# Strengthening Your Compliance Culture through Continuous Learning



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## Housekeeping

- Webinar will end by 2 PM EDT
- Two way audio is not available
- Submit questions through the chat function
- A recording of the Webinar will be available

A brief survey will follow



## About Us



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## Our Agenda

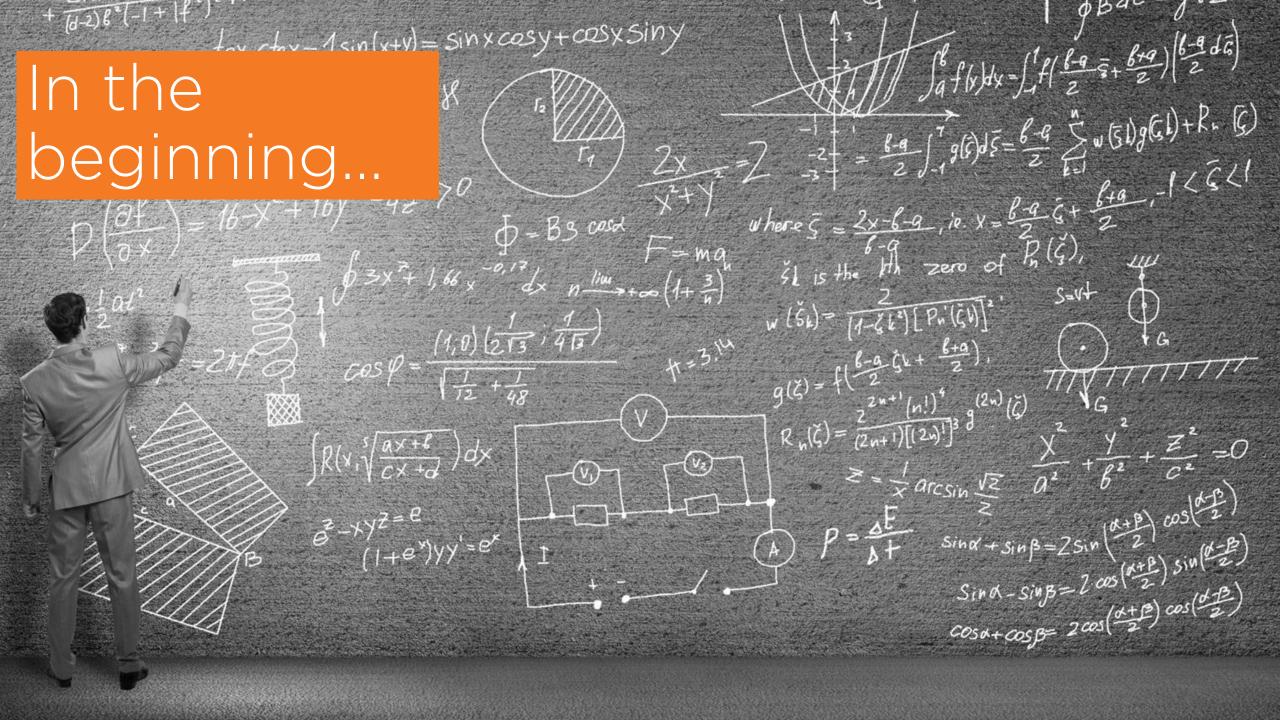
The Science of Continuous Learning

Four Instructional Strategies for Continuous Learning

Implementing Continuous
Learning in Compliance
Training

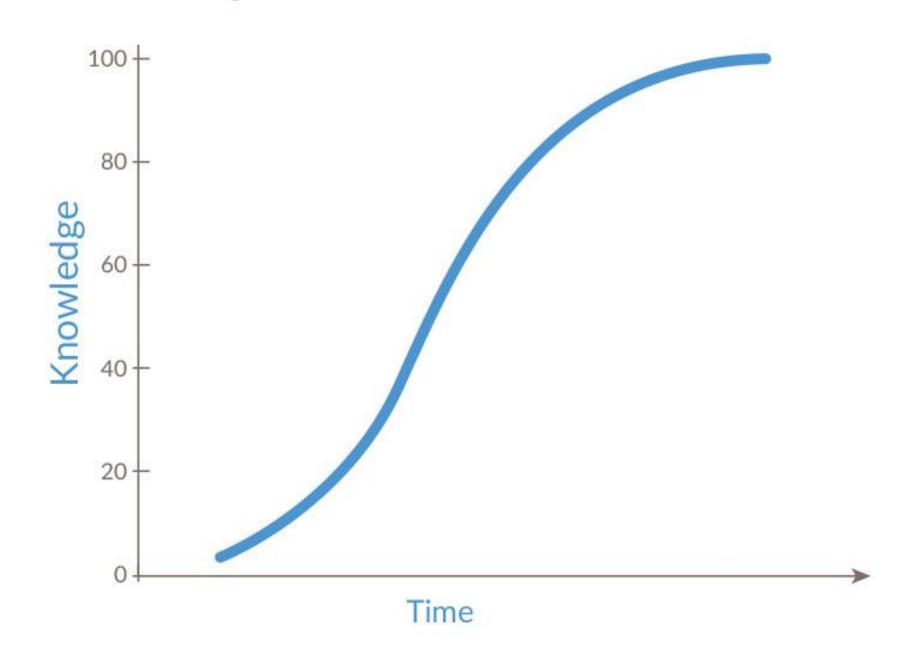


# The Science of Continuous Learning

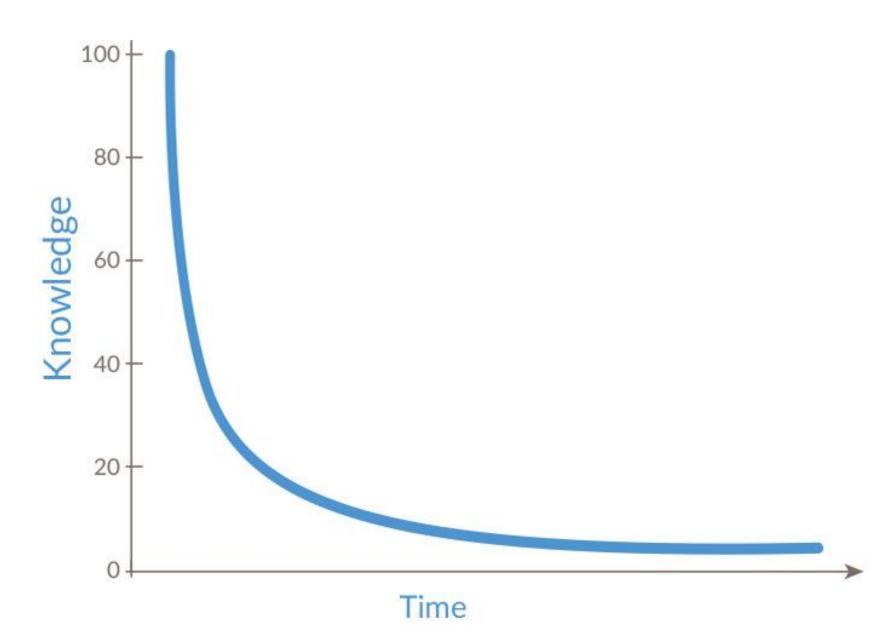




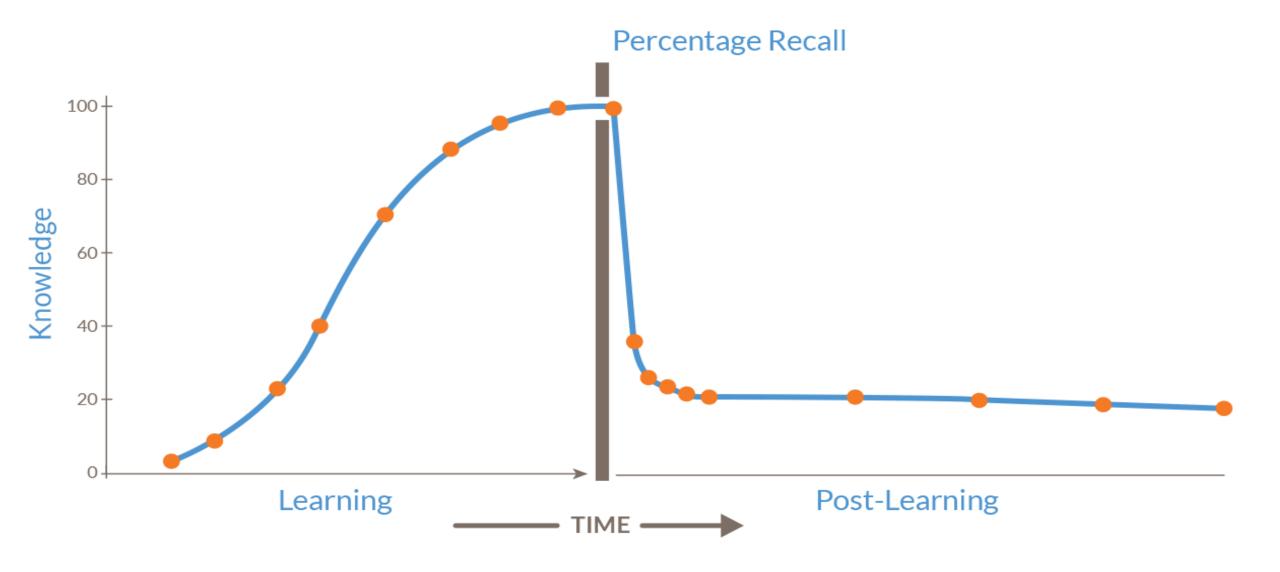
#### The Learning Curve



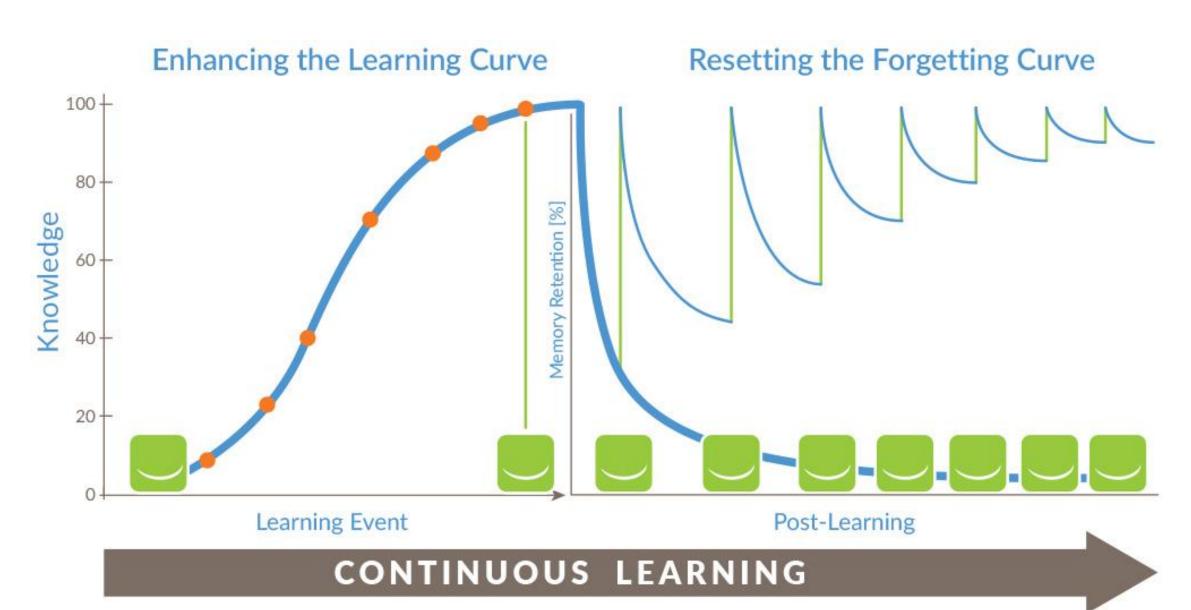
#### The Forgetting Curve



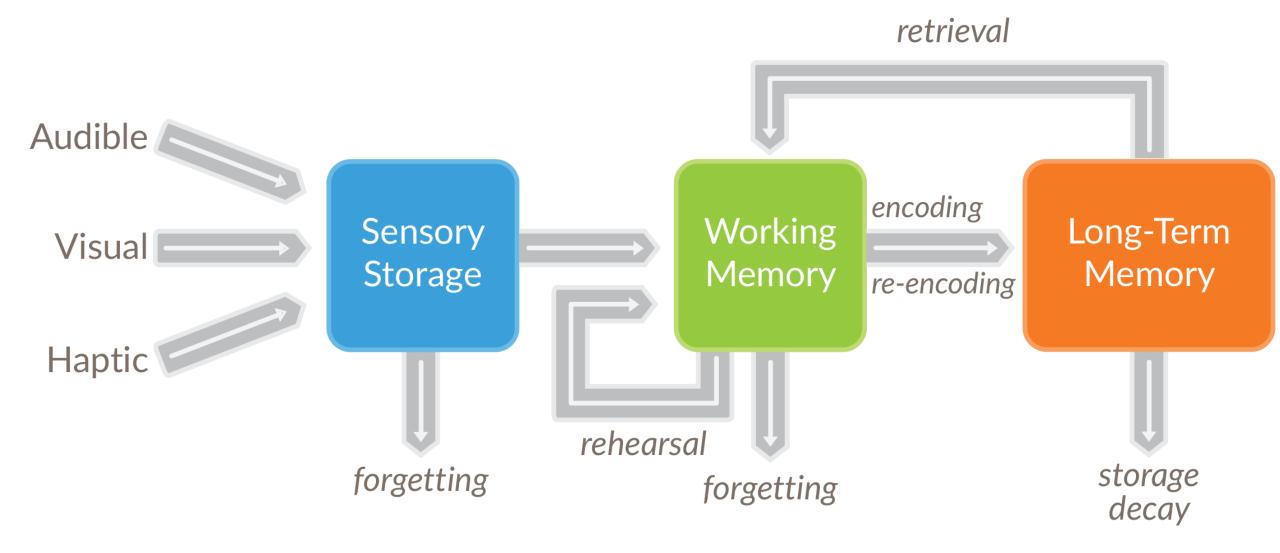
#### The Learning-Forgetting Process



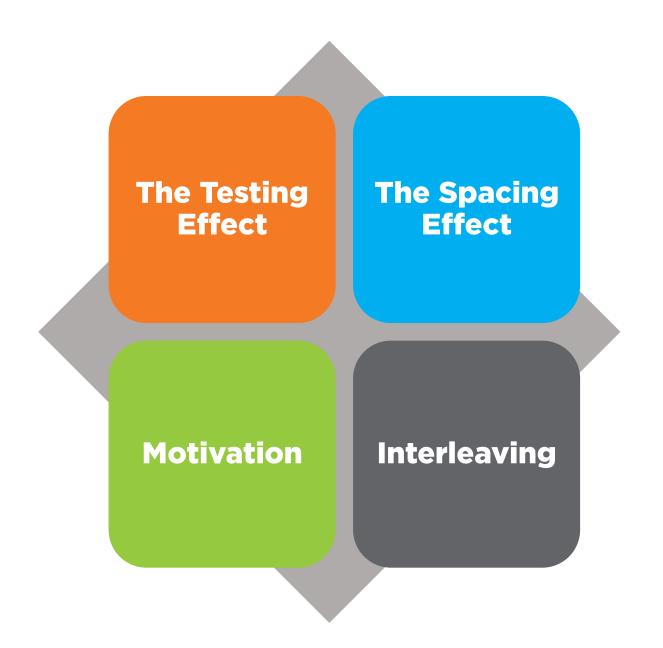
#### Resetting the Forgetting Curve



#### Memory and Learning



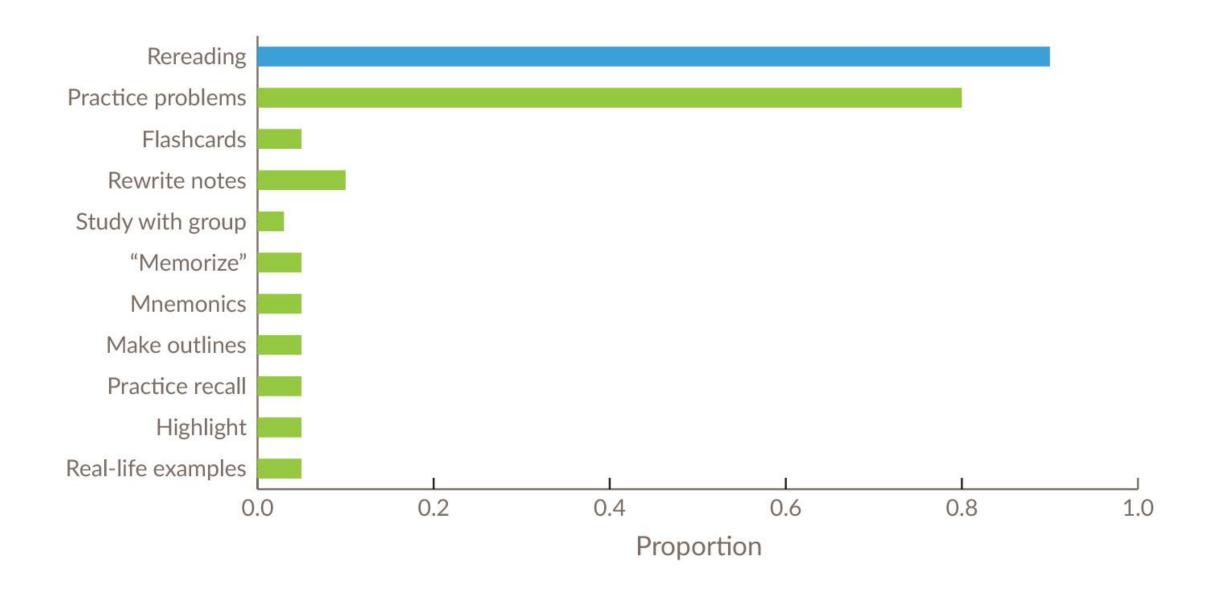
#### What works?



### The Testing Effect



#### Karpicke, Butler & Roediger, 2009



#### Research

## Test-Enhanced Learning

**Taking Memory Tests Improves Long-Term Retention** 

Henry L. Roediger, III, and Jeffrey D. Karpicke

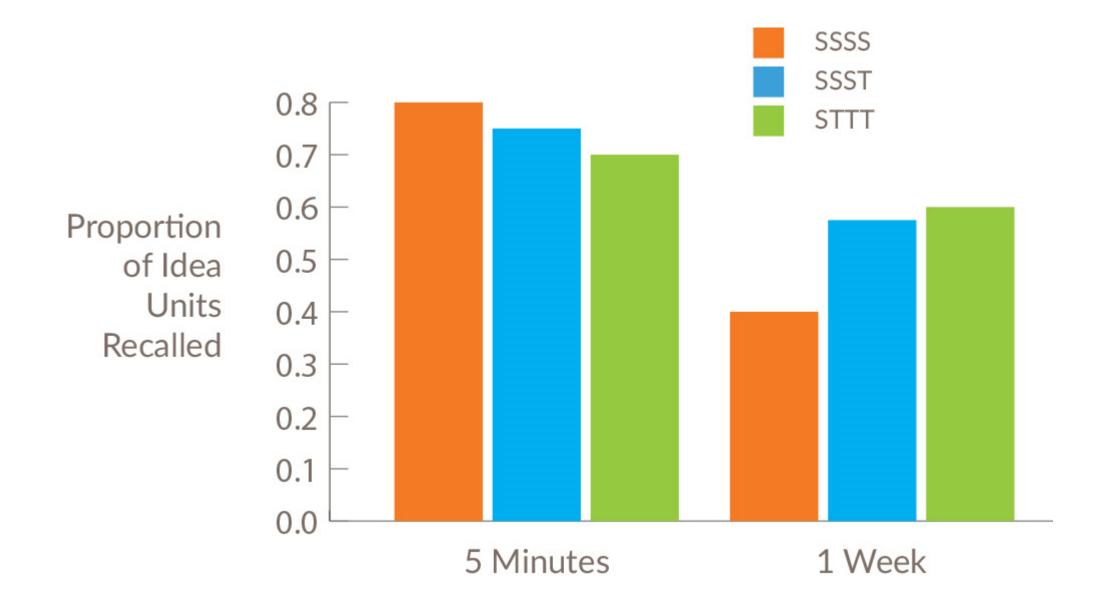
Washington University in St. Louis

#### Henry Roediger III, Jeffrey D. Karpicke, 2006

- Group A: Four study sessions followed by exam (2 minute delay between sessions)
- Group B: Three study sessions followed by one openresponse test (2 minute delay). No feedback after test.
- Group C: One study session followed by three openresponse tests. No feedback

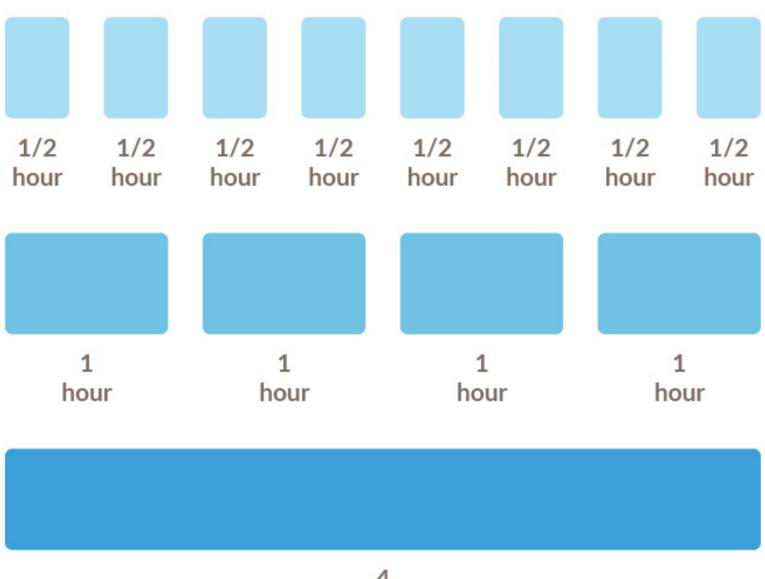
Tests of recall given at 5 minutes and 1 week

## Results



### The Spacing Effect

#### Spaced Learning



4 hours

#### Research

## Spacing Effects in Real-World Classroom Learning Vocabulary

Hailey S. Sobel<sup>1</sup>, Nicholas J. Cepeda<sup>2</sup>, and Irina V. Kapler<sup>2</sup>

<sup>&</sup>lt;sup>1</sup> School/Applied Child Psychology, McGill University, Montreal, Quebec, Canada

<sup>&</sup>lt;sup>2</sup> Department of Psychology, York University, Toronto, Ontario, Canada

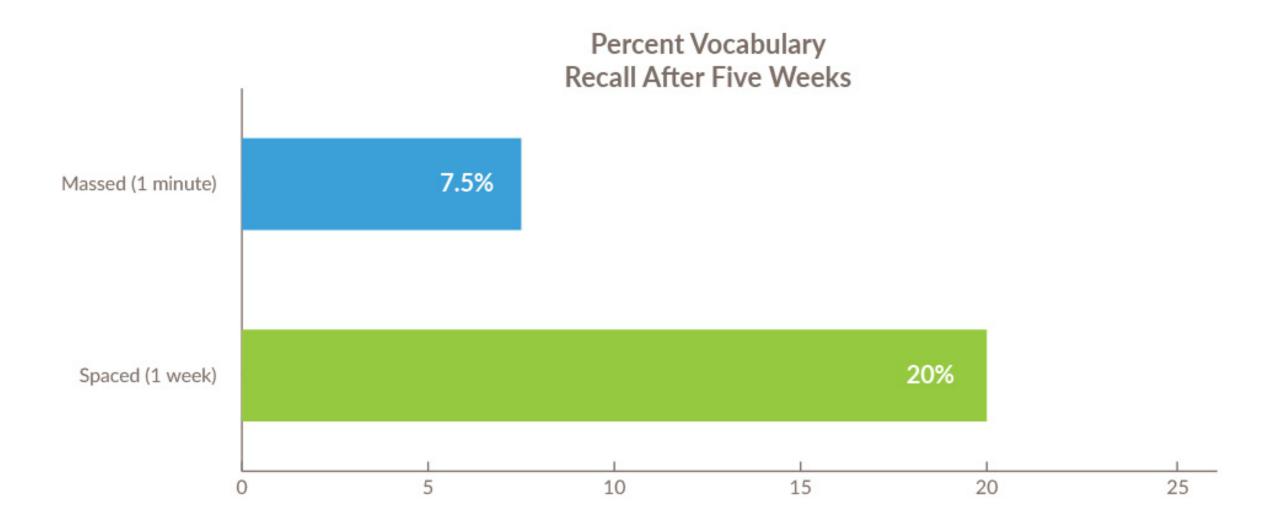
## Sobel, Cepeda and Kapler (2011)

#### Two Study Sessions:

- Massed: Two fifteen minute sessions, one minute apart
- Spaced: Two fifteen minute sessions, one week apart

Recall exam after 5 weeks

#### Results



## Interleaving

#### Interleaving vs. Massed Presentation

Massed presentation

Topic 1

Topic 2

Topic 3

Topic 4

Spaced and interleaved presentation



#### Research

Instr Sci (2007) 35:481-498 DOI 10.1007/s11251-007-9015-8

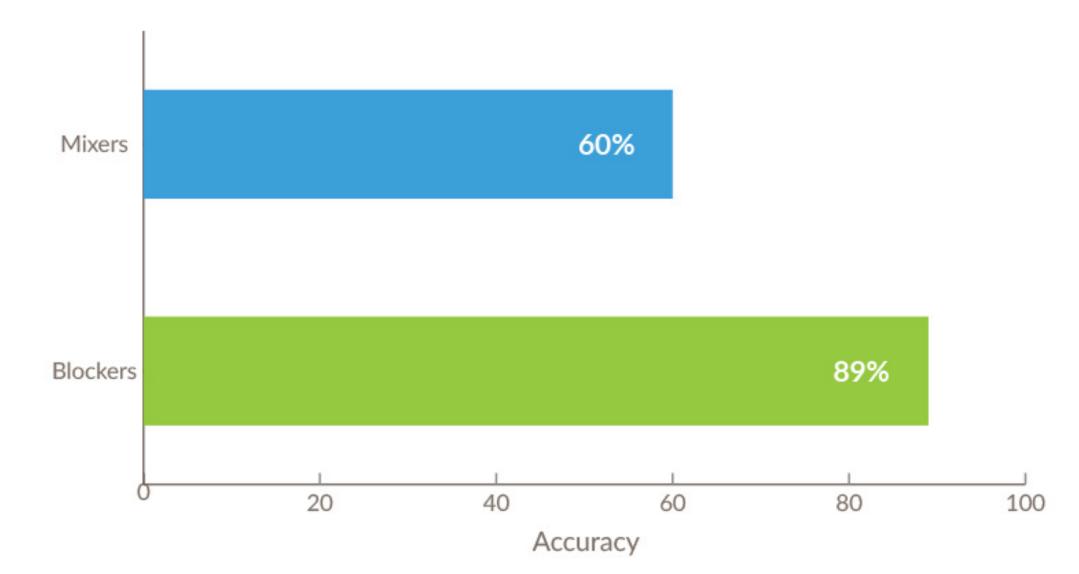
## The shuffling of mathematics problems improves learning

Doug Rohrer, Kelli Taylor

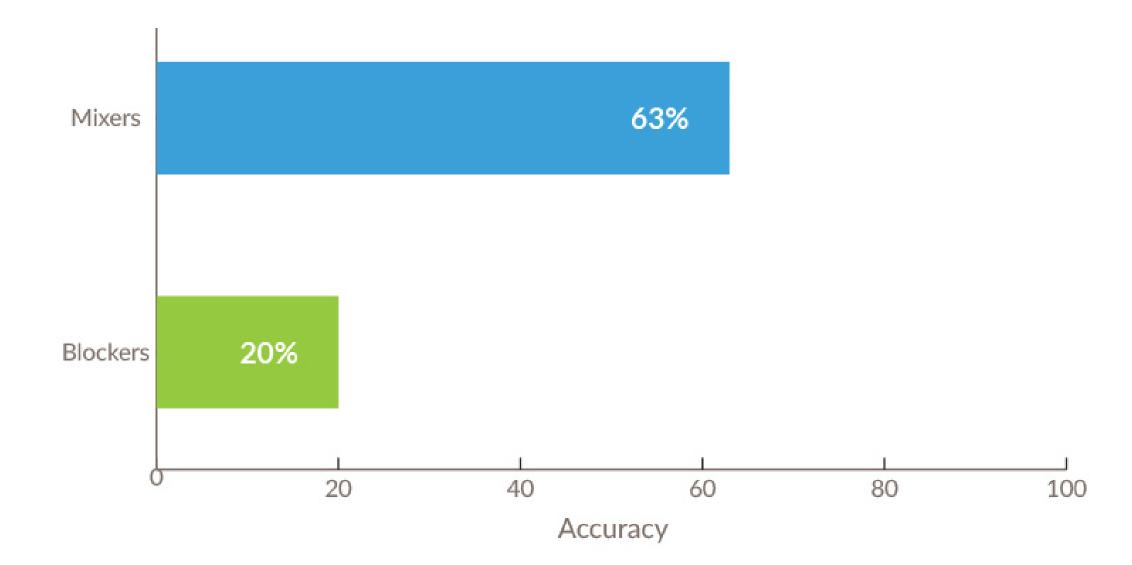
#### Rohrer and Taylor Practice Procedure

	week 1	week2	week 3
Mixers	Set 1 interleaved	Set 2 interleaved	test
Blockers	Set 1 grouped	Set 2 grouped	test

#### Rohrer and Taylor Practice Performance



#### Rohrer and Taylor Test Performance



#### Motivation

#### Research

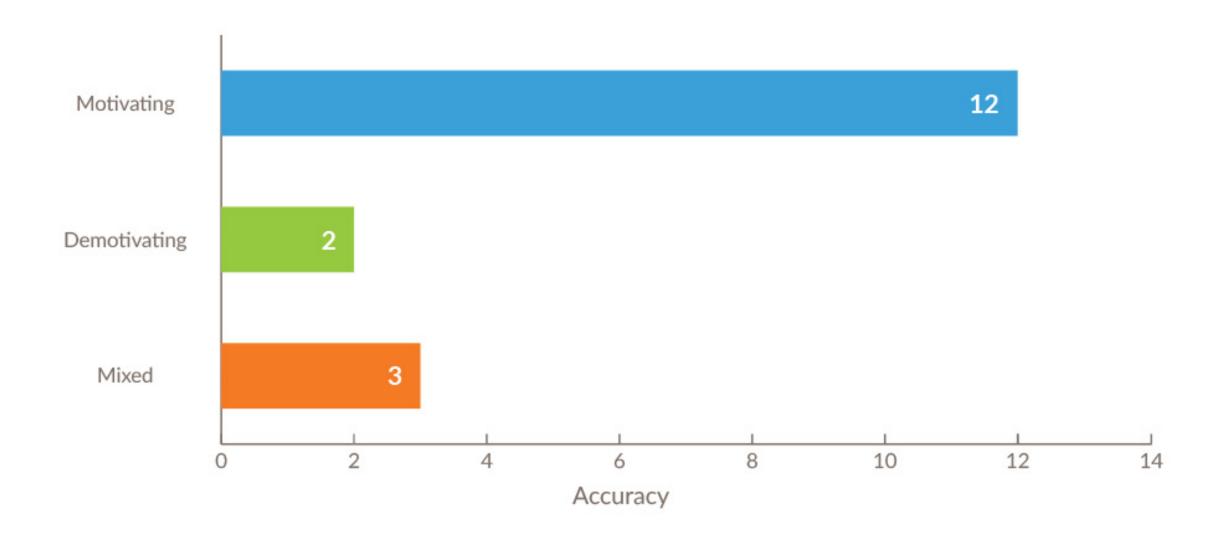
<u>Issues and Trends in Educational Psychology</u>

Volume 3, Number 2, December 2015

# Gamification: The effect on student motivation and performance at the secondary level

Meaghan C. Lister, Holland College

#### Extrinsic Motivation Using Gamification



#### Research

## Journal of Educational Psychology

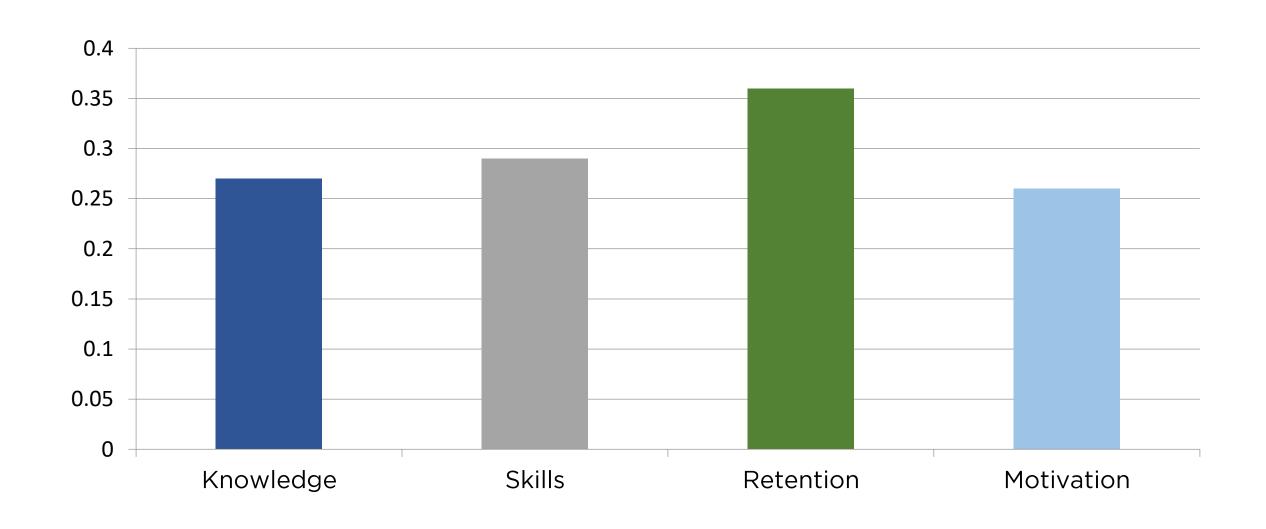
#### A Meta-Analysis of the Cognitive and Motivational Effects of Serious Games

Pieter Wouters, Christof van Nimwegen, Herre van Oostendorp, and Erik D. van der Spek

Online First Publication, February 4, 2013, doi:10.1037/a0031311

#### Mean Effect Size

#### Games vs. Other Forms of Instruction

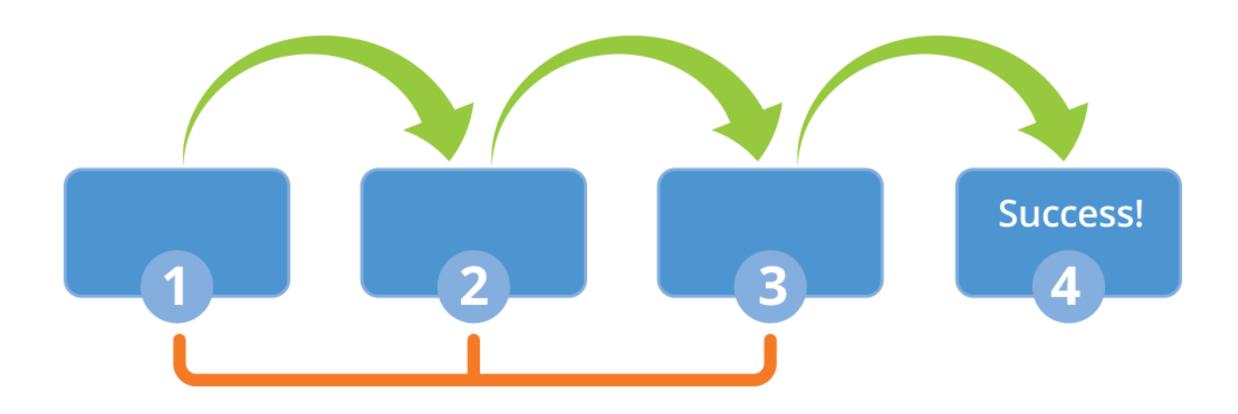


# Instructional Strategies for Continuous Learning

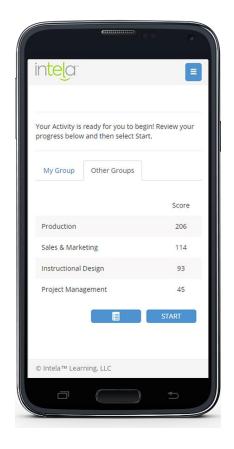
#### Four Proven Continuous Learning Strategies

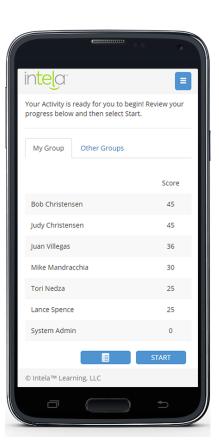


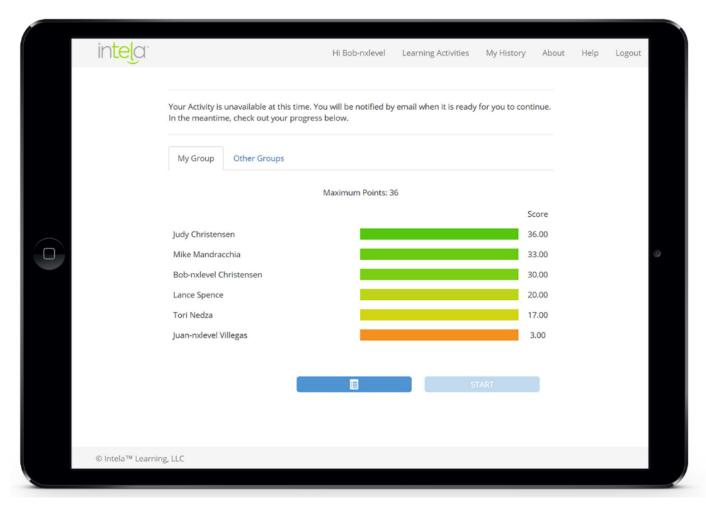
#### Review and Reinforcement Using Adaptive Questioning



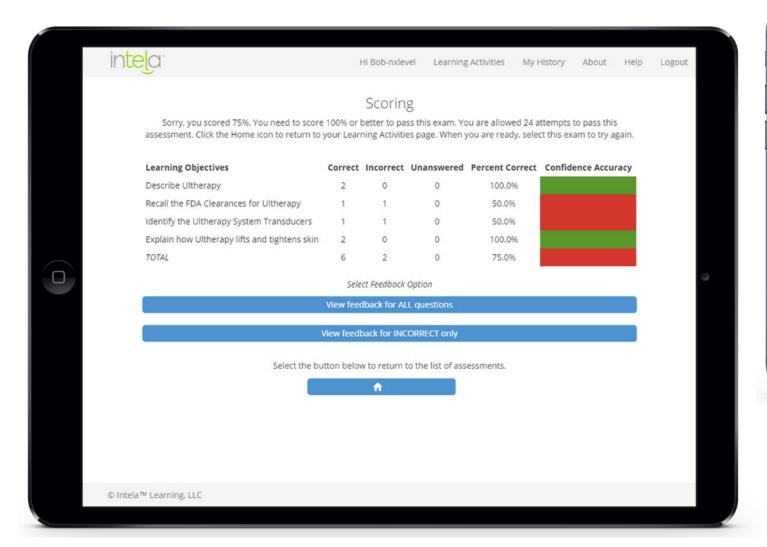
# Gamification Enhance Learning through Contests



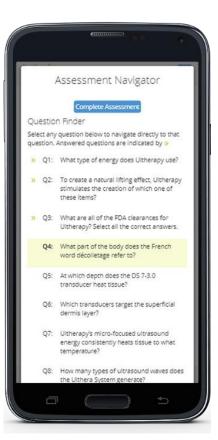




# Assessments To Promote and Measure Learning

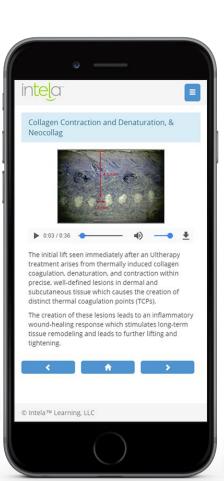


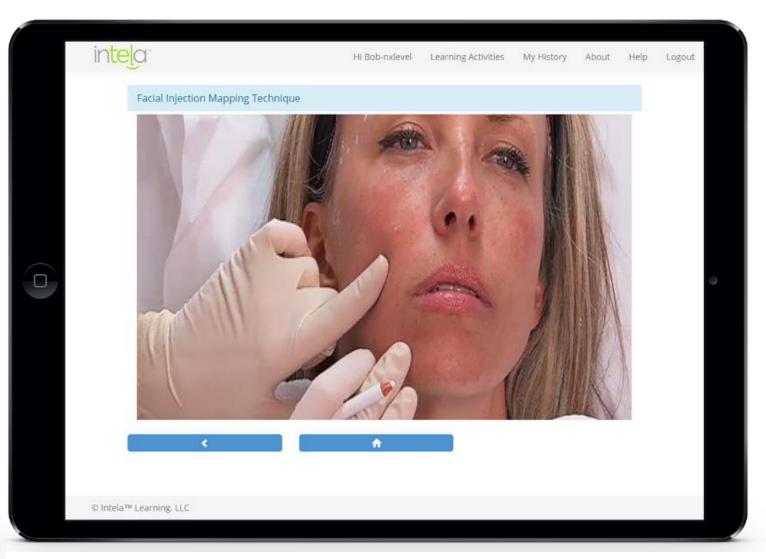




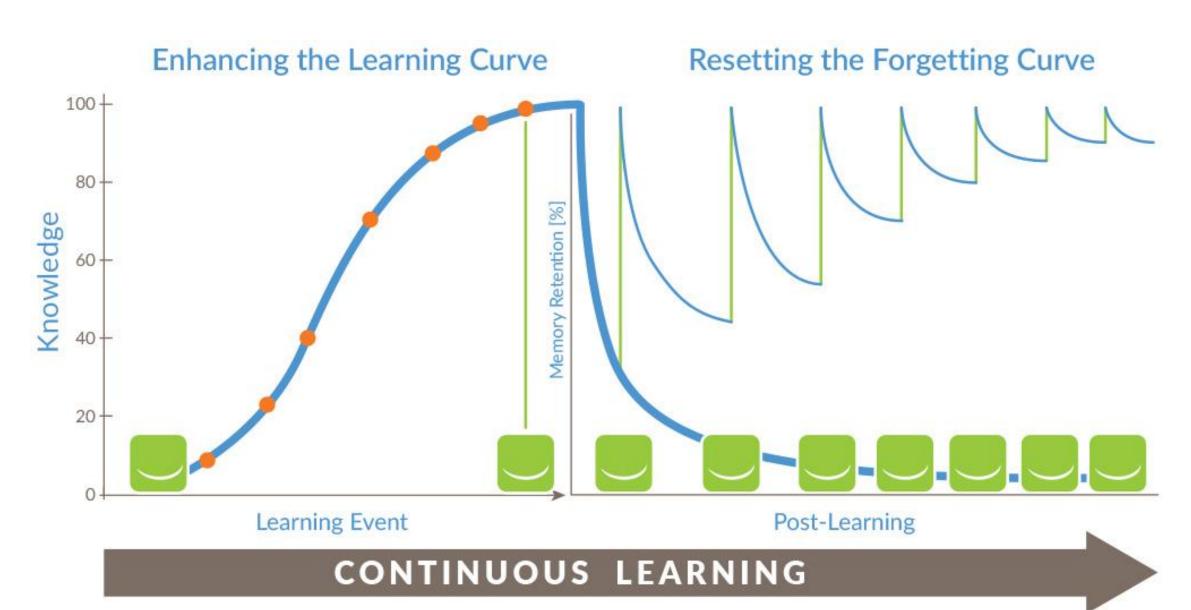
# Microlearning Delivering learning nuggets via subscription







#### Resetting the Forgetting Curve



# Implementing Continuous Learning in Compliance Training

#### Where to begin?

Starting on the Path to Continuous Learning







# Reduce global corruption risk by increasing employee understanding of these risks.

- Recognize actions that can be interpreted as bribery
- Identify individuals who can be considered foreign officials
- Recall basic guidelines to follow when giving anything of value to a foreign official
- Recognize the risks involved in using a third party in a foreign country



Leverage your existing assets.

# Develop Content & Activities

Global-Anticorruption-Laws - May, 2017¶

Introduction¶

#### 

[Images·build·with·audio·as·indicated·by·numbers·--see·programming·notes]

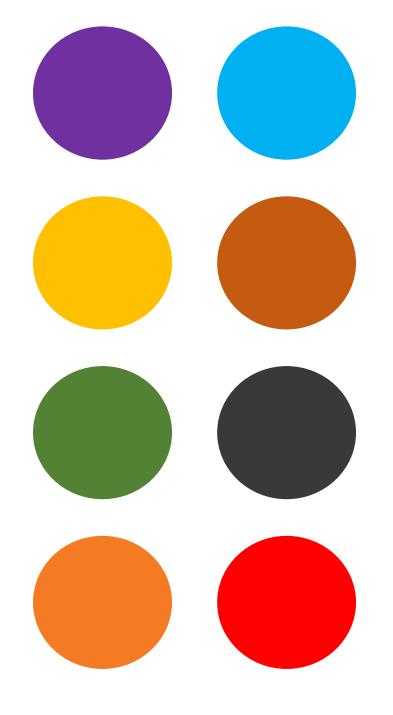


#### -AUDIO¤

- [1] · Welcome·to·the·Global·Anticorruption·Laws·training·module. · Before·we·begin, · consider·this·brief·scenario. ¶
- [2] ·Aaron, ·a·Regional-Business·Director, ·is·attending·a·conference·in·China. ·[3] ·He·is·talking·with·the·administrator·of·a·large·Beijing-hospital·when·the·administrator·mentions·one·of·his·children·has·been·selected·to·train·at·a·prestigious·sports·academy. ¶
- $\label{lem:components} \begin{tabular}{ll} \textbf{[4]} \cdot \textbf{The-administrator-explains-it-is-very-expensive-to-attend-this-academy, so-it-is-common-for-the-athletes-to-solicit-individual-and-corporate-donations-to-help-with-the-costs. \\ \textbf{[5]} \cdot \textbf{He-asks-if-Aaron's-company-would-consider-sponsoring-his-child.} \\ \end{tabular}$



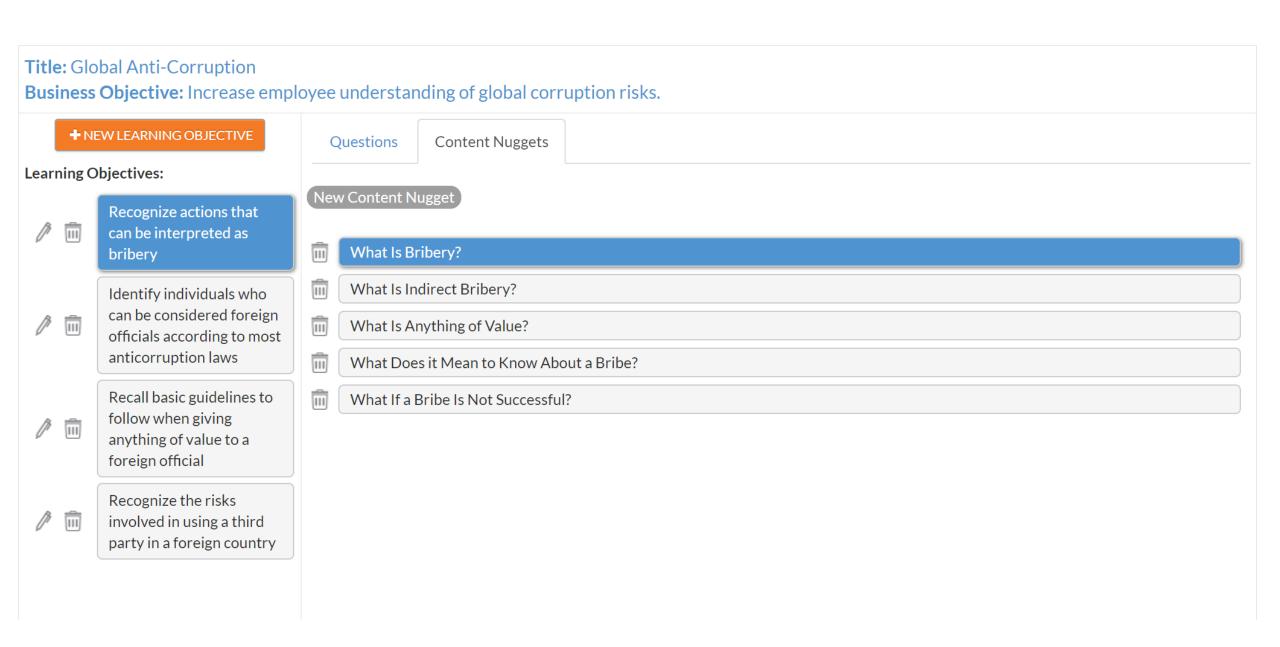
Strictly-Confidential → Page-7¶



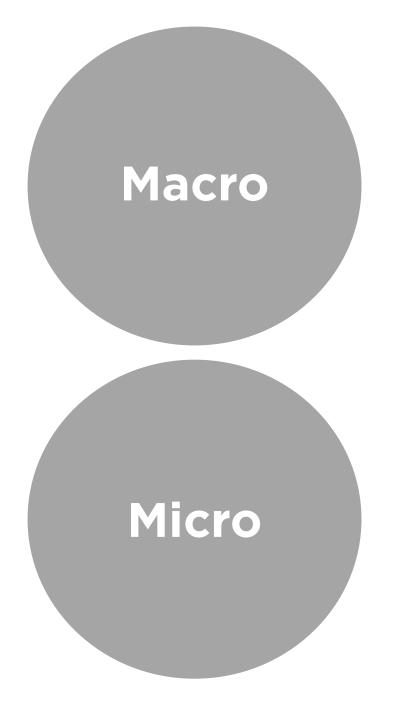


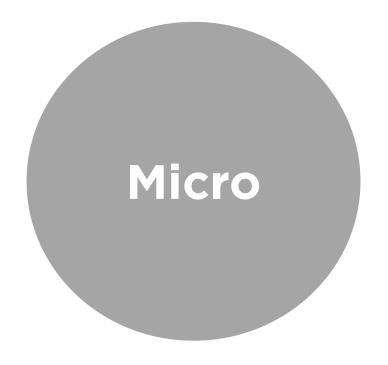


Content "Nuggets"







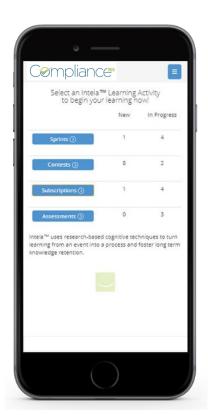


Sprint: Global Anticorruption Concepts Sprint	
Questions Options	
Question Mastery Requirement:	3 Consecutive correct answers
Randomize Questions:	⊗
Timing:	<ul><li>By the question: (seconds)</li><li>None</li></ul>
Post-Sprint Review:	⊗
Show Correct/Incorrect Status on Submit:	⊗
Immediate (In Sprint) Feedback:	<ul> <li>No immediate feedback</li> <li>Upon answering (provide Feedback button)</li> <li>Upon answering (automatic)</li> </ul>
Session Frequency:	1 session(s) per day
Deliver On:	Weekdays: ☑ All ☑ Monday ☑ Tuesday ☑ Wednesday ☑ Thursday ☑ Friday Weekends and Holidays: □ All □ Saturday □ Sunday □ Holidays
Length of Sprint:	30 day(s)
Scrambled Choices:	Allow Do not allow
PreTest:	Number of Questions Days before Sprint begins
PostTest:	Reuse PreTest  Number of Questions  Days after user completes Sprint  Days available  Provide Feedback

#### Four Proven Strategies to Maximize Retention



# **Deploy Content**





### Case Example Code of Conduct Reinforcement

#### **Situation**

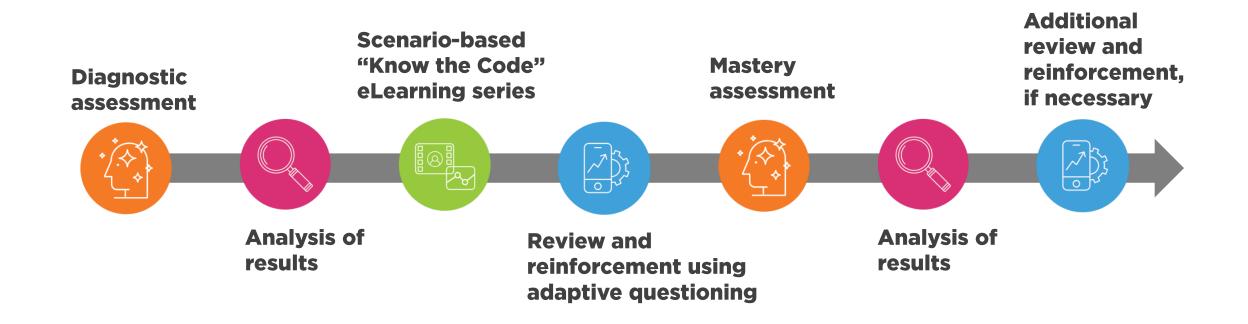
Current Code of Conduct rolled out four years earlier. Yearly refresher eLearning module.

#### **Objective**

Ensure proactive, situational understanding of key principles of the Code.



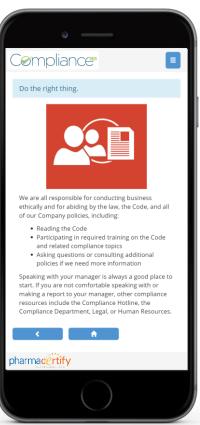
### Case Example Code of Conduct Reinforcement

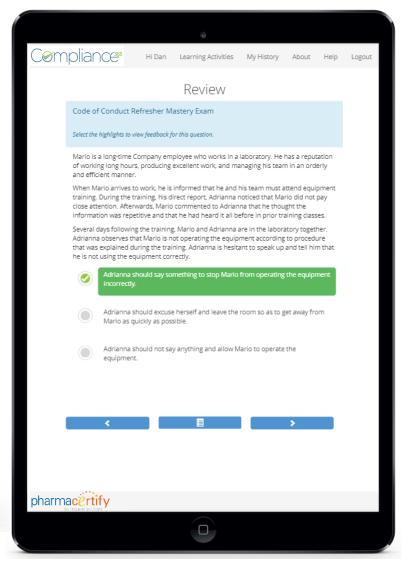


#### **1-YEAR CYCLE**

### Case Example Code of Conduct Reinforcement







# Case Example Principle-based Policies

#### **Situation**

Principle-based policies being introduced at National Sales Meeting.

#### **Objective**

Ensure practical understanding of role-specific speaker programs policies.



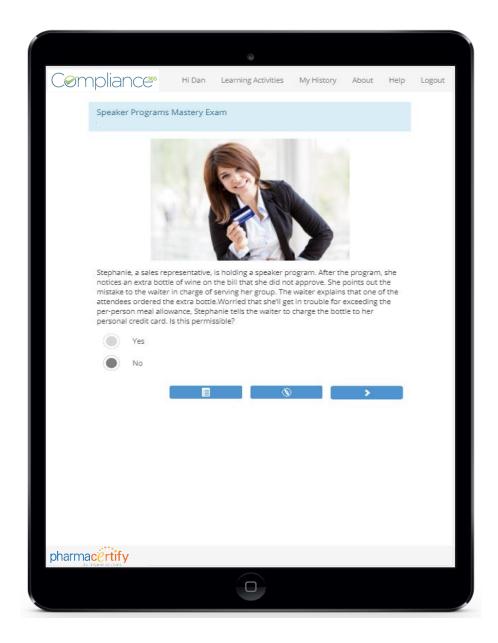
# Case Example Principle-based Policies



#### **5-WEEK CYCLE**

# Case Example National Sales Meeting





# Case Example Targeted Learning based on Helpline Analysis

#### **Situation**

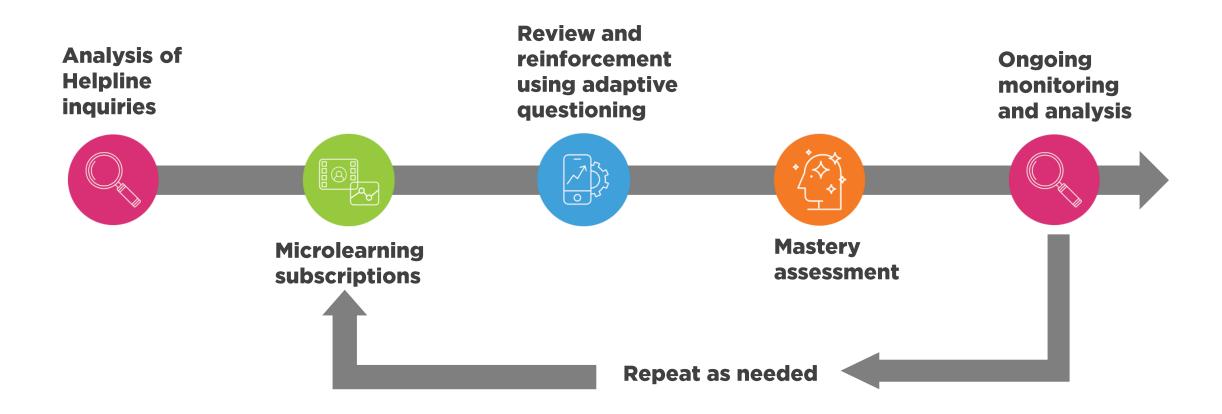
Recurring issues being submitted to Helpline.

#### **Objective**

Manage critical risks identified through Helpline submissions.



# Case Example Targeted Learning based on Helpline



#### **3-MONTH CYCLES**

#### Recap

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#### Thank you!



Dan O'Connor | Senior Vice President, NXLevel Solutions
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September 20, 2017