn them into training opportunities?
- Do we present/share relevant topics with the audience?
- Do we understand the cultural nuances sufficiently to drive effective training?
- How can we capitalize on other resources in the organization to drive training/communication?
- How do we schedule training, taking into account different time zones, holidays etc?
- Do we leverage all types of communication channels to provide effective training/communication?

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# Thank You

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