Compliance training management

Step by step!

Many HR managers or quality managers we meet struggle with compliance training management in their organizations. This is not surprising! EU regulations, industry standards, market conditions, and often internal requirements can make overseeing regulatory training a challenging and complex task.

Some customers we talk to have been given responsibility for training in addition to other HR-related tasks and are assigned to set up an entire compliance training operation from scratch. Others have inherited a colleague's old Excel list with data on which employees have completed which training and when. Many find it difficult to get participants to attend the training sessions even though they are mandatory and struggle with follow-up to managers and leadership.

If you are facing the above challenges, you might need some support. In this guide, we have gathered tips on how to streamline the management of your compliance training programs.

The HR professionals we meet often highlight

3 major challenges

with compliance training:

- **Increasing workload**
  The continuously increasing number of compliance training courses leads to an increased administrative burden for the HR department.

- **Low participant motivation**
  Even though the courses are mandatory, it is difficult to motivate employees to attend.

- **Difficult follow-up**
  Ensuring that the courses are completed and reporting the results to managers, authorities, and other stakeholders is a complex process.

1 Identify compliance training for your organization

Identify all the compliance training applicable to your organization. Create an annual schedule or wheel that includes when training should be followed up, repeated, and updated. Should a participant take the same course every time a certificate expires once a year, or is a refresher course enough? The annual schedule helps you plan training in a structured way.

2 Understand your audience and their daily routine

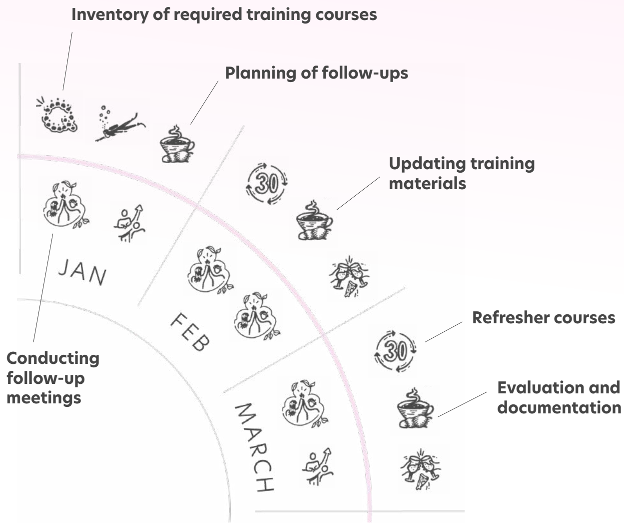
Attending compliance training is not always fun. If you, as an HR manager, find it challenging to get participants to attend the training, the managers in your organization likely feel the same. Therefore, you need to analyze your audience to understand their daily routine. Identify which device (computer, tablet, mobile) the audience will use and tailor the training accordingly. Consider how you can make the training more engaging even though it is mandatory. What type of material will the target audience absorb best? Is it video, audio, text, or a combination? Evaluate the time of the day participants are most receptive to new information. A good way to find this out is through interviews and evaluations to gather insights.

3 Plan the training schedule

Once you have conducted a thorough audience analysis in step two, it will be easier to identify suitable times for training. You might need to schedule them during the off-season. When it is appropriate depends on how your organization is structured. It is also guided by when existing certificates need renewal. This can be easily tracked with the help of a structured course portal in a learning management system (LMS). It is important to plan the training operations to create the best conditions for participants to engage and absorb the knowledge. Courses can, for example, be conducted at different times online. Blended learning and virtual meetings also increase flexibility for employees.

4 Digitalize course development

Once you have mapped out the necessary training for your organization, identified the audience's needs, and planned the training sessions, it's time to digitalize the processes. This is a significant task that cannot be covered in just a few lines, but a good starting point is to understand the workflow for training operations and identify the roles that should be involved in both planning and material development. Some courses can be made entirely digital, while others work well as blended learning and require in-person meetings. Managers and leaders need to be on board for follow-up on course completion and encouragement. You also need to consider which materials to purchase, what to produce in-house, and which internal resources you can make use of.



Source: **Example of part of the annual wheel**

5 Create a well-structured course portal

Now that the process for the training sessions is in place, you can focus on creating a well-structured course library where it is easy to find which courses are critical for a participant, both for the participants themselves and for HR and other managers. Make the training available to participants and ensure they are automatically assigned the necessary courses. Participants should also be automatically reminded when they are about to miss a course, to reduce risks.

6 Involve key co-workers

For the training operations to run smoothly, you need to identify key stakeholders internally who can contribute with relevant knowledge. Determine who is responsible for each training and how often the training needs to be updated. Seek assistance from safety representatives, union representatives, managers, and subject matter experts (SMEs) and delegate clear responsibilities to ensure good collaboration. It might also be a good idea to find someone with an eye for design who can ensure the training material is visually appealing, educational, and follows your branding so that participants feel at home.

"Learning should be fun – you learn more that way. We create training courses in heavy and complex subjects and focus on making them **digestible and easy** for participants. Increased competence in risks and preventive measures contributes to a safer work environment. This should be a given in all workplaces. Learnifier helps us make it **easy for participants to engage**."

Cazzandra Nygren, Head of Presto Learning

7 Create engaging courses

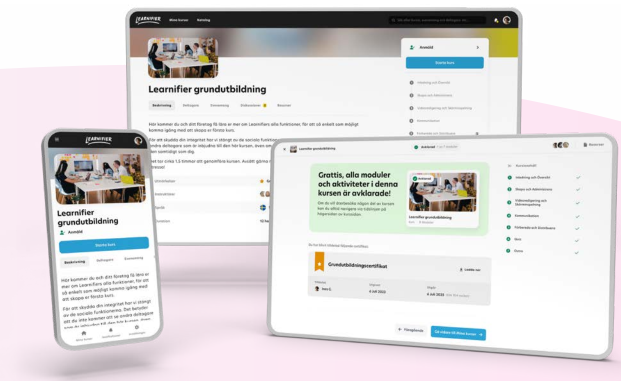
Engagement is a broad area that can be extensively discussed, but a general tip is to keep courses short and vary the content. Use videos, interactive exercises, and quizzes. Regularly review course structure and design and ensure the quality of the material. Use a learning platform to create courses and to easily update and make changes according to the participants' needs and behavior. The learning platform helps you identify when a participant needs an automatic reminder about a course, when it is time to give encouragement and praise, or if a lack of course attendance needs to be escalated to the manager.

8 Make results visible to key groups

Both course participants and managers need to have a simple overview of certificates, completed and finished training, training that needs to be repeated, and training that has not been started. By generating statistics and reports on how the training operations are performing, you can identify knowledge gaps and carry out targeted training efforts. Additionally, it becomes easy to share relevant results with both management and external stakeholders.

Want to know more about how to streamline compliance training?

Talk to us!



Learnifier is the leading learning platform in the Nordics

We believe in making training easy, engaging and efficient to achieve business outcomes.

Hundreds of companies and organizations use Learnifier to quickly and easily share knowledge, onboard and train their employees. Since 2012, we have helped over 320 companies digitize their learning experiences for modern-day challenges.

Book a demo *or* **Start a free trial**

No credit card needed

www.learnifier.com

LEARNIFIER