

CODE OF CONDUCT

Rules of the Road



Dr. Linda Eagle on Ethics Education:



Dr. Linda Eagle

“Ethics education is not about teaching morality. It is about risk and risk management. Organizations must establish proper policies and procedures to which individuals are truly accountable. They must provide standardized instruction on those policies and procedures, and include integrated certification testing and record-keeping. The

instruction must be available on-demand with enforced periodic refresher training to keep knowledge current and it must be available as online reference to support ongoing compliance.”

“Most ethics training fails because it attempts the impossible. It is folly to believe you can create honest men and women out of cheaters in a few hours in a classroom or tutorial when their parents, teachers, clergy and spouses couldn't do it in a lifetime. Instead, you should be teaching them the rules that govern their actions and what will happen if they do not follow those rules. Teach them that ethical behavior is in their best interest because it is not worth the risk to them and to their organization.”

Advantages of E-Learning

- ◆ Standardized consistent message.
- ◆ Review and approval of content AND delivery.
- ◆ Cost Effective.
- ◆ Less Training Time.
- ◆ Personalized Content.
- ◆ On Demand Reference.
- ◆ Tracking, Audit and Accountability.

The Edcomm Group is a 20-year-old multimedia education and communication consulting firm specializing in the development of creative business solutions that improve productivity, customer service and market share - providing bottom-line results. The Edcomm Group, through its Banker's Academy, has had the privilege of assisting many distinguished clients with business solutions in the form of eLearning programs, classroom instruction, multimedia production and online and print based documentation. Edcomm's Banker's Academy offers many off-the-shelf and customized courses such as Teller Training, Compliance Training and Systems Training specifically designed for Banks, Credit Unions and Money Services Businesses (MSBs).

For more information on how Edcomm's Banker's Academy can develop a training solution for you, contact Linda Eagle at linda.eagle@edcomm.com, or call +1.212.631.9400.