**Effective Remediation (Part III)**

Once non-compliant behavior has been detected, businesses must remediate effectively to limit re-occurrence. Understanding and tackling the root cause of any behavior is key to ensuring effective change. This note summarizes part three of our three-part podcast with Maryam Hussain, Melissa Myatt, and Katharina Weghmann, partners from EY, which can be accessed in full [here](#). The first two parts of this podcast are also available: [part one](#) and [part two](#).

- **Tackling the root cause:**
  - Misconduct can occur as a result of a choice or mistake. Mistakes arise from training, controls and process failures typically. Choices are often driven by firm culture.
  - We should review data across organizations to understand behavioral patterns and help to identify root cause for such behaviors.
  - **Takeaway:** Effective remediation requires the understanding of root causes of misconduct.

- **Practical steps to effective remediation:**
  - Carefully consider compensation and incentive structures for unintended messages and consequences.
  - Mid-level and senior management should be aligned on their expectations, especially on supporting speak-up and challenging unintended outcomes.
  - Become a learning organization: Establish a culture of continuous learning, internal feedback and innovation. Risk indicators based on the past may not reflect new risks, especially in times of crisis; monitoring needs to evolve.
  - Make ethics easy, though ethics is also about difficult decisions. Ethics is not about perfect decisions, but being transparent about your decisions.
  - Data analytics are a powerful tool, but use data analytics transparently and in accordance with employee understanding and expectations about privacy.
  - Include different voices, especially those that have been silent in the past.
  - **Takeaway:** Constant and evolving communication, monitoring, and analysis across organizations is key to effective remediation.