Project Plan – Annual Ethics Training

Project Request:

Collaborate with SEEC to create an online training course to communicate basics of the ethics code to employees.

Training Background

a) **Problem Statement**
Currently, there is no required annual training regarding ethics policies and employees could make the claim that they were not aware or were never advised of the policies.

b) **Audience**
All City employees

c) **Company / Stakeholder Goals**
- Track employee completion of ethics training
- Increase awareness of potential ethics violations or situations that may be perceived as a violation

d) **Program Objectives / Requirements**

Recognize Potential Ethics Violation

Competencies: Analysis/Reasoning, Decision Making & Judgment, Integrity
Performance Goal: Supervisor will recognize types of actions or activities that may be considered an ethics violation, or could be perceived as a violation.
• **Critical Behaviors**
  ○ Identify categories (Conflicts, Use of Facilities, Gifts)
  ○ Evaluate situation from ethics perspective using provided guidelines
  ▪ Conflicts of Interest
  • "Skin in the game? Don't touch"
  • Personal / Financial interest?
  • Family or friend with financial interest?
  • Business with financial interest?
  ▪ Appearance of Conflict - "Showing Your Roots" (Transparency)
  ▪ Use of Facilities
  • City resources for city business only
  • Do not use position to gain favors
  ▪ Gifts
  • "Smell test" – Appearance of any attempt to influence?
  • Get advice before accepting gifts or anything of value
  ▪ Some Ethics Rules apply even after employment ends

Utilize Resources

Competency: Researching Information, Accountability
Performance Goal: If the employee is unsure or has any questions, they will utilize available resources.
• **Critical Behaviors**
  ○ Recall contact information for SEEC, HR
  ○ Recall location of Ethics InWeb page and Seattle.gov public page

Training Recommendations

a) Training Components

The Ethics course will be delivered online (CBT). A scenario-based approach will be used. Throughout the course, the employee will have to make decisions utilizing the Ethics Code guidelines and feedback will be provided based upon the decisions made. Upon completion, employee should feel confident in their ability to apply the Ethics Code.

b) Training Delivery

Course will be delivered online. At the completion of the course, the employee will print out the completion certificate, sign it and send it to their Training Coordinator. The Training Coordinator will record completion status for the employee in EV5.

If time and resources allow, Ethics Training will conduct follow-up live presentations on a department basis (at staff meetings or other designated meetings) to continue the discussion and ensure that employees took away the key points from the online training.

Roles and Responsibilities

Instructional Designer - Tina

- Establish timelines and milestones
- Develop training objectives
- Draft project plan
- Design course structure / vision
- Develop training material
- Publish material for web
- Establish / Coordinate online delivery process
- Design and develop course evaluation, collect feedback from participants and review

Stakeholder, Subject Matter Expert - Gary

- Review Project Plan and training solution
- Provide input on objectives

- Provide one scenario for each ethics category for introduction plus 6-8 scenarios for application sections
- Provide decision tree for scenarios (include choices for user and applicable feedback for each choice)
- Gain buy-in /support for training solution from department leaders
- Review 1st and 2nd drafts of materials
- Provide content clarification for Instructional Designer
- Review training materials for accuracy of content
- Facilitate follow-up presentations with departments as needed

QA Testers – Training Development team, HR Representatives?, Other Test Groups as needed

- Review published content
- Test for technical issues, accuracy, flow and user experience

Training Coordinator

- Record course completion certificates