

Code of Conduct

All New in 2024!

Your Code of Conduct is more than a set of rules - it's a statement and a concrete commitment to a set of business conduct standards that supports your mission, values, and culture.

This course helps employees understand what your Mission, Values and Code of Conduct are — and the important role they play in defining who you are as an organization.

But this course goes further. Even the best Code won't create a healthy workplace culture on its own. It has to inspire and be supported by “culture” skills. So we introduce learners to four foundational skills they need to build a thriving work culture.

This course teaches:

- How to develop accountability and build our decision-making skills.
- Key Code topics that are particularly important to our organization, including what is acceptable behavior and what isn't.
- Our Code of Conduct and how it pertains to our values and the law.

Risk assessments are contained within our learning experience and consist of questions to learners about the actions they observe on their teams and/or their perspective on organizational dynamics. Learners respond using a 7-point Likert scale. All answers are de-identified, then organized to show top organizational risks per any desired business segment.



Course Versions

- Standard - Off the Shelf (40 min)
- Tailored - Full (30-62 min)
- Tailored - Lite (40-43 min)

Languages

- English and 50 Machine Translation Options

Required Course Elements

- A PDF of, or link to, your written Code of Conduct for acknowledgment

For more information on tailoring your Code of Conduct, please see our [Code of Conduct Tailoring Guide](#).



Lesson	Description	Standard	Tailored	Tailored
			Full	Lite
Our Code and Culture	Introducing the program, explaining what’s at stake in a Code, and emphasizing how learners can make a difference in creating a healthy work culture.			
	Risk Assessment: - I believe my company's senior and middle managers have a strong commitment to compliance. - If I had a concern or complaint, I would feel comfortable reporting it using a hotline.	✓	✓	✓
Our Mission, Values, and Code of Conduct	Tailored lesson content that explains your organization's Mission and Values, and how they relate to your Code of Conduct.		✓	✓
	Risk Assessment: - People on my team respect organizational values.			
How We Make Decisions	Explore the thought processes behind how we make decisions, what motivates our actions, and how to slow down and switch gears when making important decisions that have lasting or significant impacts.			
	Risk Assessment: - At my organization, we take the time to seek different perspectives, even when pressured to make decisions. - Decision-makers in our organization are transparent about how they make decisions. - I know when to seek advice and I'm willing to seek advice if I think I need it.	✓	✓	✓



Lesson	Description	Standard	Tailored Full	Tailored Lite
Norms, Trust and Accountability	<p>What do healthy workplace norms look like? Explore how trust and accountability are critical to establishing a healthy work culture.</p>	✓	✓	✓
	<p>Risk Assessment:</p> <ul style="list-style-type: none"> - Even though these two team members disagreed, did they use healthy behaviors in their discussion? - I am hesitant to share my ideas or feedback with my team. 			
Mutual Respect	<p>Reviews what respect means, identifies when disrespectful conduct crosses the line to illegal harassment, and provides simple guidelines for maintaining a respectful workplace.</p>	✓	✓	✓
	<p>Risk Assessment:</p> <ul style="list-style-type: none"> - My co-workers are respectful to others regardless of their race, age, gender identity, sexual orientation, or job title. - Do people in your organization get away with disrespectful behavior because of their authority? - I'm confident I won't experience retaliation because I've reported a concern or an incident. 			
Talking Politics	<p>How do you discuss sensitive or politically charged subjects without causing conflict? Learn simple guidelines for navigating divisive issues in the workplace.</p>		✓	
	<p>Risk Assessment:</p> <ul style="list-style-type: none"> - I've seen conflict arise between co-workers because of different social and political views. 			



Lesson	Description	Standard	Tailored	Tailored
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Cyber Security	In today's digital age, effective cyber security is more important than ever. Review the most common ways hackers can access your information — including phishing, malware, and ransomware — and the best methods of keeping your digital information and assets secure.			
	<p>Risk Assessment:</p> <ul style="list-style-type: none"> - How risky was the employees decision to take the quiz and enter his personal information? - I have seen co-workers engage in risky digital behavior that goes unchecked. - My manager reminds us that we are all responsible for keeping the organization safe from cyber security attacks. 	✓	✓	✓
Data Privacy	What is "personal information", and what are the rules for how it is used, stored, and accessed? Review the Fair Information Practice Principles, security and data events, and simple guidelines to follow.	✓	✓	✓
	<p>Risk Assessment:</p> <ul style="list-style-type: none"> - I have seen co-workers mishandle customer information. 			
Safeguarding Organizational Assets	Organizational assets include everything a company owns or uses to do business — from our equipment to trade secrets, client lists, etc. It's critical that every employee do their part and learn best practices for keeping these assets secure.	✓	✓	✓
	<p>Risk Assessment:</p> <ul style="list-style-type: none"> - Was sending the monthly report via email the right decision? - I believe others would criticize me for raising a concern or incident. 			



Lesson	Description	Standard	Tailored Full	Tailored Lite
<p>Bribery, Corruption, and Government Officials</p>	<p>This lesson reviews the basics of bribery and corruption — definitions, the laws and who they apply to, record keeping, internal controls, and red flags to be aware of.</p>		✓	
	<p>Risk Assessment:</p> <ul style="list-style-type: none"> - What kind of organization was the buyer? - People on my team would be willing to ignore misconduct if a third party was actually delivering results. 			
<p>Social Media</p>	<p>What we choose to share online can have workplace consequences. Learn the do's and don'ts of social media, what is appropriate, and what is subject to discipline.</p>		✓	
	<p>Risk Assessment:</p> <ul style="list-style-type: none"> - Can your personal social media activity create problems for you at work? 			
<p>Digital Communication</p>	<p>As a larger number of people are working remotely, we rely on digital communication more than ever — whether email, video conferencing, or instant messaging. This lesson establishes simple ground rules, reviews how we get off track, and what methods of communication should be used and when.</p>	✓	✓	✓
	<p>Risk Assessment:</p> <ul style="list-style-type: none"> - People I work with are good at keeping work messages work appropriate. - If someone at work engages in risky digital behavior, people will let them know. 			



Lesson	Description	Standard	Tailored Full	Tailored Lite
<p>Insider Trading</p>	<p>When companies have stock that is publicly traded, you have a duty of trust to keep certain information confidential. Learn what constitutes inside information and why you can't disclose it to others. Become familiar with the rules and restrictions of trading.</p>		✓	
	<p>Risk Assessment:</p> <ul style="list-style-type: none"> - When sharing information that Meadowlands is about to get a new patent... - Our workforce takes confidential information and our duty of trust seriously. 			
<p>Gifts, Entertainment, and Hospitality</p>	<p>While giving and receiving the occasional gift is common, we need to be careful that a gift isn't causing a conflict of interest or violating bribery laws. Learn when a gift crosses the line, the basic do's and don'ts, and how even the appearance of impropriety can cause issues.</p>			
	<p>Risk Assessment:</p> <ul style="list-style-type: none"> - Do the overnight room and dinner create bribery risks? - I think at least some people at our organization accept vendor gifts they shouldn't. - I think at least some people at our organization give gifts to vendors or others that they shouldn't. - Generally, I think there is management visibility and accountability regarding the business gifts that employees give and receive. 	✓	✓	✓
<p>Conflicts of Interest</p>	<p>Examine the three common sources of conflicts of interest — personal ties like family and friends, financial interests, and outside activities. Learn how we get off track, basic principles, and the importance of disclosing when there is even a chance of conflicting motivations.</p>	✓	✓	✓



Lesson	Description	Standard	Tailored Full	Tailored Lite
	<p>Risk Assessment:</p> <ul style="list-style-type: none"> - Will the employee's personal relationship with a possible vendor be a problem? 			
<p>Competition Law</p>	<p>Competition laws exist to promote fair competition and protect consumers. Review the basics of competition law, including horizontal anti-competitive actions, trade associations and their risks, hybrid sales models, and some simple principles to follow.</p>		<p>✓</p>	
	<p>Risk Assessment:</p> <ul style="list-style-type: none"> - If the competitors agree to similar terms to create leverage on their common client, are they at risk of violating competition laws? - Our organization provides clear guidance on issues related to fair competition law. 			
<p>Acknowledgement and Reporting</p>	<p>Competition laws exist to promote fair competition and protect consumers. Review the basics of competition law, including horizontal anti-competitive actions, trade associations and their risks, hybrid sales models, and some simple principles to follow.</p>	<p>✓</p>	<p>✓</p>	<p>✓</p>
	<p>Risk Assessment:</p> <ul style="list-style-type: none"> - Leaders at my organization have implemented the structures necessary to keep the organization safe. - Our organization's compliance program is adequate and effective. - If I had a concern or complaint, I would feel comfortable reporting it. - Our organization has a strong culture of compliance. 			
<p>Provide Your Feedback</p>	<p>A post-program survey on the learning experience.</p>	<p>✓</p>	<p>✓</p>	<p>✓</p>