

Compliance Training: Be an Agent of Change

The Mission

Don't just open your compliance training from last year and slap a new year in the title. Instead, accept the mission to make it great!

It's a challenge to keep annual training exciting. An iterative approach to course revisions will rev up your content in no time. Now, let's explore a few inspiring gems in a security compliance training that sets the learner on a path to collect information for her next top-secret mission.

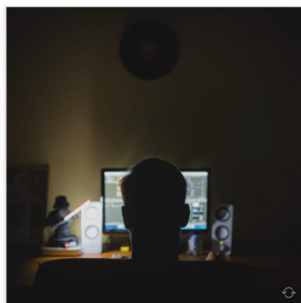
Pull a Recent Case

Use real, updated examples from your organization to keep content relevant and fresh. Consider showing cases of both success and failure that correspond with your compliance policy.

Example: This security course features a foreboding game of "Go Phish" in the form of flip cards. One side of the card shows an eerie image. The other side reveals "case files" of actual recent fraud attacks within the organization. Names of real associates in the cases are changed to protect the identity of those involved.

Go Phish

Benco's Real Phishing Attacks, 2019:



Go Phish

Benco's Real Phishing Attacks, 2019:

Elsa's Account was Compromised

Attack: Someone called Elsa's cell claiming to be from Cisco, stating her AnyConnect VPN account was compromised - they needed her credentials. The offender sent emails and Teams messages internally for a period of around one hour.

Action: Elsa was instructed to ignore the call. IT disabled her VPN account temporarily, as a precaution.

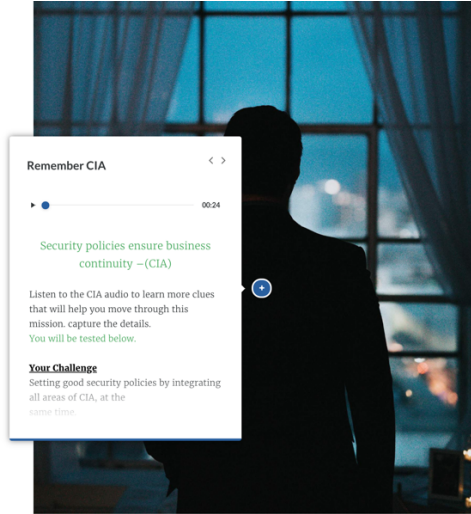


[See the example](#)

Recruit New Agents

Serious content can be dry. Change the landscape by mixing up your voice talent.

Example: In this course a college intern voices the role of a CIA dispatcher. The end product includes background noise, which makes it sound more like a phone call. The voice-over is paired with an intriguing photo and content to help the learner complete a top-secret mission.

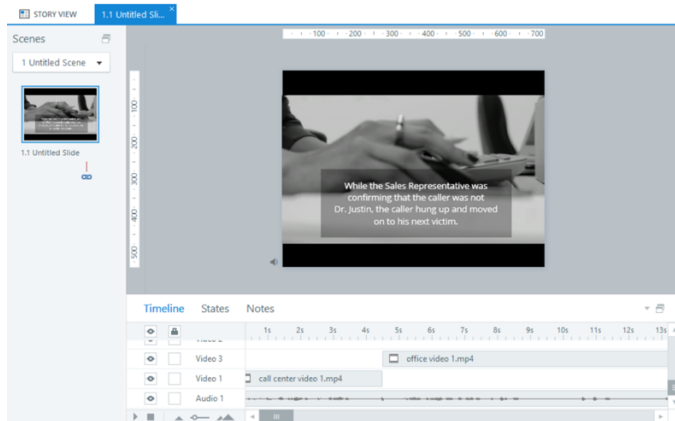


[See the example](#)

Tap the Phone

When calling an organization did you ever hear, “This call may be recorded for training purposes?” Those recordings are a great resource. Touch base with your customer service department to ask about recent calls with scenarios that support your training. Then, use the audio file from a customer service-based interaction to create a short feature film.

Example: Here, a fraudulent customer-service call is transformed into a short film. An edited version of the audio file defines characters and establishes a plot with a beginning, middle and end. The audio is imported to Storyline and paired with video clips from the Storyline content library to represent each character throughout the film. The end product is shared to Review 360 and imported to Rise as an interactive Storyline block.



[See the example](#)

Case Closed

Now you're ready to be an agent of change with an agile, iterative approach to compliance training revisions. Check out [a video of the full course](#) to see evidence of these ideas in action. (Password: Moorework2020)

Have questions or comments about these tips? Join the conversation and share your ideas. We would love to know how you reinvent the identity of compliance training in the comments below.