

Developing an Effective Compliance Training Program

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- The one thing I would like to leave this room today knowing how to do better with compliance training is _____.

The Process

- WHY
- WHO
- WHAT
- HOW

WHY?

- Assure success and meet organizational expectations and objectives
- Meet government expectations

WHO and WHAT?

- All Employees: general ethics & compliance
- All Employees: annual refresher/general
- Selected Employees: specific compliance
- New Hires: general and specific
- Temporary Employees, Vendors & Consultants

HOW?

- Audience Characteristics and Needs
- Program Specific Training Goals

Adult Learning Principles

- The Clay Theory
- Real World Oriented
- Problem/ Solution Centered
- Immediate Application
- WIIFM
- Active Learners

How Adults Learn

- *What I hear, I forget.*
- *What I see, I remember.*
- *What I do, I understand.*
 - *Confucius, 451 B.C.*

Defining the Learning Objectives

- Knowledge Requirements
- Action Oriented
- Measurable
- Written

Lesson Plan Development

- Who is being trained?
- What needs to be learned?
- How should the learning opportunity be presented?
- In Writing

Delivery Methods

- Printed Materials
- Informal Meetings
- Classroom
- Classroom supported with training aids: video, handouts, flip charts, overheads and PowerPoint
- Web Based

Web vs. the Classroom

- Course content
- Need for interaction with other participants and instructor
- Geographical dispersion of trainees
- Availability of quality instructors
- Cost analysis: Development, Delivery, Maintenance and Updates

Certification & Testing

- Certification Wording
- Testing
 - What
 - When
 - Action on Results

Evaluation

- Kirkpatrick Model of Training Evaluation
 - Reaction
 - Learning
 - Behavior Change
 - Impact on organization

Reinforcement

- The theory of seven
- Multiple channels of communications
- Be careful about how you make your organizational “heroes”!

The Final Test

- Only give training that you would sit through yourself!