

6 Compliance Challenges Facing the Modern Workplace

Competitive pressures, changing customer and employee expectations, evolving regulatory requirements and workplace trends highlight the need to prioritize these challenges.



Recruiting & Retention

Tackle the staffing shortage

1

A tight job market will continue to disrupt business in the year ahead. CEOs say attracting and recruiting talent is their biggest challenge (57%), followed by retaining talent (51%), according to a joint study by Fortune and Deloitte.

With organizations under increased pressure to fill job vacancies and incentivize employees to stay, it's critical for hiring managers to follow fair and legal hiring practices when recruiting, interviewing and hiring job candidates to stay compliant with anti-discrimination laws. By providing an ethical hiring process and supporting a compliant workplace culture, these efforts can help attract new talent, improve employee engagement and increase workplace diversity.

Additionally, attracting a wider talent pool offers competitive advantages to organizations. A McKinsey report found that ethnically diverse companies are 35% more likely to outperform the national industry medium, while gender-diverse companies are 15% more likely to do so, further providing proof of the many advantages to supporting fair hiring practices and embracing a diverse workforce.

Compliance training course recommendations:

- Interview Compliance & Fair Hiring
- Understanding Affirmative Action Plans
- Handling Reasonable Accommodations in the Workplace



Code of Conduct

Promote an ethical workplace

2

In light of new workplace realities and business challenges, it's essential to communicate a strong culture of workplace ethics to employees from the moment they onboard. Both employees and customers value and prioritize employer ethics. According to a LinkedIn survey, 39% of professionals would consider leaving an unethical brand. Meanwhile, Fast Company reports that two-thirds of consumers choose a brand based on its ethical values. A code of conduct plays an important role in establishing an organization's core values, principles and expectations for behavior. It helps set the tone from the start, and encourages employees to speak up and raise concerns.

By ensuring employees at every level and location understand what is and isn't acceptable behavior and providing practical guidance when choices are not clear, your code of conduct empowers individuals to speak up whenever they see or suspect wrongdoing. Also requiring supply chain partners to know your code of conduct sets clear standards of behavior for third-party business operations to reduce compliance, legal and reputational risks.

Compliance training course recommendations:

- Code of Conduct
- Supplier Code of Conduct
- Federal Acquisition Regulation (FAR) Code of Conduct
- Healthcare Code of Conduct



Diversity, Equity & Inclusion

3

Turn diversity, equity & inclusion words into action

Whether working towards DEI maturity or building a DEI strategy from scratch, HR teams are in a position to shape the culture of their organizations for the better. However, implementing a comprehensive DEI program that is actionable, accountable and sustainable takes time. Nearly 90% of organizations report they currently have a formal DEI strategy, and more than half say they will allocate more budget and resources towards building a more diverse, equitable and inclusive work culture.

The benefits of a DEI workplace are real. The World Economic Forum states that companies with diverse employees have up to a 20% higher rate of innovation. Additionally, a Glassdoor survey indicates that 67% of job seekers view a diverse workforce as a crucial factor when evaluating companies and considering job offers. Achieving and sustaining a DEI culture across all operations of an organization requires everyone's participation. Senior leaders, middle-level managers, front line supervisors and employees must understand how to contribute to DEI goals by choosing inclusive behaviors.

Compliance training course recommendations:

- Diversity, Equity & Inclusion at Work
- Unconscious Bias
- Microaggressions in the Workplace
- Cultural Competence



Preventing Discrimination, Harassment & Retaliation

Maintain workplace respect & civility

4

The #MeToo movement sparked global awareness of the need for organizations to take concrete actions to address and prevent sexual harassment in the workplace. Unfortunately, harassment persists, whether employees are onsite or in a remote/hybrid work environment. The number of US Equal Employment Opportunity Commission claims for discrimination and harassment remains high — and 70% of workplace harassment incidents go unreported due to fears of retaliation.

CNBC reports that 38% of remote workers say they have experienced harassment via email, video conferencing, chat apps or by phone as harassers believe that their online behavior will go unnoticed by managers. Experts recommend taking a holistic workplace approach: aligning policies, procedures, training and soliciting leadership's active support in driving ethical conduct, promoting positive behaviors and fostering a supportive and safe culture.

Further, a growing number of organizations must comply with state and local sexual harassment training requirements in California, New York, Connecticut, Illinois, Delaware, Maine and Washington State.

Compliance training course recommendations:

- Preventing Discrimination & Harassment
- Bystander Intervention
- Avoiding Retaliation



Protecting Data & Consumer Privacy

Hold data & consumer trust securely
in your hands

5

Phishing, ransomware and other cyber security attacks have skyrocketed with more employees working remotely, while stricter data privacy laws put increased pressure on organizations to protect consumers' information. According to the Identity Theft Resource Center, data breaches jumped 68% in 2021 to the highest total ever – putting company data, business assets and customer privacy at risk. Organizations violating increased state and international consumer rights laws also face stiff penalties and a loss of customer trust.

As concerns about data privacy, ransomware and other cybersecurity threats grow, organizations should increase employee awareness on how to properly handle and protect sensitive data, keep customer information private and quickly report concerns about potential breaches.

Compliance training course recommendations:

- Data Privacy & information Security
- Recognizing & Preventing Phishing Attacks
- California Consumer Privacy Act
- General Data Protection Regulation
- Payment Card Industry Data Security Standards
- HIPAA Training



Creating a Positive & Healthy Workplace

Managing a remote/hybrid workforce

For many organizations, the shift towards a remote/hybrid work model is well underway. Offering flexible working arrangements also attracts top job talent. Almost 60% of respondents to a Flexjobs survey say they want a fully remote job and 39% preferred a hybrid arrangement.

Connecting with team members that aren't physically present can be challenging for employees and managers. A Harvard Business Review study found that 40% of supervisors and managers expressed low self-confidence in their ability to manage workers remotely.

Helping employees and managers effectively navigate this new work environment is critical to the success of individuals and the organization. Setting expectations for professionalism and respect, and evolving team member skills to meet this virtual reality keeps remote and hybrid staff productive and engaged, while also supporting a healthy work-life balance that reduces burnout and improves retention.

Compliance training course recommendations:

- Creating a Respectful Remote Workplace
- Creating a Positive Work Environment
- Psychological Safety at Work
- Managing Difficult Employees
- Preventing Bullying in the Workplace



Training is vital to overcoming workplace challenges

Workforce education is a vital step in addressing the complex and often interconnected challenges facing organizations. Behavior-based training provides an interactive learning experience that goes beyond rules and definitions to motivate employees to change their behaviors and attitudes, paving the way for success.

Maximizing your learning investment

Training is most effective when it's modern, relevant and provides practical actions that foster positive, productive teams. Traliant's online courses are:

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