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| --- | --- | --- |
| [Screen 0](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=1_C_1)  [1\_C\_1](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=1_C_1) | Compliant Business Communications  Click the forward arrow. |  |
| [Screen 1](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=2_C_2)  [2\_C\_2](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=2_C_2) | In today's business environment, where people are connected globally 24/7, compliant business communication is more important than ever.  This course will explain how we can communicate ethically, responsibly, and professionally. |  |
| [Screen 2](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=3_C_3)  [3\_C\_3](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=3_C_3) | Upon completion of this course, you will be able to:   * Select the most appropriate method for communicating your message. * Recognize that communications may last longer than we expect and may be viewed by people outside our intended audience. * Use clear, precise, unambiguous language in business communications. * Regulate your tone and emotions to avoid misunderstandings. * Know where to go for help and support. |  |
| [Screen 3](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=4_C_4)  [4\_C\_4](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=4_C_4) | [1] Welcome  1 minute  [2] Communicating Responsibly  2 minutes  [3] Communication Channels & Tools  14 minutes  [4] Crafting Your Message Properly  4 minutes  [5] Your Commitment  30 seconds  [6] Knowledge Check  5 minutes  Learning Progress  This Topic is now available. |  |
| [Screen 4](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=5_C_5)  [5\_C\_5](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=5_C_5) | In your daily role, you are likely to communicate with colleagues and external contacts in a variety of different ways. |  |
| [Screen 5](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=6_C_6)  [6\_C\_6](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=6_C_6) | To communicate effectively, it is important to use the right communication channel for the right audience.  You also need to think about the content of the message you are sharing, and the device you are using to send it. |  |
| [Screen 6](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=7_C_7)  [7\_C\_7](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=7_C_7) | Remember, digital messages can last for many years and may remain public even if you attempt to delete or modify them.  Therefore, it is crucial to always communicate appropriately. |  |
| [Screen 7](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=8_C_8)  [8\_C\_8](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=8_C_8) | Here are some important things to consider before you communicate. |  |
| [Screen 7](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=9_C_8)  [9\_C\_8](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=9_C_8) | Always ask yourself:   * Is this an internal or an external audience? * Is this an engagement with media or external speaking engagement? * Does the audience speak the same language? * Is this going to an individual or a group of people? * Is this going to a customer or someone else? |  |
| [Screen 7](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=10_C_8)  [10\_C\_8](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=10_C_8) | Consider the sensitivity of what you are communicating.  Whenever possible, conduct sensitive discussions in person or over the phone to ensure effective communication and avoid misunderstandings. |  |
| [Screen 7](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=11_C_8)  [11\_C\_8](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=11_C_8) | Always consider whether you are using the right communication tool.  Message retention is particularly important on email, Teams chats, text messages, and other platforms as they are more likely to be retained and read again at a later date. |  |
| [Screen 8](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=12_C_9)  [12\_C\_9](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=12_C_9) | Click the arrow to begin your review.  Review  Take a moment to review some of the key concepts in this section. |  |
| [Screen 8](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=13_C_9)  [13\_C\_9](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=13_C_9) | Why Communicating Responsibly is Important  Digital messages can last for many years and may remain public even if you attempt to delete or modify them. |  |
| [Screen 8](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=14_C_9)  [14\_C\_9](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=14_C_9) | What You Need to Consider  Before you communicate always consider:   * The audience of your communication, * The content of what you are communicating, and * Whether you are using the right communication tool. |  |
| [Screen 9](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=15_C_10)  [15\_C\_10](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=15_C_10) | [1] Welcome  1 minute  [2] Communicating Responsibly  2 minutes  [3] Communication Channels & Tools  14 minutes  [4] Crafting Your Message Properly  4 minutes  [5] Your Commitment  30 seconds  [6] Knowledge Check  5 minutes  Learning Progress  This Topic is now available. |  |
| [Screen 10](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=16_C_11)  [16\_C\_11](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=16_C_11) | Abbott has an email system that is useful for everyday business communication like answering customer questions and updating colleagues. |  |
| [Screen 11](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=17_C_12)  [17\_C\_12](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=17_C_12) | Be careful and consider your audience when sending sensitive or highly confidential information like strategic plans or financial data.  If you need to send this kind of information, consider using secure email or the Do Not Forward function. |  |
| [Screen 12](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=18_C_13)  [18\_C\_13](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=18_C_13) | Virtual meetings such as conference calls and video conferences offer multiple benefits, but they also present risks.  In particular, they are not as secure as face-to-face communications, especially if being recorded either by Abbott or a third party. |  |
| [Screen 13](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=19_C_14)  [19\_C\_14](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=19_C_14) | When are virtual meetings/video calls most appropriate?  Virtual meetings and video calls are appropriate for complex issues or discussions that require a significant amount of history and context. These conversations are best when they occur in real time. |  |
| [Screen 14](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=20_C_15)  [20\_C\_15](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=20_C_15) | What are some important things to consider?  It is not appropriate to discuss or share sensitive or highly confidential information on a recorded call. Recording conference calls, video or voice calls, or meetings is prohibited, except for when expressly authorized in accordance with the Abbott Acceptable Technology Use Policy. |  |
| [Screen 15](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=21_C_16)  [21\_C\_16](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=21_C_16) | Instant messaging, text messaging, and voice messages are popular forms of communication, but are not appropriate for all business communications. |  |
| [Screen 16](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=22_C_17)  [22\_C\_17](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=22_C_17) | When is it appropriate to use instant messaging?  Instant messaging tools are appropriate for providing colleagues with scheduling or availability updates and other brief administrative communications. |  |
| [Screen 17](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=23_C_18)  [23\_C\_18](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=23_C_18) | What are some important things to consider?  Do not use instant messaging apps (such as WhatsApp or Teams Chat), text messages (such as SMS/iMessage), voicemail, and other short-lived messaging platforms for substantive business communication.  This includes discussions about decisions, strategy, products, sales, pricing, manufacturing, research and development, confidential information, or anything that needs to be retained for legal or regulatory reasons. |  |
| [Screen 18](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=24_C_19)  [24\_C\_19](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=24_C_19) | Effective reputation management requires anticipation, discipline, and preparedness in the context of the current and ever-changing external environment.  We are mindful in selecting how, where and when Abbott and Abbott personnel participate in external speaking engagements and conferences, engage with media, and participate in podcasts and other external activities. |  |
| [Screen 19](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=25_C_20)  [25\_C\_20](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=25_C_20) | External and media engagements include interviews with journalists, speaking engagements, social media and influencer campaigns, podcasts, vendor/supplier endorsements, employee-authored articles, and photography at Abbott sites.  CLICK FORWARD TO SEE THE GENERAL RULES OF EXTERNAL ENGAGEMENT IN ACCORDANCE WITH ABBOTT’S EXTERNAL COMMUNICATION POLICY. |  |
| [Screen 19](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=26_C_20)  [26\_C\_20](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=26_C_20) | Spokespeople/Interviews/Podcasts   * Only approved Abbott media-trained personnel can be spokespeople for Abbott * Public Affairs determines and approves who will be the Abbott personnel spokesperson in all scenarios. * All media interview requests must be directed to Public Affairs for evaluation. * Public Affairs personnel must be present during all media interviews, including podcasts. |  |
| [Screen 19](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=27_C_20)  [27\_C\_20](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=27_C_20) | Speaking Engagements/External Awards Nominations/Presentations/Conferences   * External speaking engagements by Abbott personnel must be approved by Public Affairs before accepting an invitation to speak. * Participation of Abbott personnel must be strategic and offer benefit to Abbott - not just to the individual. * Public Affairs reserves the right to cancel participation of anyone speaking on behalf of Abbott from public events if proper process was not followed and/or if the participation is perceived to cause potential reputational risk. |  |
| [Screen 19](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=28_C_20)  [28\_C\_20](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=28_C_20) | Endorsements/Advocacy Initiatives   * Abbott personnel participation in vendor/supplier promotional and/or endorsement opportunities (Abbott’s name/logo may not be used by vendors on promotional materials, press releases or presentations) is not allowed. * Local market policy/advocacy initiatives must have been previously reviewed by Public Affairs. |  |
| [Screen 20](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=29_C_20b)  [29\_C\_20b](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=29_C_20b) | Take a moment to confirm your agreement with the statement below.  I confirm that I read and understood the Public Affairs Policies PA-001, PA-002, PA-006, and MKT05 and that I will comply with these policies.  To review Public Affairs Policy PA-001, PA-002, PA-006, and MKT05 please click the following links.  [PA-001](https://abbottmfiles.oneabbott.com/openfile.aspx?v=3E4088E6-D40A-4DA2-90B9-76B55D51A390/object/0/2748842/9/file/2674147/6&showopendialog=0)  [PA-003](https://abbottmfiles.oneabbott.com/openfile.aspx?v=3E4088E6-D40A-4DA2-90B9-76B55D51A390/object/0/3530882/6/file/3423377/4&showopendialog=0)  [PA-006](http://abbottmfiles.oneabbott.com/Default.aspx?#3E4088E6-D40A-4DA2-90B9-76B55D51A390/views/_tempsearch?00_p1170=PA-006&01_p100=107&02_p39=131&showopendialog=0)  [MKT05](https://abbottmfiles.oneabbott.com/Default.aspx?#3E4088E6-D40A-4DA2-90B9-76B55D51A390/views/_tempsearch?00_p1170=MKT05&01_p100=107&02_p39=131&showopendialog=0)  CONFIRM |  |
| [Screen 21](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=30_C_21)  [30\_C\_21](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=30_C_21) | Social media gives us a unique opportunity for direct online interactions, collaboration, and information-sharing with customers, consumers, patients, other Abbott employees, and the public.  But there are also some important risks to consider. |  |
| [Screen 22](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=31_C_22)  [31\_C\_22](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=31_C_22) | What are those risks?  Because interactions on social media are quick, dynamic, forever stored and have the potential to go viral, communications shared through this channel can be misconstrued on a broader scale. As a result, improper use of social media can represent a significant legal and reputational risk to Abbott. |  |
| [Screen 23](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=32_C_23)  [32\_C\_23](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=32_C_23) | Can I talk about Abbott online?  When talking about Abbott, its brands, or its products online, be sure to clearly disclose your connection to Abbott, even in your personal communications.  This helps ensure that everyone understands you have a vested interest in Abbott. We recommend you use a hashtag at the end of your post to disclose your connection to Abbott, and use statements such as: "Check out my company’s new …!" or "I work for Abbott and am excited about our new campaign."  Avoid giving the impression that you are an official Abbott spokesperson when sharing official Abbott content. |  |
| [Screen 24](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=33_C_24)  [33\_C\_24](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=33_C_24) | What are my Responsibilities?  You are personally responsible for views and content you publish on personal social media channels. If you mention Abbott or its products in personal social media, follow the Social Media Guidelines for Employees.  Personal social media behavior can impact Abbott's reputation, regardless of the subject matter, and posts may remain public, even if you attempt to delete or modify them later. Abbott reserves the right to observe employees' use of internal and external social media. |  |
| [Screen 25](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=34_C_25)  [34\_C\_25](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=34_C_25) | Here are some important things to consider when choosing the most appropriate communication channel. |  |
| [Screen 25](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=35_C_25)  [35\_C\_25](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=35_C_25) | Controlling the message  Consider how much control you are likely to have over your message once it is sent. We often don't realize how many people might be able to see or share our messages, either now or in the future. |  |
| [Screen 25](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=36_C_25)  [36\_C\_25](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=36_C_25) | Unintended recipients  Messages like emails, chats, and text messages can be sent to the wrong person and seen by unintended people, even with privacy settings enabled. This means your posts, views, or opinions can quickly become elevated, co-opted, or misconstrued. Short-lived chats can be kept and scrutinized in investigations or litigation. |  |
| [Screen 25](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=37_C_25)  [37\_C\_25](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=37_C_25) | Use of Abbott devices  All Abbott communication channels, and Abbott electronic devices must be used in a responsible manner and in accordance with applicable laws, Abbott's Code of Business Conduct, and Abbott policies. Incidental personal use of Abbott communication channels and electronic devices is not private. Also, Abbott information is not private to you regardless of where it resides.  For more information on how to safeguard your communications, visit the Information Security and Risk Management (ISRM) site on Abbott World. |  |
| [Screen 25](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=38_C_25)  [38\_C\_25](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=38_C_25) | Use of personal devices  Communications related to Abbott business should only be done via the devices, software, and tools approved by Abbott. In response to requests from prosecutors or civil enforcement or regulatory agencies, Abbott may be required to manage and preserve information contained within electronic communication channels, including email, chats, text messages, and other message platforms on employees' personal devices and accounts. |  |
| [Screen 26](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=39_C_26)  [39\_C\_26](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=39_C_26) | Here's how to remain compliant in your Abbott business communications. |  |
| [Screen 26](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=40_C_26)  [40\_C\_26](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=40_C_26) | Let the experts respond  If you are not an official Abbott spokesperson, do not respond to comments or media inquiries related to Abbott's company position. When in doubt, seek further guidance and send the comments to Public Affairs. |  |
| [Screen 26](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=41_C_26)  [41\_C\_26](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=41_C_26) | Protect privacy and confidential information  Remember that, even if a site has privacy settings, information can often be viewed and shared by others. If you create or control an Abbott-sponsored social media forum, consult Legal to make sure you are following laws regarding cookies and online tracking.  You must never share:   * Personal information, such as another person's name, photo, or address without permission. * Sensitive or confidential information, like trade secrets, personally identifiable information, and intellectual property. |  |
| [Screen 26](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=42_C_26)  [42\_C\_26](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=42_C_26) | Use care with what you share.  Follow these tips:   * Protect your passwords. * Do not use your Abbott email address and password on social media sites. * Configure your social media platform's privacy settings and understand how the company will share your information. |  |
| [Screen 26](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=43_C_26)  [43\_C\_26](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=43_C_26) | Always follow company policies and local laws  When talking about Abbott on social media, in both your job and personally, follow Abbott's Code of Business Conduct, Abbott policies, and all applicable local laws. |  |
| [Screen 26](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=44_C_26)  [44\_C\_26](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=44_C_26) | Know about Legal Holds  Abbott communications relevant to litigation or government investigations may be placed on Legal Hold to be preserved for the duration of the litigation or investigation. If your communications and/or documents are subject to a Legal Hold, this will apply to them wherever they are stored (including data sources such as email, text messages, SharePoint, laptops, phones, and any other storage location). Abbott communications are also subject to the company's document retention schedules. |  |
| [Screen 27](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=45_C_27)  [45\_C\_27](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=45_C_27) | Quick Check  Test your knowledge now! |  |
| [Screen 27](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=46_C_27)  [46\_C\_27](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=46_C_27) | Which is the best communication channel to use for business messages? |  |
| [Screen 27](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=47_C_27)  [47\_C\_27](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=47_C_27) | Email  Phone call  Video call  Text or instant message  It depends on who you are communicating with and the content of the message.  Submit |  |
| [Screen 27](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=48_C_27)  [48\_C\_27](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=48_C_27) | That's correct!  That's not correct!  There is no single "best" communication channel. Choosing the most appropriate channel will depend on the audience and the content of the message. |  |
| [Screen 28](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=49_C_28)  [49\_C\_28](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=49_C_28) |  |  |
| [Screen 28](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=50_C_28)  [50\_C\_28](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=50_C_28) | Which of the following statements is true? |  |
| [Screen 28](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=51_C_28)  [51\_C\_28](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=51_C_28) | Recorded virtual meetings are good for discussing sensitive or confidential information.  If you use your personal device for business communications, the device can be used as evidence in litigation.  Since you are an employee of Abbott, you can speak on behalf of Abbott on social media.  Submit |  |
| [Screen 28](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=52_C_28)  [52\_C\_28](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=52_C_28) | That's correct!  That's not correct!  Remember:   * Sensitive or confidential information should never be discussed in a recorded meeting. * Personal devices can be used as evidence in litigation. * Some posts will still exist online, even if you attempt to delete or modify them. * Business communications should only be done via Abbott-approved devices, software, and tools. * Only designated spokespersons may respond on Abbott's behalf. |  |
| [Screen 29](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=53_C_29)  [53\_C\_29](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=53_C_29) | Click the arrow to begin your review.  Review  Take a moment to review some of the key concepts in this section. |  |
| [Screen 29](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=54_C_29)  [54\_C\_29](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=54_C_29) | Emails  Be careful and consider your audience when sending sensitive or highly confidential information like strategic plans or financial data via email. If you need to send this kind of information, consider using secure email or the Do Not Forward function. |  |
| [Screen 29](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=55_C_29)  [55\_C\_29](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=55_C_29) | Virtual Meetings  Virtual meetings and video calls are appropriate for complex issues or discussions that require a significant amount of history and context. |  |
| [Screen 29](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=56_C_29)  [56\_C\_29](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=56_C_29) | Instant Messaging  Instant messaging tools are appropriate for providing colleagues with scheduling or availability updates and other brief administrative communications. Do not use instant messaging apps, text messages, voicemail, and other short-lived messaging platforms for substantive business communication. |  |
| [Screen 29](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=57_C_29)  [57\_C\_29](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=57_C_29) | External Speaking Engagements / Interviews  Only media-trained personnel can be spokespeople for Abbott. External speaking engagements must be approved by Public Affairs BEFORE accepting an invitation to speak. |  |
| [Screen 29](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=58_C_29)  [58\_C\_29](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=58_C_29) | Social Media  Because interactions on social media are quick, dynamic, forever stored and have the potential to go viral, communications shared through this channel can be misconstrued on a broader scale. |  |
| [Screen 29](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=59_C_29)  [59\_C\_29](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=59_C_29) | Compliant Business Communications  Let the experts respond. Protect privacy and confidential information. Use care with what you share. Always follow company policies and local laws. Know about Legal Holds. |  |
| [Screen 30](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=60_C_30)  [60\_C\_30](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=60_C_30) | [1] Welcome  1 minute  [2] Communicating Responsibly  2 minutes  [3] Communication Channels & Tools  14 minutes  [4] Crafting Your Message Properly  4 minutes  [5] Your Commitment  30 seconds  [6] Knowledge Check  5 minutes  Learning Progress  This Topic is now available. |  |
| [Screen 31](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=61_C_31)  [61\_C\_31](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=61_C_31) | Compliant communication in a business environment requires consideration of language, tone, and emotions.  It is important to understand that others may interpret messages differently based on their beliefs, experiences, backgrounds, and identities. |  |
| [Screen 31](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=62_C_31)  [62\_C\_31](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=62_C_31) | Tip 1: Consider your word choice  Make sure that the words you are using are clear, precise, and unambiguous. Simply put, choose words that are simple to understand. |  |
| [Screen 31](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=63_C_31)  [63\_C\_31](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=63_C_31) | Tip 2: Provide context  By providing appropriate context and details, you can avoid confusion and ensure that your message is clear. |  |
| [Screen 31](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=64_C_31)  [64\_C\_31](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=64_C_31) | Tip 3: Avoid legal terms  Unless you are a lawyer and are authorized to provide a legal opinion, always avoid using legal terms, such as "negligent," "illegal," "reckless," "infringe," or "liable." These terms can be unintentionally damaging to Abbott in court, to government regulators, or in the media, whether or not they are accurate. |  |
| [Screen 31](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=65_C_31)  [65\_C\_31](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=65_C_31) | Tip 4: Avoid emoticons and emojis  The meaning of emojis and emoticons can vary from person to person. This can lead to serious misunderstandings in business communications, especially if read by an unintended audience such as an opposing party in litigation or a regulator. |  |
| [Screen 31](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=66_C_31)  [66\_C\_31](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=66_C_31) | Tip 5: Don't present opinions as facts  Proper communication also avoids assumptions and the presentation of opinions as facts. When you need to express an opinion, be sure to identify it as such.  For example, in a personal context, there may be little harm in suggesting to a friend that "Company X will be out of business in a couple of years." But in business, this kind of speculation could be misinterpreted as a fact or a well-informed conclusion. It could then be used as the basis for a business decision—possibly with unfortunate consequences. |  |
| [Screen 32](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=67_C_32)  [67\_C\_32](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=67_C_32) | How we say something is just as important as what we say.  Using the wrong tone when communicating may result in misunderstandings. |  |
| [Screen 32](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=68_C_32)  [68\_C\_32](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=68_C_32) | Steer clear of humor.  When we use sarcastic, ironic, or humorous tones in written business communications, it's easy for others to misinterpret them. This is because there are no visual or oral cues to help convey the intended meaning. Also, if someone reads these messages later on without any context, the meaning can become even more distorted. |  |
| [Screen 32](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=69_C_32)  [69\_C\_32](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=69_C_32) | Avoid secretive language  Using language that sounds secretive or conspiratorial can cause misunderstandings. Phrases like "keep this between us" or "for your eyes only" can make something that's okay seem like it's not okay or even unlawful. Instead, it's appropriate to mark materials as "confidential" or "sensitive" using standard terms like "Proprietary and Confidential." |  |
| [Screen 32](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=70_C_32)  [70\_C\_32](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=70_C_32) | Control your emotions.  How we control our emotions when we communicate can impact how others perceive us. It is important to maintain a positive work environment, even if we're frustrated. Take a moment to calm down, read and adjust the communication, or consider not sending it at all. Never send a message when you are upset. |  |
| [Screen 32](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=71_C_32)  [71\_C\_32](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=71_C_32) | Use neutral language.  Using neutral language helps keep communication objective and less emotional. Instead of using emotionally loaded words like "problem" or "disaster," use more neutral terms like "issue" or "challenge." If you're ever unsure of your wording, ask a manager for advice. |  |
| [Screen 33](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=72_C_33)  [72\_C\_33](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=72_C_33) | Quick Check  Test your knowledge now! |  |
| [Screen 33](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=73_C_33)  [73\_C\_33](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=73_C_33) | A country manager sends a group email to employees. The email reads: "We need to get this product moving. We are way behind where we are supposed to be. So, I need you to do whatever it takes to ensure we meet our numbers this month." Does this message sound like it could pose a risk to the company? |  |
| [Screen 33](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=74_C_33)  [74\_C\_33](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=74_C_33) | Yes.  No.  Submit |  |
| [Screen 33](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=75_C_33)  [75\_C\_33](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=75_C_33) | That's correct!  That's not correct!  The phrase, "I need you to do whatever it takes to ensure we meet our numbers," is vague and open to interpretation. If one of the manager's team members secured a contract while acting against company policy, they could point to the email and claim that the manager had given the green light to do "whatever it takes" to win the business. |  |
| [Screen 34](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=76_C_34)  [76\_C\_34](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=76_C_34) |  |  |
| [Screen 34](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=77_C_34)  [77\_C\_34](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=77_C_34) | A regional sales manager hears a rumor that a new product in development has run into quality issues. The manager then attends a meeting where it is announced that the launch of the new product has been delayed. After the meeting, the manager messages a colleague: "Just heard . . . They've canceled the launch for the second time. Major quality issues with the new product!" Based on this message, which of the following statements would you assume to be true? |  |
| [Screen 34](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=78_C_34)  [78\_C\_34](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=78_C_34) | The launch has been canceled.  There are quality issues with the new product.  Both 1 and 2.  Submit |  |
| [Screen 34](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=79_C_34)  [79\_C\_34](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=79_C_34) | That's correct!  That's not correct!  Most people would assume both statements were true. The truth, however, is that the manager has no idea what has caused the delay. The manager has assumed the cancellation of the launch has been caused by quality issues, consequently presenting that rumor as a fact. |  |
| [Screen 35](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=80_C_35)  [80\_C\_35](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=80_C_35) | Click the arrow to begin your review.  Review  Take a moment to review some of the key concepts in this section. |  |
| [Screen 35](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=81_C_35)  [81\_C\_35](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=81_C_35) | Crafting Compliant Business Communications  Compliant communication in a business environment requires consideration of language, tone, and emotions. |  |
| [Screen 35](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=82_C_35)  [82\_C\_35](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=82_C_35) | Importance of Tone  How we say something is just as important as what we say. Using the wrong tone when communicating may result in misunderstandings. |  |
| [Screen 36](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=83_C_36)  [83\_C\_36](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=83_C_36) | [1] Welcome  1 minute  [2] Communicating Responsibly  2 minutes  [3] Communication Channels & Tools  14 minutes  [4] Crafting Your Message Properly  4 minutes  [5] Your Commitment  30 seconds  [6] Knowledge Check  5 minutes  Learning Progress  This Topic is now available. |  |
| [Screen 37](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=84_C_37)  [84\_C\_37](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=84_C_37) | Take a moment to confirm your agreement with the statement below.  I confirm that I understand my responsibilities regarding business communications and know where to go if I have any questions.  Confirm |  |
| [Screen 38](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=85_C_38)  [85\_C\_38](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=85_C_38) | The Knowledge Check that follows consists of 10 questions. You must score 80% or higher to successfully complete this course.  WHEN YOU ARE READY, CLICK THE KNOWLEDGE CHECK BUTTON. |  |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=86_C_39)  [86\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=86_C_39) | [1] When talking about Abbott, its brands, or its products on social media, you should clearly disclose your connection to Abbott. |  |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=87_C_39)  [87\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=87_C_39) | [1] True |  |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=88_C_39)  [88\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=88_C_39) | [2] False  Next |  |
| Screen 39  Question 1: Feedback  89\_C\_39 | You should always disclose your connection to Abbott. This makes it clear you have a vested interest in Abbott. |  |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=90_C_39)  [90\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=90_C_39) | [2] You receive a phone call inviting you to a give an interview about Abbott’s new product. You should: |  |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=91_C_39)  [91\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=91_C_39) | [1] Agree immediately, since this is a wonderful opportunity for Abbott to share information about the new product. |  |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=92_C_39)  [92\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=92_C_39) | [2] Agree to participate after you discuss it with your manager. |  |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=93_C_39)  [93\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=93_C_39) | [3] Consult with both your manager and Public Affairs, since Public Affairs determines and approves who will be the Abbott spokesperson in all scenarios. |  |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=94_C_39)  [94\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=94_C_39) | [4] Say you cannot participate because you will be out of town.  Next |  |
| Screen 39  Question 2: Feedback  95\_C\_39 | All media interview requests and external speaking engagements must be directed to Public Affairs for evaluation - no exceptions. |  |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=96_C_39)  [96\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=96_C_39) | [3] Which electronic communication channels may Abbott employees use to conduct substantive business communications? |  |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=97_C_39)  [97\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=97_C_39) | [1] Abbott-managed communication systems such as Abbott email, Microsoft Channels (not Chat function), SharePoint/OneDrive file sharing capabilities, and live audio/video conferencing (e.g., phone calls and Microsoft Teams calls) |  |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=98_C_39)  [98\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=98_C_39) | [2] Non-Abbott communication systems such as personal email |  |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=99_C_39)  [99\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=99_C_39) | [3] Instant message or social media applications (e.g., WhatsApp, WeChat, Microsoft Teams Chat, or Facebook Messenger) |  |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=100_C_39)  [100\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=100_C_39) | [4] Ephemeral or "short-lived" messaging platforms, whether or not provided by Abbott  Next |  |
| Screen 39  Question 3: Feedback  101\_C\_39 | Do not use instant message applications, text messages, voicemail services, and other "short-lived" messaging platforms to conduct substantive business communications. |  |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=102_C_39)  [102\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=102_C_39) | [4] Messages requiring a lot of history and context are best communicated in writing. |  |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=103_C_39)  [103\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=103_C_39) | [1] True |  |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=104_C_39)  [104\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=104_C_39) | [2] False  Next |  |
| Screen 39  Question 4: Feedback  105\_C\_39 | Messages that discuss complex issues, or require a significant amount of history and context, are best communicated in real time, either in person or over the phone. |  |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=106_C_39)  [106\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=106_C_39) | [5] Which of the following should you avoid in business communications?  Check all that apply. |  |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=107_C_39)  [107\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=107_C_39) | [1] Imagining how others are likely to interpret what you are saying |  |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=108_C_39)  [108\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=108_C_39) | [2] Using secretive and conspiratorial tones |  |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=109_C_39)  [109\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=109_C_39) | [3] Adjusting your choice of words, tone, and body language to your audience |  |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=110_C_39)  [110\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=110_C_39) | [4] Using jokes and sarcasm to insert some fun in your communications  Next |  |
| Screen 39  Question 5: Feedback  111\_C\_39 | Sarcastic, ironic, and humorous tones are often misinterpreted in business communications, as is secretive or conspiratorial language. |  |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=112_C_39)  [112\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=112_C_39) | [6] If you enable the privacy settings on a social media site, your comments and content can never be viewed by others. |  |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=113_C_39)  [113\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=113_C_39) | [1] True |  |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=114_C_39)  [114\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=114_C_39) | [2] False  Next |  |
| Screen 39  Question 6: Feedback  115\_C\_39 | Content and comments you originally intended only for family and friends may be viewed by others, even if privacy settings are enabled. |  |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=116_C_39)  [116\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=116_C_39) | [7] Which of the following would be appropriate to send via instant messaging? |  |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=117_C_39)  [117\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=117_C_39) | [1] Sales contracting information |  |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=118_C_39)  [118\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=118_C_39) | [2] An alert to a scheduling conflict |  |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=119_C_39)  [119\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=119_C_39) | [3] A performance evaluation |  |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=120_C_39)  [120\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=120_C_39) | [4] A discussion about whether to hire a doctor for an educational event  Next |  |
| Screen 39  Question 7: Feedback  121\_C\_39 | Instant messaging is appropriate for providing colleagues with scheduling or availability updates and other brief administrative communications. |  |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=122_C_39)  [122\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=122_C_39) | [8] Communications related to Abbott business may be conducted using home computers and personal email addresses, provided you are careful not to disclose confidential or proprietary information. |  |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=123_C_39)  [123\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=123_C_39) | [1] True |  |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=124_C_39)  [124\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=124_C_39) | [2] False  Next |  |
| Screen 39  Question 8: Feedback  125\_C\_39 | Communications related to Abbott business should only be done via the devices, software, and tools approved by Abbott. |  |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=126_C_39)  [126\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=126_C_39) | [9] In response to requests from prosecutors, or civil enforcement or regulatory agencies, Abbott may be required to manage and preserve information contained within electronic communication channels, including email, chats, text messages, and other message platforms on employees' personal devices and accounts. |  |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=127_C_39)  [127\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=127_C_39) | [1] True |  |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=128_C_39)  [128\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=128_C_39) | [2] False  Next |  |
| Screen 39  Question 9: Feedback  129\_C\_39 | In some cases, Abbott may be required to manage and preserve information contained within communication channels on employees' personal devices and accounts. |  |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=130_C_39)  [130\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=130_C_39) | [10] If you are subject to a Legal Hold, data must be preserved in which of the following data sources?  Check all that apply. |  |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=131_C_39)  [131\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=131_C_39) | [1] Email |  |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=132_C_39)  [132\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=132_C_39) | [2] OneDrive/SharePoint |  |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=133_C_39)  [133\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=133_C_39) | [3] Teams chats/channels |  |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=134_C_39)  [134\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=134_C_39) | [4] Text messages (such as WhatsApp, WeChat, Viber, Telegram, etc.) |  |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=135_C_39)  [135\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=135_C_39) | [5] Laptop/desktop |  |
| [Screen 39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=136_C_39)  [136\_C\_39](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=136_C_39) | [6] Data systems (such as SAP, EthicsPoint, Symphony)  Submit |  |
| Screen 39  Question 10: Feedback  137\_C\_39 | Data from all data sources must be preserved, if you are subject to a Legal Hold. |  |
| [Screen 40](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=138_C_40)  [138\_C\_40](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=138_C_40) | No results are available, as you have not completed the Knowledge Check.  Congratulations! You have successfully passed the Knowledge Check.  Please review your results below by clicking on each question.  Once you’re done, click the forward arrow to take a short survey.  Sorry, you did not pass the Knowledge Check. Take a few minutes to review your results below by clicking on each question.  When you are done, click the Retake button. |  |
| [Screen 41](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=139_C_199)  [139\_C\_199](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=139_C_199) | This survey is optional.  Important: Whether you choose to complete the survey or not, you must click the EXIT (X) icon in the course title bar to complete the course and upload your results. |  |
| [Screen 41](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=140_C_199)  [140\_C\_199](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=140_C_199) | [1] How would you rate this course overall?  Bad  Poor  Average  Great  Excellent |  |
| [Screen 41](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=141_C_199)  [141\_C\_199](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=141_C_199) | [2] Please further explain your rating. |  |
| [Screen 41](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=142_C_199)  [142\_C\_199](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=142_C_199) | [3] As a result of this session, I have a better understanding of Compliant Business Communications.  Strongly Disagree  Disagree  Neutral  Agree  Strongly Agree |  |
| [Screen 41](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=143_C_199)  [143\_C\_199](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=143_C_199) | [4] To what extent is the content covered in this course relevant to your work?  Not at All Relevant  Not Really Relevant  Undecided  Somewhat Relevant  Very Relevant |  |
| [Screen 41](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=144_C_199)  [144\_C\_199](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=144_C_199) | [5] Which of the topics covered in this course would you like to learn more about?  Click the Upload button to complete the course, upload your data, and close the course window.  Upload |  |
| [Screen 42](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=145_C_200)  [145\_C\_200](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=145_C_200) | Where to Get Help |  |
| [Screen 42](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=146_C_200)  [146\_C\_200](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=146_C_200) | Manager  If you have a question or concern about your own communication, or a communication you receive from another Abbott employee, a business partner, a customer, or anyone else connected with Abbott, the best place to start is with your manager. |  |
| [Screen 42](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=147_C_200)  [147\_C\_200](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=147_C_200) | Public Affairs  Contact a Public Affairs representative if you have questions about Abbott’s expectations for communicating both internally and externally while working at Abbott.  Public Affairs Website   * Click  [here](https://abbott.sharepoint.com/sites/AW-PublicAffairs) to access the Public Affairs website on Abbott World.   Public Affairs Policies and Procedures   * Click [here](https://abbottmfiles.oneabbott.com/Default.aspx?) to access communication related policies and procedures on the Global Policy Portal on Abbott World.   Digital Knowledge Center   * Click [here](https://abbott.sharepoint.com/sites/dkc/ENGLISH/Pages/default.aspx) to access the Digital Knowledge Center on Abbott World for tools to help guide you while using social media at Abbott. |  |
| [Screen 42](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=148_C_200)  [148\_C\_200](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=148_C_200) | Human Resources (HR)  Contact a Human Resources representative for employee-related issues, including your concerns about interactions with other Abbott employees or anyone else connected with Abbott.  Human Resources Website   * Click  [here](http://myhr.abbott.com/) to access the myHR Portal on Abbott World.   Human Resources Policies and Procedures – The following global HR policies describe conduct prohibited in the workplace: Workplace Harassment (C-111) and Violence (C-113).   * Click  [here](https://abbott.sharepoint.com/sites/myhr/US-EN/pages/global-hr-policies.aspx)  to access the above policies on Abbott World. |  |
| [Screen 42](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=149_C_200)  [149\_C\_200](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=149_C_200) | Legal  Contact the Legal Division with questions or concerns about legal implications of careless communication.  Legal Website   * Click [here](https://abbott.sharepoint.com/sites/AW-Abbott-Legal) to access the Legal website on Abbott World. The [Legal Hold Information](https://abbott.sharepoint.com/sites/AW-Abbott-Legal/SitePages/lho.aspx) page on the Legal website provides important information about employee compliance with Legal Hold Orders (LHOs).   Legal Policies and Procedures – Refer to Legal policies and procedures for requirements related to confidential information, antitrust, and other legal matters.   * Click [here](https://abbott.sharepoint.com/sites/AW-GlobalPolicy) to access Legal policies and procedures on the Global Policy Portal on Abbott World.   Information Governance Resources   * For important policies, procedures, and resources on information and records management, Abbott employees should visit the [Information Governance](https://abbott.sharepoint.com/sites/AW-infogov) website on Abbott World. |  |
| [Screen 42](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=150_C_200)  [150\_C\_200](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=150_C_200) | Office of Ethics and Compliance (OEC)  The OEC is a corporate resource available to address your questions or concerns.   * Visit the [Contact OEC](https://icomply.abbott.com/Apps/ComplianceContacts) page on the [OEC website](https://abbott.sharepoint.com/sites/AW-Ethics_Compliance) on Abbott World. * Visit [Speak Up](http://speakup.abbott.com/) to voice your concerns about potential violations of our Code of Business Conduct or policies. [Speak Up](http://speakup.abbott.com/) is available globally, 24/7 in multiple languages. * You can also email [investigations@abbott.com](mailto:investigations@abbott.com) . |  |
| [Screen 42](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=151_C_200)  [151\_C\_200](http://www.learnex.co.uk/test/AbbottBizCom/courses/EN-US/course/index.html?showScreen=151_C_200) | Course Resources  Transcript  Click [here](file:///C:\dev\AbbottBizCom\courses\EN-US\translation\reference\Transcript.pdf) for a full transcript of the course |  |
| 152\_toc\_1 | Welcome |  |
| 153\_toc\_2 | Compliant Business Communications |  |
| 154\_toc\_3 | Our Philosophy |  |
| 155\_toc\_4 | Objectives |  |
| 156\_toc\_5 | Table of Contents |  |
| 157\_toc\_6 | Communicating Responsibly |  |
| 158\_toc\_7 | Why It Matters |  |
| 159\_toc\_8 | Things to Consider |  |
| 160\_toc\_9 | Review |  |
| 161\_toc\_10 | Table of Contents |  |
| 162\_toc\_11 | Communication Channels & Tools |  |
| 163\_toc\_12 | Emails |  |
| 164\_toc\_13 | Virtual Meetings |  |
| 165\_toc\_14 | Instant Messaging |  |
| 166\_toc\_15 | External Speaking Engagements/Interviews |  |
| 167\_toc\_16 | Social Media |  |
| 168\_toc\_17 | Further Considerations |  |
| 169\_toc\_18 | Compliant Business Communications |  |
| 170\_toc\_19 | Quick Check |  |
| 171\_toc\_20 | Review |  |
| 172\_toc\_21 | Table of Contents |  |
| 173\_toc\_22 | Crafting Your Message Properly |  |
| 174\_toc\_23 | Crafting Compliant Business Communications |  |
| 175\_toc\_24 | The Importance of Tone |  |
| 176\_toc\_25 | Quick Check |  |
| 177\_toc\_26 | Review |  |
| 178\_toc\_27 | Table of Contents |  |
| 179\_toc\_28 | Your Commitment |  |
| 180\_toc\_29 | Your Commitment |  |
| 181\_toc\_30 | Knowledge Check |  |
| 182\_toc\_31 | Introduction |  |
| 183\_toc\_32 | Assessment |  |
| 184\_toc\_33 | Feedback |  |
| 185\_toc\_34 | Survey |  |
| 186\_string\_1 | The Course cannot contact the LMS. Click 'OK' to continue and review the course. Note, Course Certification may not be available. Click 'Cancel' to exit |  |
| 187\_string\_2 | All questions remain unanswered |  |
| 188\_string\_3 | Questions |  |
| 189\_string\_4 | Question |  |
| 190\_string\_5 | not answered |  |
| 191\_string\_6 | That's correct! |  |
| 192\_string\_7 | That's not correct! |  |
| 193\_string\_8 | Feedback: |  |
| 194\_string\_9 | Compliant Business Communications |  |
| 195\_string\_10 | Knowledge Check |  |
| 196\_string\_11 | Submit |  |
| 197\_string\_12 | Retake |  |
| 198\_string\_13 | Course Description: Compliant Business Communications is key to building, maintaining, and protecting Abbott’s reputation. The aim of this course is to demonstrate how language, tone, and emotion play a significant role in how business communications are received and interpreted, and to provide guidance on how to select the most appropriate channel and tools to communicate your message. This course will take approximately 30 minutes to complete. |  |
| 199\_string\_14 | Menu |  |
| 200\_string\_15 | Resources |  |
| 201\_string\_16 | Reference Material |  |
| 202\_string\_17 | Audio |  |
| 203\_string\_18 | Exit |  |
| 204\_string\_19 | Close |  |
| 205\_string\_20 | Comment... |  |