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AT&T's Compliance Training Evolution/Revolution

Susan Bounds

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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***

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Who are you?

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

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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](#)

Ethics@Work

[Messages](#)
[Research](#)
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English (United States)

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Adult Learning Concepts

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Ethics@Work 2017

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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*

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Ethics & Integrity: The Power of You

IF YOU SEE SOMETHING, DO SOMETHING

RETALIATION IS A VIOLATION

WHEN IN DOUBT, SEEK HELP OUT

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Scenarios

Categories

Risks

Resources

Mitigation Strategies

Demo

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Ethics@Work 2017 Online

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Ethics@Work

Ask Compliance

JUST DO THE RIGHT THING



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Ethics@Work 2018

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ETHICS@WORK 2017

WHAT WORKED? YOUR COMMENTS:

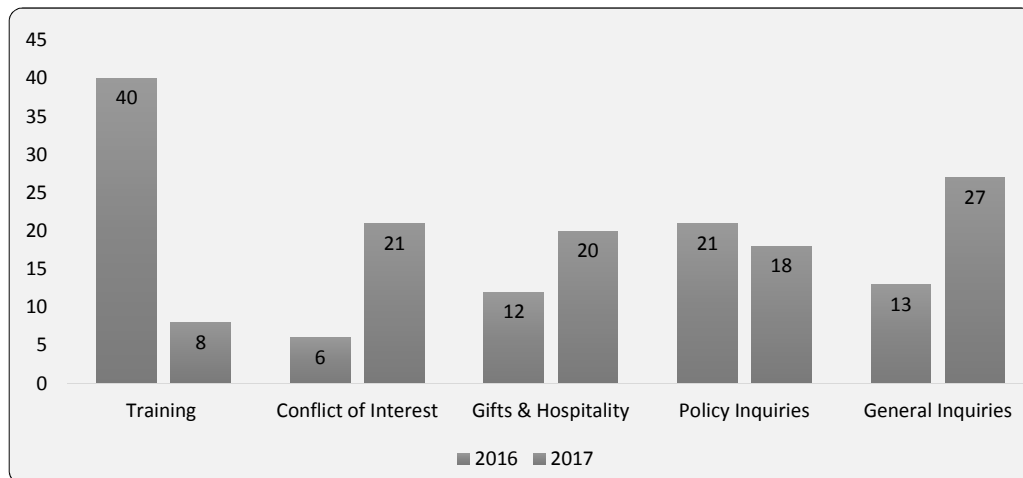
- Real scenarios
- Make them more complex
- Make us think

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ETHICS@WORK 2017

WHAT WORKED? Ask Compliance:



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DECISION-MAKING TENDENCIES



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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.

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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

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Ethics@Work 2018 Online

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Resources

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Leave-behinds

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Build – a – Lesson

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Key Learnings

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