

Nomination: 6003

Ethics Training: Made for Employee-Owners, by Employee-Owners

Page: General Information

Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.

Name of Organization/Company

AMERICAN SYSTEMS

Additional Contacts

I would also like to have others receive emails about the disposition of our entries.

Page: Entry Information

Entry Title

Ethics Training: Made for Employee-Owners, by Employee-Owners

Category

B01 - B59 Achievement > B29 - Achievement in Workforce Development and Learning

Achievement Submission Format

Written Answers

a. Briefly describe the nominated organization: its history and past performance (up to 200 words). Required

As a 100% employee-owned government contractor, AMERICAN SYSTEMS has a strong ethics-based culture. It's vital that our 1,500+ employee-owners understand the importance of ethics compliance when doing business with the government.

We require our employees to complete an annual Ethics Compliance Training Program. This program consists of reviewing our Code of Business Ethics & Conduct policy annually and completing interactive video-based lessons with challenging questions that are released throughout the year.

These videos are the most unique part of our training curriculum. They are 100% Made for Employee-Owners, by Employee-Owners. From our CEO to call center operators, our employee-owners not only write the scripts, but they also star in and produce the video training. This helps to foster our culture of employee-ownership.

We have had an Ethics Compliance program for years and previously purchased training from outside vendors with less than desirable results. Ethics Compliance training was once avoided by employees, but it now has become a "favorite" activity that is often voluntarily repeated! Once we started producing the training ourselves, we've seen high engagement, an increase in completion rates within the first week of release and our employee-owners are responding correctly to the questions more frequently (attachment A).

b. Outline the team's or organization's achievements since the beginning of 2020 that you wish to bring to the judges' attention (up to 250 words). Required

The COVID pandemic forced everyone to change the way they think and operate within their organizations. Our main priority was keeping our employee-owners safe and employed, and we moved to a mostly remote workforce.

We found that Microsoft Teams allowed us to involve more employee-owners from across the country to help create new training. One of our ideas was to create a Hollywood Squares themed vignette that focused on timesheet compliance (Video1). This large cast brought employee-owners together who may not have interacted with each other otherwise.

As time went on, and as vaccines became more readily available, we felt comfortable to safely meet to film in-person. We took a hybrid approach and produced a vignette using both in-person footage and Teams (Video2) that focused on contract labor category audits and false claims.

As our confidence grew and pandemic restrictions loosened, we once again returned in a small group to produce a fully in-person vignette (Video3) covering the topic of correctly charging time worked.

In our latest vignette, we featured our "greatest timekeeping hits"—repurposing older material into an entertaining video collection (Video4) with a new twist. As the pandemic continues to evolve, we will continue to adapt and evolve our training as well.

c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the team's or organization's past performance (up to 250 words). Required

The decision to continue our Ethics Compliance Training program throughout the pandemic yielded both unique and significant results—measurable and immeasurable.

When we initially transitioned from the training purchased from an outside organization, the percentage of employees who completed the required training within the first week of release (due within 12 weeks) increased from 15% to 56%. This 56% completion within the first week of release has become our target. During the pandemic, our completion rate within the first week increased from 56% to 60-65% (attachment A, figures 1 & 2). We believe there is a strong correlation in the involvement of more employees from a variety of office locations around the country to the engagement rates we are seeing.

Additionally, we use the responses to the scenario-based challenges in the videos to learn from our employees where we need to focus additional training topics. Even when we challenge our employees with difficult scenarios or "trick" questions, nearly three quarters, or more, of the workforce still responds correctly on a consistent basis (attachment A, figure 3).

We continue to keep our employee-owners entertained, educated, and engaged while working remotely—a difficult feat. Our eyes were opened to the ways we can leverage technology to involve more employees from around the country without the cost and environmental impact of travel. Working remotely, in a way, brought us closer together. We are excited to continue incorporating these new methods into our training, even post-pandemic.

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Would you like to add an additional supporting document?

No

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