How to Choose the
Best Anti-Harassment Training Program

HSI wants to ensure you're completely satisfied with the eLearning anti-harassment training program you choose to make your workplace more respectful, safe, and fair. Taking it a step further, we want to help you select a single-source partner you can rely on for the long term.

Hundreds of companies offer anti-harassment online training videos and learning management systems. Where does one even begin to make an educated decision? Let's get started by asking your prospective partners the right questions.

Questions to Ask When Selecting an eLearning Anti-Harassment Training Partner:

- Are the courses best in class, current, and 100% compliant?
- Is the training engaging and memorable?
- Are there training reinforcement features?
- What are the LMS's features? Are they user friendly?
- Will the training drive workplace culture change through ongoing learning?
- Do you see the vendor as a long-term, single-source partner?

Question #1:
Are the courses best in class, current, and 100% compliant?

Why is this important?

Training must be effective to create a respectful, safe, and fair workplace environment. A thoughtful content strategy is a must. Anti-harassment topics are sometimes sensitive, as in the case of sexual harassment training courses. The most recent United States federal and state regulations must be well communicated so they are understood by all employees.

If content strategy and execution fail, your company could lose millions of dollars in lawsuits and face a damaged reputation. According to workforce.com, settling a harassment claim out of court can cost employers between $75,000 and $125,000 if the employer wins. If the employer loses the case, that total typically ranges from $175,000 to $250,000 — but may even surpass $150 million in damages. These damages can include lost wages, vacation and sick pay, medical expenses (including counseling or therapy), and many other costs.

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Green Light:

Subject matter experts (SMEs): Does the prospective eLearning provider have access to anti-harassment training experts? SMEs provide accurate, detailed knowledge to the training and know how to deliver the message so it's understood and remembered.

Current content: The provider must have established processes to review and update content. Content must always reflect new or modified federal and state regulations. It is a waste of time and money to train employees on outdated laws. If just one employee files a lawsuit, it could be detrimental. The provider should refresh the videos regularly even if the regulations do not change. They should frequently retire content to stay on trend.

Customer base: If your prospective partner has customers who are tried and true, it means something! Their anti-harassment video training courses are most likely the best-in-class, have high engagement rates, and are 100% compliant. Not to mention the Customer Success Managers (CSMs) must go above and beyond their call of duty to help their customers. Don't hesitate to ask for references! The conversations with their customers will solidify your decision.

Red Light:

Complex language: Do the anti-harassment training videos speak in lawyers' lingo? Or are they simple to understand and digest? Are the legal terms and non-compliance ramifications simplified for the average learners' comprehension? For online training to be effective it must be understood.

Dry content: If the anti-harassment training lacks storytelling to illustrate key points, it will not make the training realistic and relatable. It will fail to engage learners and make it difficult for them to retain and apply the knowledge.

Dated content: Are recent changes in federal and state regulations noted in the video training content? If not, you've wasted *everyone's* time and your company's money. Regulations change frequently, and training content must reflect those changes to uphold employee trust and avoid costly lawsuits.

Take Note:

First and foremost, please confirm with potential eLearning partners that all the anti-harassment training courses are always 100% up to date *and* relatable to all employees. If not, the training will not be effective. In addition, time and money invested are lost! Furthermore, employees will not put stock in the training if it has outdated information and discusses unrealistic harassment scenarios.

Question #2:
Is the training engaging and memorable?

Why is this important?

You're investing not only in your employees but in the overall welfare and reputation of your company. Simply put, if employees are not engaged, they will not remember much, if anything, from the training.

Green Light:

Consistent learning experience: The video training must have a consistent look, feel, and message. If your learners receive mixed messages, they'll be confused. They'll also not know what the key takeaways are. And if the visuals and tone of the training are all different, it will appear as an unintentional patchwork of various trainings thrown together. The learners will quickly lose trust in the training message and the company.

Training follows science: Quality eLearning partners speak of the science behind their training and adhere to instructional design best practices that utilize adult learning theory. It's critical to have instructional design experts on staff who work closely with SMEs to create courses. They should also carefully consider how employees learn, retain, and recall information. Well-thought-out content presentation ensures learners are motivated and engaged in learning.

Microlearning-length video training courses: Seven to ten minutes of standalone content helps learners remember and immediately apply the knowledge on the job. Microlearning boosts engagement and retention and builds learning equity, allowing all employees to engage regardless of work demands and schedule.

Mnemonics: The use of mnemonics makes terms easier to remember and aids in memory recall. Acronyms, catchy phrases, and other mnemonic techniques help learners commit important compliance principles to memory.

For instance, [HSI's online course, "Anti-Harassment for Bystanders: How to Intervene in Sexual Harassment,"](#) uses the catchy phrase "The Four Ds" to help learners remember how to intervene in a sexual harassment incident. The Four Ds stand for Delegate, Distract, Directly respond, and Delay.

Storytelling: Relevant real-life examples conveying critical messages make the key learning points memorable and encourage employees to change their behavior. In [HSI's training video, "Understanding Harassment,"](#) the presenter shares a hypothetical story from a research study. The story drives home the point of substantial differences in men's and women's perceptions of how frequently sexual harassment occurs and what qualifies as sexual harassment.

Strong harassment prevention focus: Prevention is the key. Training should concentrate on how to prevent harassment from occurring in the workplace. A workplace culture of respect and civility will thrive with effective prevention training.

Red Light:

Training inconsistencies: Carefully look for different styles of training methods and content inconsistencies. Memorable compliance training videos have a predictable style and flow. For instance, the courses always begin with a title image and music. The presenters are filmed from the waist up and are engaging. The graphics are of a similar style and help to reinforce the learning points presented.

Poorly scripted content: Training videos should never make learners feel uncomfortable. Employees will not be receptive if the content is not well thought-out or makes them feel uneasy.

Unrealistic scenarios: Learners will be engaged when online course content includes realistic examples of both appropriate and unacceptable behaviors. If scenarios are unrealistic, far-fetched scenarios, employees will think, "How ridiculous is this!" and take little away from the training.

Training video "smokescreen": Something is amuck if the potential eLearning partner does not [share several full anti-harassment training videos](#) before you sign the contract. It's imperative to view entire courses for quality, accuracy, content consistency, strong harassment prevention messaging, and reinforcement quizzes. And don't forget to ensure the courses are 100% compliant!

Lack of training reinforcement tools: Training reinforcement tools must be in place. Otherwise, the opportunity to transfer knowledge from the learners' short-term to long-term memory is lost.

Take Note:

Data speaks volumes! Don't be shy to ask for data to get a sense of employee engagement levels. In addition, have a sampling of your employees at all levels watch several anti-harassment video courses from start to finish. Have them share their feedback, plus see how well they scored on the interactive quizzes.

Question #3:
Are there training reinforcement features?

Why is this important?

Training reinforcement demonstrates the importance and significance of anti-harassment topics and training. This continual reinforcement shows a high organizational priority set by senior leadership.

Training reinforcement ensures that knowledge is transferred successfully from short-term to long-term memory. Employees will quickly put into practice what they learn. Repeat behavior will result and positively impact the company. Employees will become more respectful, safe, fair, and inclusive.

Green Light:

Interactive quizzes: Effective training offers reinforcement immediately following the completion of the anti-harassment online course. After this initial interactive quiz, learners receive a series of follow-up quizzes over time to ensure knowledge transfers to their long-term memory. Be sure to sample the eLearning provider's quizzes during the training and follow-up quizzes directly afterward and several weeks later.

Courses available 24/7: Giving learners the ability to rewatch anti-harassment courses regardless of pass/fail grades allows them to review important topics to prevent forgetting pertinent information. And making training available any time, anywhere helps ensure 100% engagement.

Refresher courses: Spacing courses to reinforce key compliance topics over time ensures learners understand and remember the content. This, in turn, puts their learnings into action. HSI's anti-harassment courses build on each other. For example, an ethics online course may follow an anti-harassment bystander intervention course to help deepen the learning.

Ongoing drip training: Compliance training coupled with an ongoing microlearning drip boosts learner engagement and retention. Such courses include professional development, leadership, and diversity, equity & inclusion topics as supporting webcasts.

Red Light:

No employer tracking tool: How will you gauge the effectiveness of your anti-harassment training program if you don't have a tracking tool? Do your employees understand state and federal laws and best practices? What about local laws? With an employer tracking tool, you can effectively track the learner's progress, identify gaps in knowledge, and adjust training, as necessary.

No follow-up compliance training: Without consistent employee anti-harassment training, employees will lose stock in the importance of the training and quickly forget what they've learned.

No support training: Ongoing drip learning helps learners apply the harassment prevention techniques they've learned in their training. Without the support training, you short-change the employees and the company.

Take Note:

Without reinforcement tools, employees will quickly forget the key training takeaways. The transfer of knowledge to their long-term memory does not occur. And, in the worst case, a workplace culture shift will not occur. Thus, a disrespectful, unsafe, and unfair culture may develop. This leads to disengaged employees and a toxic workplace environment where top performers leave the company.

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Question #4:

What are the LMS's features? Are they user friendly?

Why is this important?

If you're looking to bring on a new Learning Management System (LMS) to deliver your anti-harassment training, the LMS must be intuitive for ease of effective training. If the LMS's features are limited or not user friendly, the rollout will be painful and time consuming for your admins.

Green Light:

Full LMS: You may not need all the LMS features at the onset, but possibly in the future. HSI offers a full LMS that facilitates the learning process, allows for training administration, automates these processes, and enables specific features like tracking. HSI also offers SCORM packages as an option, if you already have and are happy with your LMS.

Course library organizational tools: A high-quality LMS will allow admins and learners to organize the course library to their specific needs. This ability saves time by eliminating the need to look through long course lists to locate the specific training topic each time an employee wants to view a course or a manager wants to assign a course.

Frequent enhancements: Are improvements planned? Technology is constantly evolving. It's critical that your eLearning partner periodically refines their LMS to stay best in class.

Dedicated customer success support: The eLearning partner prospect should ensure that your company will be assigned a dedicated Customer Success Manager (CSM). The CSM should be readily available should the need arise for implementation, technical support, consultive services/course recommendations, and ongoing course recommendations or alignment.

Red Light:

Lacks crucial compliance tracking features: If the LMS does not have features such as automated reminders, completion tracking, or retraining, you'll have to do this manually. Your time is money. Is this how you want to and should be spending your time?

Third-party LMS: You may be unable to offer tailored training programs that align with your company's specific goals or culture. This situation poses a big problem!

Limited/No customer support: We strongly discourage considering an eLearning vendor that offers inadequate or unavailable customer support. Additionally, we feel dedicated customer support should be available to all clients and not be considered a costly add-on.

Take Note:

Involve your IT department in the early stages of the LMS or SCORM package discussions to ensure your potential eLearning partner can meet your IT requirements. IT's involvement will also allow for ease of implementation. By attending the meetings with the potential provider, IT employees will have a firm handle on how to proceed with the rollout and ongoing needs.

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Question #5:
Will the training drive workplace culture change through ongoing learning?

Why is this important?

Best in class anti-harassment training programs should encourage employees to acquire new knowledge and skills beyond just the basic harassment laws. Employees should develop a growth mindset and learn how to work with people of all backgrounds and demographics. Ongoing learning is the best way to achieve that culture change.

Green Light:

Trains learners on the skills needed to prevent harassment: It's not enough to educate employees on what happens to them and the company if they harass a colleague. To truly reduce compliance risk and costs, the training should help build an organizational culture that rejects harassment and values a safe, supportive environment for everyone.

Encourages professional growth: Behavior change requires growth. Quality anti-harassment training programs foster further professional development, diversity and inclusion, and leadership training by offering lessons on topics such as how to be open-minded, a better communicator, and build a respectful workplace.

Red Light:

No support: What good is harassment prevention training that doesn't support ways to develop and sharpen skills that foster a harassment-free workplace? Soft skills training, such as active listening, unconscious bias, and inclusive leadership training will help drive culture change.

Take Note:

If your company effectively nurtures your employees' desire to learn, you're at least 30% more likely to be a market industry leader over time. A workplace culture of ongoing learning leads to an engaged, adaptable, innovative workforce. It's wise to not only include key players in your IT department, but also invite L&D, talent acquisition and development, DEI leaders, and HR so everyone understands how compliance training will be behind their ongoing training goals. They'll see firsthand how it all plays out to drive positive culture change. Support from all is imperative to make training effective. Collaborating as partners will allow you to meet your people and culture goals.

Question #6:
Do you see the vendor as a long-term, single-source partner?

Why is this important?

The benefits of your investment in an anti-harassment training program far outweigh the associated program costs. Harassment prevention training programs can be culture-changing, reputation-saving, and lawsuit-preventing. So, why would you trust something this critical to a company that can't perform as a long-term, single-source provider?

During the eLearning provider selection process, size up the company and see if they can be a long-term partner. The right partner will provide the level of service needed to implement and continue an ongoing training program for years to come. Your short- and long-term risk of lawsuits and non-compliance lessens when you have an ongoing trusted partner. This partnership will save you time and money.

Green Light:

Experts in learning and development: A long-term, single-source partner must be a leader in the L&D field. Employee training programs are too big of an investment in your employees and your company to choose a vendor based on a "good" price. Don't sacrifice expertise.

State-specific anti-harassment courses: For the anti-harassment training program to be complete, the eLearner prospect should also offer state-specific anti-harassment training courses.

Sizeable number of compliance training courses: The curated training should include an array of topics, including anti-harassment, sexual harassment, discrimination, Fair Labor Standards Act, Family Medical Leave Act, workplace violence, and HIPAA.

Courses for targeted audiences: Does the anti-harassment training program include specific courses targeted to various audiences such as senior leaders, human resources, managers, and new employees? Sharing different levels of knowledge based on the day-to-day activities of roles is critical.

LMS software: Partnering with a full-service provider who not only has the best-in-class content, but a user-friendly LMS software program is ideal. Or, if your company has its own LMS, purchasing SCORM packages must be an option.

Compliance support training: Does the training provide intentional learning pathways? Examples include training topics in support of compliance training such as soft skills and leadership development.

Dedicated CSM: Your prospect ensures your company will have an assigned CSM who provides high-touch service and ongoing support. The CSM's support includes their support for training program launch, LMS training, course recommendations, help adjusting learning curricula as your goals shift, and additional assistance as needed.

Realistic timeline: You should expect an implementation timeline with a realistic start date and other important deadlines.

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Red Light:

Random compliance-based courses: Courses should be in a series of thoughtful and intentional learning pathways. If the course catalog is in disarray, the learning paths are most likely non-existent or are also in disarray.

No niche topics: If you must purchase specialized niche topics from multiple providers to meet your training goals, cross this provider off your list. Save yourself and your company time, money, and headaches.

Low customer satisfaction rates: If existing customers are not satisfied, why would you be? Do your homework. Ask for references as your company did before they hired you!

Low customer retention rates: Yikes! Why is this provider not retaining customers? Outdated content? Dull training? Poor service? All of these reasons and more? This provider will not be a good investment. Don't even waste your valuable time!

Take Note:

HSI can truly be your single-source provider! In addition to soft skills and professional development training, HSI offers a wide range of training solutions from EHS management, to safety and industrial skills training, and more.

In Conclusion

Sourcing the right compliance training partner is critical to your culture and potentially to your company's financial welfare and reputation. HSI's professional skills development microlearning solutions help to reduce the risk and costs associated with compliance issues, decrease employee attrition, and improve efficiencies.

HSI can support all your employees throughout their career cycle with learning that builds **a smarter, safer, and more inclusive workplace.** Through our expert-developed, multi-modal Learning Pathways, we can upskill your employees with courses from HSI's award-winning video library and then boost learner engagement and retention with ongoing microlearning from Blue Ocean Brain. Our unique training sequence can help you achieve the employee growth and development needed to drive a positive culture change.

Effective training is the key ingredient to building a learning culture. As our partner, we'll take the time to learn your specific goals, and will curate content to target your pain points. Our industry-leading customer support team will help you evolve your learning content as your organizational initiatives shift, to help you simplify and add intentionality to your learning programs.

About HSI

HSI is your single-source partner for EHS, Compliance, and Professional Development solutions. HSI provides integrated e-learning content, training solutions, and cloud-based software designed to enable your business to improve safety, operations, and employee development. Across all industries, HSI helps safety managers, and technical employees, human resources, first responders, and operational leaders train and develop their workforce, keep workers safe, and meet regulatory and operational compliance requirements. HSI's focus is on training, software, and services for safety and compliance, workforce development, industrial skills, and emergency care. HSI is a unique partner that offers a suite of cloud-based software solutions including learning management, safety management, chemical SDS management, and more, integrated with content and training so businesses can not only monitor and manage multiple workflows in one system, but train employees via one partner.

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