



# Increasing engagement with customizable training content

Diebold Nixdorf case study



## Company Overview

Diebold Nixdorf is an American multinational financial and retail technology company that specializes in self-service technology, software, and services for the financial and retail industries. They provide innovative solutions such as ATMs, cash recycling systems, POS systems, and digital banking platforms, leveraging emerging technologies to enhance convenience, security, and efficiency for customers worldwide.



**Company:** Diebold Nixdorf

**Industry:** Financial and retail

**Location:** International

## The Challenge

Diebold needed a way to not only engage with an international audience, but to encourage employees around the world to have healthy, meaningful interactions with the compliance and ethics department (that went beyond the ‘check the box’ training).

“ We fell into the trap of [thinking we] needed long-form, check the box training, and that’s what we were looking for. But that’s not Diligent Compliance & Ethics Training’s philosophy...we realized we were hanging on to an antiquated notion of training [and communication].

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**Rob Morvillo**  
VP, Ethics & Compliance

## The Solution

Upon getting access to the Compliance & Ethics Training library, the Compliance & Ethics team re-evaluated the way they looked at training and communication, setting up monthly awareness campaigns instead of a one-time annual training.

To engage with the international audience in a meaningful way, Diebold Nixdorf used cartoons to run an engagement contest for employees to submit their own captions.

“ We started to use the Know the Code Modules from Compliance & Ethics Training—3 minute modules that allow people to get a refresher...to reinforce the training.

“ What’s so great about this training content is we can customize it, and use our local translators to make custom translations.

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**Rob Morvillo**  
VP, Ethics & Compliance



## The Results

The results of the monthly awareness campaigns were, and continue to be, tremendous. Not only did the Diebold Nixdorf team have more opportunities to engage employees, they also received feedback that the courses were easier to understand in their shortened format.

The international cartoon contest was a hit with the employees around the world. Not only did it encourage employees to consider what the specific compliance and ethics topics meant, but it provided the Compliance & Ethics team with their own repository of custom content.

“The biggest challenge is that people think compliance training is boring, and we now have cool, hip ways to interact with our employees.”

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**Rob Morvillo**  
VP, Ethics & Compliance

## 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.

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