



# Engaging Employees: Compliance Training in Insurance Uses Growing Works

In insurance, practicing effective compliance learning is very crucial, but most of the time previously used methods do not appeal to the employees. Show below are some of the new approaches used to maximize engagement and learning effectiveness without the use of decades

## **Gamification**

Convert compliance into a creative and/or competitive experience by incorporating game features including quizzes and leaderboards. For example, this strategy affirms norm-accepting sense of competition and is able to encourage the employees with the help of friendly contests.

## **Microlearning**

Don't rush to cover numerous topics and learn all compliance area at once, rather divide the topic into several smaller topics to cater for number of students participating. This technique enables employees to work at the pace which suits them and enhances learning in a busy environment.

## **Scenario-Based Learning**

Incorporate case studies and role plays in order to assist in compliance training through re-enactment of commercial situations. This is an effective approach as they are able to think on their feet and appreciate the use of training in real life.

## **Collaborative Learning**

Encourage cooperative learning through with group discussion or forums and workshops on relevant topics. This helps in comprehension of the students as well as community building and ownership.

## **E-Learning and Mobile Apps**

Select the internet as a medium of presentation and use it for testing. Training through mobile apps also enables the learners to learn at a time that is most convenient for them, which is during the day or night.

## **Continuous Feedback**

Develop a feedback loop to iterate on training programs. Collecting employee feedback after sessions can help uncover blind spots and maintain program relevance.

## **Leadership Involvement**

Leadership should also be part of the training process. As a best practice, leaders need to understand and knowledge share concerning what regulations, laws and standards are

applicable to your organization. Make sure they are aware of any other specific certification requirements that also may apply.

## Conclusion

Insurance and compliance may not be topics that typically trigger excitement, but it doesn't have to be that way. Using the right mix of creativity and technology, insurers can transform the most mundane aspect of insurance company operations into a powerful lever for success.

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