



REDESIGNING COMPLIANCE TRAINING TO DRIVE POLICY ADHERENCE

From awareness to measurable
behavior change in a regulated
environment

CONTEXT & BUSINESS CHALLENGE

Learners: Employees across multiple departments required to follow internal compliance policies

Industry: Corporate / Professional Services

The organization's compliance training relied heavily on static slide decks and mandatory readings. While completion rates were high, employees often skipped critical content, retention was low, and non-compliance incidents were increasing.

Business Objective: Redesign the compliance learning experience to increase engagement, retention, and adherence, reducing organizational risk and ensuring consistent application of policies.

Non-compliance incidents were creating regulatory exposure, reputational risk, and inconsistent policy application across departments.



ANALYSIS & KEY INSIGHTS

Analysis revealed:

- Training was information-heavy and lacked real-world application
- Assessments measured recall, not decision-making or behavior
- Employees were completing modules to meet requirements, not to guide real workplace decisions.

Key Insight: Compliance learning must translate awareness into measurable behavior to reduce risk.

Constraints:

- Limited training time required learning to occur alongside active work
- Solution needed to scale consistently across departments and locations
- Regulatory requirements mandated full policy coverage and audit readiness



DESIGN APPROACH & LEARNING STRATEGY

Given the regulatory risk and low effectiveness of passive training, the learning strategy prioritized realistic decision-making, immediate feedback, and reinforcement over content-heavy instruction.

The instructional strategy focused on active, scenario-based learning:

- Microlearning scenarios modeled real compliance decisions
- Interactive assessments with immediate feedback
- Light gamified reinforcement challenges designed to sustain attention without undermining policy seriousness.
- Job aids and performance support tools embedded in workflows

This approach ensured employees could apply compliance policies correctly in their daily work, not just memorize them.



SOLUTION DESIGN & IMPLEMENTATION

The final program included:

- Interactive e-learning modules with branching scenarios
- Quick-reference job aids for on-the-job support
- Gamified reinforcement challenges
- Manager checkpoints to verify understanding and application
- Analytics dashboard to track engagement, completion, and behavioral application

Manager checkpoints were intentionally included to reinforce accountability and ensure policy understanding translated into observable behavior.



RESULTS & BUSINESS IMPACT

Outcomes after implementation:

- Completion and engagement increased from 70% → 95%
- Knowledge retention improved by 45% on post-training assessments
- Compliance incidents decreased significantly, reducing organizational risk
- Managers reported employees demonstrated better understanding and application of policies

Design Decisions & Tradeoffs:

- Prioritized interactive microlearning over static slides → improved engagement and retention
- Limited scope for fully personalized scenarios → focused on high-risk scenarios with greatest impact
- Advanced analytics for individual behavior tracking deferred to future iterations

Overall, the redesigned compliance experience reduced organizational risk while improving consistency, audit readiness, and policy adherence across teams.



KEY DESIGN DECISIONS & STRATEGIC TRADE-OFFS

1. Prioritizing behavior-focused microlearning over long-form compliance courses

Interactive, scenario-based microlearning was selected to address real compliance decisions employees face in daily work.

Trade-off: Reduced depth of policy explanation in favor of improved application and retention.

2. Limiting personalization to focus on highest-risk scenarios

Rather than tailoring scenarios by role or department, the design focused on common high-risk compliance situations.

Trade-off: Some role-specific nuance was sacrificed to ensure scalability and speed of deployment.

3. Deferring advanced individual behavior analytics

While detailed behavioral tracking was considered, initial implementation focused on engagement, completion, and manager verification.

Trade-off: This allowed faster rollout while maintaining a clear roadmap for future enhancement.

Role: Lead Instructional Designer responsible for compliance needs analysis, learning strategy, instructional design, and impact evaluation.



SAMPLE LEARNING ARTIFACT: COMPLIANCE ASSESSMENT EXAMPLE

This assessment example illustrates how compliance training was redesigned to evaluate real-world decision-making rather than simple policy recall.

COMPLIANCE DECISION- MAKING ASSESSMENT

SCENARIO-BASED ASSESSMENT EXAMPLE

Scenario:

An employee is offered a gift by a vendor while contract negotiations are still ongoing. The gift is described as a “gesture of appreciation.”

Question:

What is the most appropriate action for the employee to take?

Answer options:

- A. Accept the gift and report it later
- B. Decline the gift and report the incident immediately ☒
- C. Accept the gift if it is below a certain value
- D. Ignore the situation since no contract has been signed

Employees must decline gifts during active negotiations and report the incident immediately to avoid conflicts of interest and policy violations.

Tools used: Canva

