



Increasing employee engagement by 10%

Multinational energy corporation case study



Company

American multinational energy corporation



Industry

Oil and Gas



Location

United States

Company overview

The organization is an American multinational energy corporation that specializes in production, pipeline, refining, marketing and distributing oil and gas products.

The challenge

Lackluster employee engagement with compliance training and programs

The lack of employee engagement in compliance programs can result in increased non-compliance risk, ethical lapses, ineffective training, diminished accountability, and negative impacts on organizational culture, potentially leading to legal

penalties, reputational damage, and operational disruptions. The organization had a very traditional compliance program that was mandatory, but they wanted to create a way for employees to engage more with compliance over the course of a year. According to the organization's Senior Compliance Analyst, her goal was to "make compliance fun."



The solution

Compliance training that is short, interactive and customizable

The organization considered other options for their compliance content library, but they ultimately decided on [Diligent Compliance & Ethics Training](#) due to “the fact that I can customize and can snippet and make it shorter” while “other vendors didn’t let [us] touch or edit the information,” said the Senior Compliance Analyst. It was also appealing to the organization that Diligent has a vast library of content that is available in both SCORM file and MP4 file formats, making it very user-friendly.

“I love how everything is aligned and the interface is super easy to use”

Senior Compliance Analyst

“People really like how the bursts of snippets are 90 seconds long, it’s the sweet spot.”

Senior Compliance Analyst

The results

A 10% increase in employee engagement

The customer mostly uses [Diligent Compliance & Ethics Training](#) content on Workplace where they can actively measure how engaged employees are with their compliance program. Around 30,000 employees are active users of Workplace, and the compliance team has seen an average of 2,500 to 3,000 views per snippet posted to Workplace, representing a 10% increase in voluntary engagement from employees. Gaining access to the Diligent Compliance & Ethics Training library has also allowed the organization to be more creative with their approach to compliance by easily snipping 4-minute training videos into 90-second ones that are quick and easily digestible. The customer then posts QR codes in the office elevators to lead employees back to the videos on the internal business communication platform, allowing employees to quickly and conveniently engage with compliance programming.

About Diligent

Diligent is the global leader in modern governance, providing SaaS solutions across governance, risk, compliance, audit and ESG. Empowering more than 1 million users and 700,000 board members and leaders with a holistic view of their organization’s GRC practices so they can make better decisions, faster. No matter the challenge. At Diligent, you are an agent of positive change. You are joining a team of passionate, smart, creative people who not only want to help build the software company of the future, but who want to make the world a more sustainable, equitable and better place. Be a part of a global community on a mission to make a real impact.

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