

Podcast: *HR Bartender*

Episode: Jakub Ficner on How Technology Can Help Organizations Manage Risk

Summary:

Welcome to the *HR Bartender* podcast! Join this casual conversation to get practical advice on being a better employee, manager, and leader. In today's episode, Sharlyn Lauby, author of the *HR Bartender* blog and host of this podcast, is joined by Jakub Ficner, Director of Partnerships at Case IQ. In his role, Jakub specializes in investigative documentation and workflow solutions for human resources, employee and labor relations, ethics, compliance and fraud teams. He provides training and education to improve accountability and defensibility of organizations' investigative processes. He is a graduate of the University of Ottawa and Purdue University.

To begin, Jakub shares that the first thing he tends to do when faced with an ethical dilemma is take a step back and review the best possible solution, rather than the most "perfect" one. This solution should align with the organization values, not have legal implications and align with Jakub's personal ethics and integrity. He has found that taking a long term view has always been most beneficial. Thus, he would consider the stakeholders, evaluate the options, possibly consult mentors and document the process. Now, ethics influences almost every aspect of the workplace. An organization which emphasizes ethical behavior is likely to foster an environment of trust among their employees, management and stakeholders. Ethical workplaces also tend to be more productive, maintain a better employee retention and attraction and uphold legal compliance and risk management.

Then, Jakub shares that something that organizations can do to improve employee psychological safety is to build trust among employees and leadership. Trust is built over time through a series of consistent actions. By integrating trust into all aspects of your organization, organizations can uphold high moral standards, streamline operations, improve their performance and build a more sustainable business. Next, he shares how technology can be leveraged to monitor ethics and build efficiency in the business process. This is not a substitute for reinforcing ethical culture, but a reinforcing element. This begins with the automation of ethics training. Case IQ is excited about the incorporation of AI to assist with ethics and compliance issues. Jakub stresses that the introduction of such technology is about creating a safe, transparent and ethical working environment. It is not about monitoring employees or implying distrust, but empowering them to voice concerns. Organizations should begin their own implementation by explaining these benefits to employees, streamline the process, maintain open communication and ask for feedback. As the episode wraps up, Sharlyn elaborates on the relationship between ethics and efficiency.

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