

October 21, 2018

AT&T's Compliance Training Evolution/Revolution

Susan Bounds

Jayne Cano

Lee Miller

1

© 2018 AT&T Intellectual Property. All rights reserved. AT&T, Globe logo, Mobilizing Your World and DIRECTV are registered trademarks and service marks of AT&T Intellectual Property and/or AT&T affiliated companies. All other marks are the property of their respective owners.



Agenda

- ***Who are You?***
- ***Ethics Training in the Rearview Mirror***
- ***Code of Conduct Demo***
- ***Adult Learning Concepts***
- ***Ethics@Work 2017***
- ***Ethics@Work 2018***
- ***Break***
- ***Build – a – Lesson***
- ***Key Learnings***

2



The background of the slide features a pattern of overlapping circles in various shades of gray. In the bottom right corner, the AT&T logo is visible. A white arrow-shaped banner points to the right, containing the text.


Who are you?

3

***Ethics Training in the
Rearview Mirror***



4





AT&T Code of Business Conduct

[Mission](#)
[Honesty](#)
[Shareholders](#)
[Customers](#)
[Community](#)
[Others](#)
[Conduct](#)

Our Mission

✓ Randall Stephenson and David Huntley

A Conversation with

Randall Stephenson and David Huntley:

Code of Business Conduct

2017 COBC - Randall Stephenson & David Huntley by Compliance & Ethics
04:03

[Video Transcript](#)

[Messages](#)
[Research](#)
[Resources](#)
[Videos](#)

Ethics@Work


Need more Information?

[COBC PDF](#)
[Conflict of Interest Questionnaire](#)
[Contact Us](#)
[Feedback](#)
[Privacy Policy](#)
[Terms of Use](#)
[Non-Exempt Employee Notice](#)

© 2017 AT&T Intellectual Property. All rights reserved. AT&T and the AT&T logo are trademarks of AT&T Intellectual Property. E-1 | U-39 | A-806590 | DET-21 | S-509313 | SH-653295,653465 | L-1 | EL-38agood

English (United States)

5



Adult Learning Concepts


AT&T

6

Ethics@Work 2017

7



Ethics@Work

Just Do the Right Thing

Ethics & Integrity

*Tone at
the top*

*Starts the
conversation*

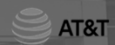
*Establishes an
expectation*

*Tone in
the middle*

*Sets the right
example*

*Facilitates ethical
business practices*

8



Ethics & Integrity: The Power of You

**IF YOU SEE SOMETHING, DO
SOMETHING**

RETALIATION IS A VIOLATION

WHEN IN DOUBT, SEEK HELP OUT

9



Scenarios

Categories

Risks

Resources

Mitigation Strategies

Demo

10



Ethics@Work 2017 Online

11



Ethics@Work

Ask Compliance

JUST DO THE RIGHT THING



12

Ethics@Work 2018

13



ETHICS@WORK 2017

WHAT WORKED? YOUR COMMENTS:

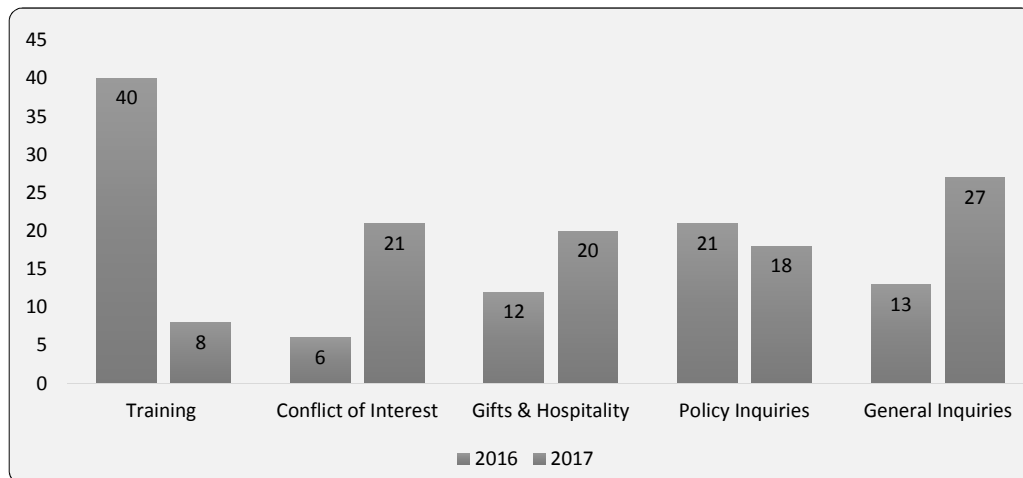
- Real scenarios
- Make them more complex
- Make us think

14



ETHICS@WORK 2017

WHAT WORKED? Ask Compliance:



15



DECISION-MAKING TENDENCIES



16



ETHICS CHALLENGE

LET'S TRY IT!!

Ethics@Work JUST DO THE RIGHT THING

SELF
OVERCONFIDENCE
SELF-SERVING

OUTLOOK
ETHICAL FADING
TUNNEL VISION

OTHERS
CONFORMITY
GROUPTHINK

SETUP 1 2 3

RISKS / HARM TO COMPANY

WHAT WOULD YOU DO?

TENDENCIES

AT&T

ETHICS CHALLENGE

READER

FLIPPER

SCRIBE

TIMEKEEPER



HOLDS, READS,
PLACES CARDS



TOSSES THE COIN
/ RANDOMIZES
CARDS



HOLDS THE PEN,
WRITES THE
SOLUTIONS



KEEPS
ACTIVITY ON
TRACK



ETHICS CHALLENGE TENDENCIES

SELF

OVERCONFIDENCE: When an individual believes that they are better at something than they actually are.

SELF-SERVING: The tendency of an individual to put their own needs ahead of anything else.

19

OUTLOOK

ETHICAL FADING: Focusing on other aspects of a situation so that the ethical aspects disappear from view.

TUNNEL VISION: Focusing on the WHAT of a goal and losing sight of the HOW of a goal.

OTHERS

CONFORMITY: When people behave like those around us rather than using their own personal judgment.

GROUP THINK: When the desire to maintain group loyalty becomes more important than making the best choices.



WHY WE NEED YOUR HELP



LEADERSHIP

RESOURCES

REPORTING

20



Ethics@Work 2018 Online

21



Resources

22



Leave-behinds

23



Build – a – Lesson

24



Key Learnings

25



AT&T

26