

# 10 Training Program Outcomes Worksheet

Using RBEWorksheet 10, training program designers can work from expected outcomes of the business ethics program through general and specific training topics to formulate specific training program objectives. In filling out RBEWorksheet 10, which may be photocopied for use within your organization, treat each cell opposite a program outcome separately.

<b>Performance Measures</b>	<b>General Training Topics</b>	<b>Specific Topics</b>	<b>Training Objectives</b>
<b>Amount of observed violation of enterprise standards, including legal requirements</b>	<ul style="list-style-type: none"> <li>• Enterprise core beliefs</li> <li>• Risks to the enterprise when standards are violated</li> <li>• Personal and organizational responsibility and accountability</li> <li>• Difference between personal morality and enterprise standards</li> <li>• Policy on rewarding responsible behavior and punishing irresponsible behavior</li> </ul>		
<b>Awareness of issues of responsible business conduct at work</b>	<ul style="list-style-type: none"> <li>• Enterprise expectations for employee behavior</li> <li>• Stakeholder expectations</li> <li>• Enterprise standards and policies</li> <li>• Recognition of ethics, compliance, and responsibility issues</li> </ul>		
<b>How often employees and agents speak in terms of core beliefs and standards</b>	<ul style="list-style-type: none"> <li>• Ethics and policy theory</li> <li>• Dimensions of culture</li> <li>• Value of diversity</li> <li>• Listening and giving feedback</li> </ul>		
<b>How often employees and agents make decisions in terms of core beliefs and standards</b>	<ul style="list-style-type: none"> <li>• Ethics, compliance, and responsible decision-making</li> <li>• Strategic planning based on core beliefs</li> </ul>		
<b>How willing employees and agents are to seek advice on standards</b>	<ul style="list-style-type: none"> <li>• Individual responsibility to seek advice</li> <li>• Communication channels</li> </ul>		

continued on the next page

**10** Training Program Outcomes Worksheet (continued)

Performance Measures	General Training Topics	Specific Topics	Training Objectives
<p><b>How willing employees and agents are to report observed or suspected violations</b></p>	<ul style="list-style-type: none"> <li>• Individual responsibility to report concerns</li> <li>• Communication channels</li> <li>• Policy on confidentiality</li> <li>• Policy against retaliation</li> </ul>		
<p><b>How satisfied those who reported observed or suspected violations are with management’s response</b></p>	<ul style="list-style-type: none"> <li>• Manager or supervisor training on advising employees</li> <li>• Policies on confidentiality and nonretaliation</li> <li>• Help-line protocols</li> </ul>		
<p><b>How committed employees are to the enterprise</b></p>	<ul style="list-style-type: none"> <li>• Core beliefs about stakeholder expectations</li> <li>• Individual and enterprise roles and responsibilities to stakeholders</li> <li>• Opportunities to enhance enterprise reputation</li> <li>• Opportunities to add value to the community</li> <li>• Individual or team skills, knowledge, understanding, and attitude development</li> </ul>		
<p><b>How satisfied stakeholders are that the enterprise meets their expectations</b></p>	<ul style="list-style-type: none"> <li>• Core beliefs about stakeholder expectations</li> <li>• Individual and enterprise roles and responsibilities to stakeholders</li> <li>• Opportunities to enhance enterprise reputation</li> <li>• Opportunities to add value to the community</li> <li>• Individual or team skills, knowledge, understanding, and attitude development</li> </ul>		