→ e-book

How to Visualise Better Conver-sations

Turn your whistleblowing data into actionable change

If you have been running a whistleblowing management system for a while, you've probably generated quite a bit of data.

Properly harnessing the power of data can help you learn about problems, discover patterns, point out the root cause, and ultimately aid in prevention. You need solid data insights to steer decisions by the board, and committees. And comprehensible overviews get you to further build credibility of your commitment to whistleblowing management in the Annual (sustainability/ESG)) reports or demonstrate adequate procedures towards supervisory authorities.

Data on misconduct is crucial in terms of managing your company's reputation, facilitating risk assessments, and of course, in the actual management and quality assurance of your investigations processes itself. Without proper analysis and utilisation of this information, whistleblowing platforms miss opportunities to drive meaningful change and improve accountability within organisations.

Let's run down how you can turn the data you have in your whistleblowing management system to actionable change.

The challenges of global whistleblowing data

Large organisations have several challenges when it comes to harnessing the power of data surrounding their whistleblowing cases. Here are some of the most common challenges Chief Compliance and Investigations Managers have shared with us:

→ Most whistleblowing platforms *create* data, but often the first challenge is to have an actual consistent data set (data integrity) to begin with. *How often are you chasing colleagues to complete data fields before case closure?*

→ Presenting meaningful data quickly can be another problem. Perhaps you have your dataset well-organised. *But is it easily accessible? Has a senior executive ever asked you for a quick, urgent insight into the latest ongoing cases?* Your agenda probably doesn't allow for yet another three hours of fidgeting with Excel to visualise the latest graphs or going through the burdensome task of extraction with the tool you are using.

→ Other often mentioned practical challenges revolve around either merging or splitting cases. *What is the proper way to display them? What about access rights regarding all this sensitive data?* For example, local colleagues might require a dashboard just as much as you do, but perhaps from a compliancy standpoint they should only have limited visibility to the insights relevant for their regional responsibilities.

→ The next challenge would be to combine the whistleblowing data with other sources (e.g. code of conduct training statistics). *Do we see any correlations between reports and training statistics?*

Even when reports are made, often they do not go beyond general descriptive statistics and only display what data is available. This lack of action with the collected data limits the potential for identifying patterns or trends that could be crucial in addressing systemic issues and unlocking the data for application in a practical scenario.
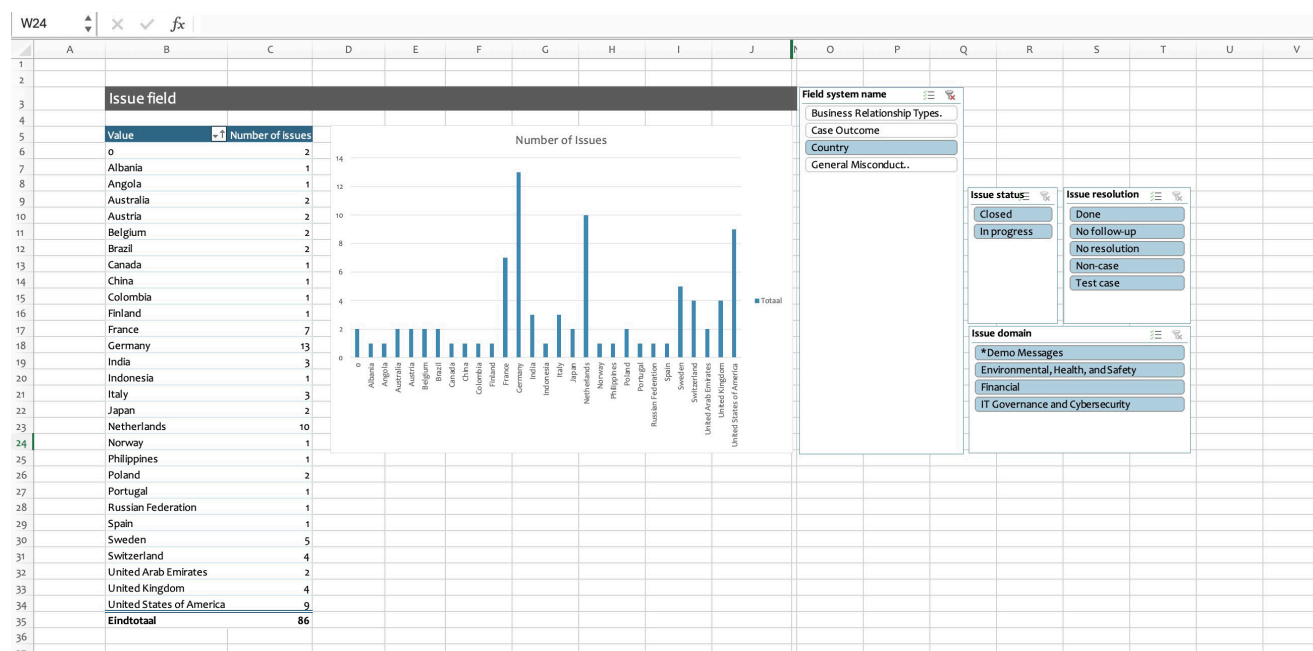
But one of the biggest challenges CCOs working with vast amounts of global whistleblowing data is the ability to visualise the information **instantly**. Investigations are processes in constant flux. Being able to connect data to a real-time impactful visualization, combined with various data sources, and option to pin them down into data—all without a steep learning curve—is a win-win for everyone involved in an enterprise's reputation management. Enterprises have a serious amount of data to handle. This has its inherent challenges. But these are challenges worth facing. Remember: Data management is reputation management. Hard data defines your credibility.

Does your system tailor to your data needs? Or is your data still sitting around doing nothing?

SpeakUp

Unlock and activate your data - how SpeakUp enables you do get the most out of it

Of course, you can be satisfied with the obvious, important data points offered by traditional whistleblowing platforms, such as how many cases have been reported and how long it took to close them. However, imagine what could happen if you were able to truly unlock your data and go beyond what can be expected of a standard whistleblowing platform.

SpeakUp enables you to find answers to these important questions:

*Why do I have so many high-risk cases in one region? Or do I not have enough of them in the other?*

Do we see relations between changes in local management and the kind of reports received subsequently?

Are we attaining our KPI of closing 95% of our cases within the allotted timeframes?

Do I receive consistent data qualities throughout my geographies? Is there a lack of resources or knowledge hindering the quality of the investigations processes?

Why is there such a difference between case closure time between regions?

*With the ability to track the same data points using a standardised but flexible process, true benchmarking between business units and different regions becomes a **reality**.*
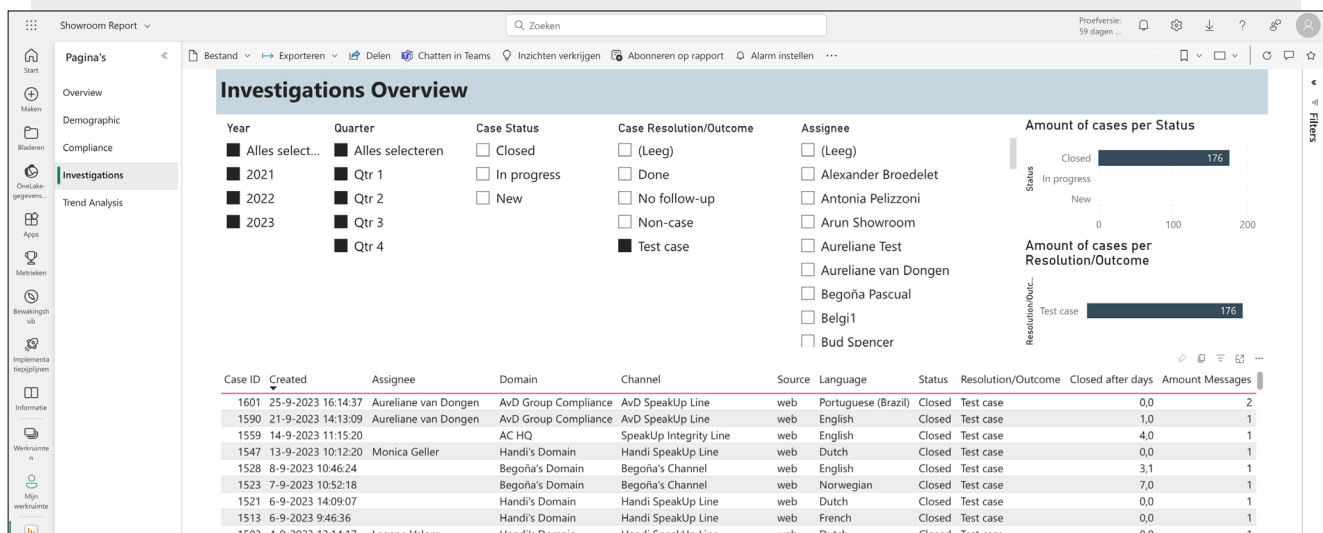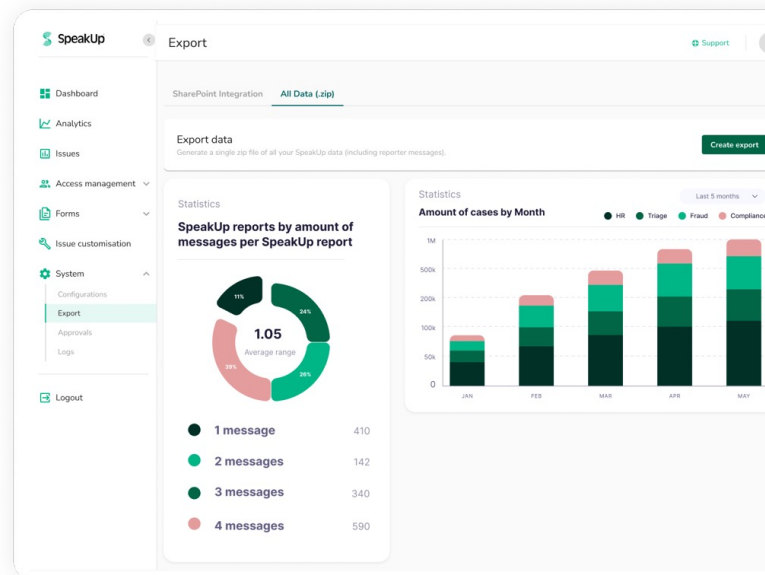
SpeakUp

How SpeakUp adapts
## to your organisation's goals

SpeakUp uniquely allows you to capture any data point in a consistent manner, regardless of the size of your operation, by going beyond adequate procedures in your global investigations management process.

After that, you can push data towards visualizers such as Power BI, Kibana, and Tableau. Once you have made the initial configuration effort, you'll have standard dashboards available with real-time data from SpeakUp, that displays updates daily.

This way of working also enables you to integrate SpeakUp data with data from other sources, all within the same dashboarding tool. With such powerful tools at your disposal, you'll no longer have issues with instantly providing insight to senior management—they can just bookmark the dashboard and simply have a look whenever they feel like it!

With SpeakUp, you can supply your organisation a more complete picture by harnessing the data from your caseload— all while having better conversations with your reporters.
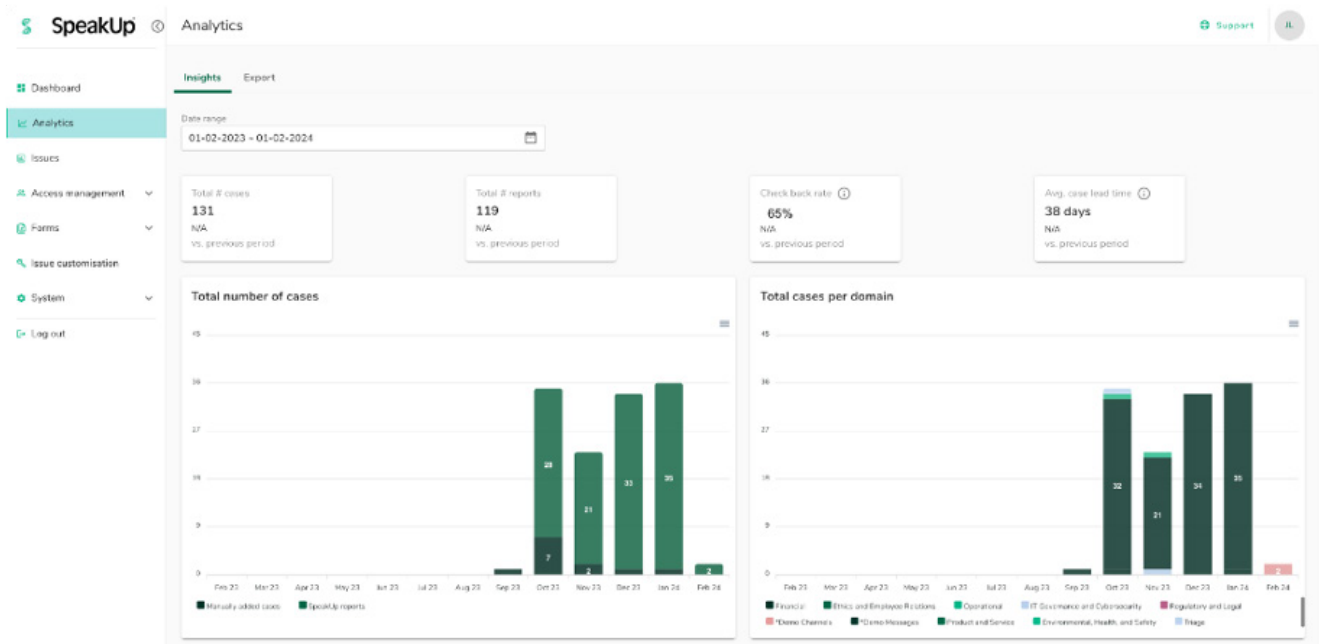
Conclusion

We understand the challenges global operations face with the amount of whistleblowing data they must manage, and the problems they'd like to solve using it. Data has the power to change the way you run your speak-up program, as well as the way you run your entire organisation.

That's why we built SpeakUp, to help you make better conversations with the power of your data.

Are you ready to visualise and organise your whistleblowing data? Let's have a conversation.

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This eBook is part of a series of handpicked expert opinions. Don't forget to read the other eBooks on our website.

SpeakUp® Listen for a change.