

# A new approach to COMPLIANCE TRAINING



Industry Partnership



**TiER1** & **Genentech**  
PERFORMANCE A Member of the Roche Group



Genentech made a transformational shift in their approach to compliance training, from a traditional hours-based approach to a **tailored scenario-based online curriculum** that was robust, holistic, and learner centered.



Together, over the course of six months, TiER1 Performance and Genentech designed and developed a curriculum that included **24 eLearning courses** tailored for the three specific employee groups within the organization. Instead of a “one size fits all” approach to the training, employees only needed to complete the courses that were true for their group. The engaging program **empowered employees to build their knowledge and own their learning**, which led to measurable increases in adoption of the new approach.

## RESULTS

Increased adoption of the new training approach



**8,000+**

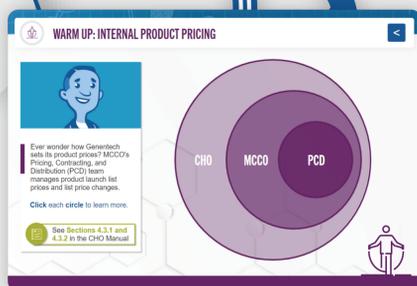
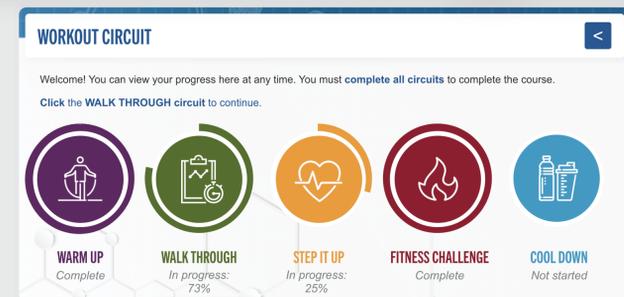
TRAINED EMPLOYEES EXPERIENCED A **POSITIVE BEHAVIOR SHIFT**



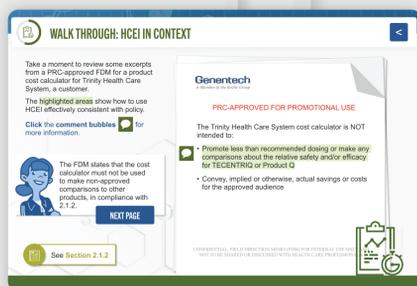
TiER1 has developed a dedicated, responsive, and deeply knowledgeable team. They were kind enough to educate us along the way, patiently explain the “why,” and provide creative alternatives whenever we pushed back. Despite the volume of detailed content, the TiER1 team dove right in. As a result, I now have a much deeper understanding of how to create a more engaging learning experience and am quite proud of the final outcome.

- Simone Handler, Principal Healthcare Compliance Manager at Genentech

To help learners absorb, practice, and retain the content, all courses adhered to a five-part structure and followed a creative “compliance fitness” theme. Courses included...



A **Warm-Up** activity to prepare learners for the experience



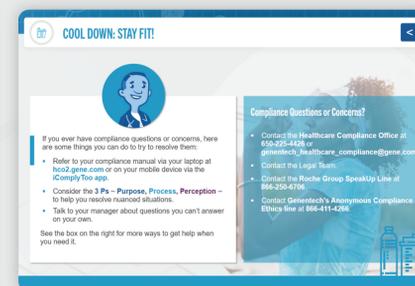
A **Walk Through** workout that built foundational knowledge



A **Step It Up** scenario sequence to practice applying that knowledge



A **Fitness Challenge** with more complex scenarios for learners to practice using good judgment



A **Cool Down** that reviewed key messages



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Read more about this curriculum:

