

CREATING EFFECTIVE COMPLIANCE TRAINING

JULY 31-AUGUST 1, 2023 | *IN-PERSON • ORLANDO, FL*

Get the information you need to develop and manage an effective compliance training program for your organization.

Learn how to:

- Identify and understand your organization's training needs
- Determine which educational model is best for your workforce
- Develop engaging and effective training content
- Help managers build on-the-job compliance awareness

Register online
corporatecompliance.org/2023julytrainingworkshop



About

SCCE's Creating Effective Compliance Training is an educational opportunity created to support compliance professionals charged with creating and managing their organization's compliance and ethics training. This comprehensive, hands-on workshop features interactive sessions that address all aspects of compliance training and provide an in-depth look at the core principles of a successful training program. Attendees will gain real-world applications they can take back to their organizations for implementation. Highlights include deciding who and what to train on, developing the right content, measuring success, and identifying indicators for change. Participants can earn live Compliance Certification Board (CCB)[®] continuing education units (CEUs).

Learning objectives

- The case for compliance training
- Methods for identifying training needs and curriculums
- Principles of adult learning you can use to make your training work
- Understanding your workforce's training needs
- Developing training content that works
- The pros and cons of different educational methods, including live vs. online training
- The roles of managers in building on-the-job compliance awareness
- Evaluating the effectiveness of your training program

Creating Effective Compliance Training

About our faculty



KIRSTEN LISTON

Founder and Principal of Rethink Compliance; author of *Creating Great Compliance Training in a Digital World*

Kirsten Liston has spent over 22 years creating comprehensive compliance and ethics solutions for complex, global companies. She is passionate about creating programs and products that genuinely reach employees and change cultures. Previously, Kirsten led product strategy for the learning businesses within SAI Global and Integrity Interactive, both market leaders in corporate compliance risk management.



CJ WOLF, MD, M.Ed, CHC[®], CCEP[®], CHRC[®], CHPC[®]

Compliance Consultant; Clinical Assistant Professor, University of Illinois College of Medicine; Faculty, Brigham Young University—Idaho

Dr. CJ Wolf is a private compliance consultant and holds university faculty appointments at two universities. He has worked full-time in various compliance roles for Intermountain Healthcare, MD Anderson Cancer Center, the University of Texas System, and as chief compliance officer for an international medical device company. Dr. Wolf has a passion for teaching and has developed curricula and taught adult employees seeking national coding and compliance certifications, trade workshops seminars, and university courses.

SCCE's mission

SCCE exists to champion ethical practice and compliance standards in all organizations and to provide the necessary resources for compliance professionals and others who share these principles.

Contact us

Visit corporatecompliance.org to learn more about this workshop and SCCE's other programs.

Deliver compliance training that grabs your audience's attention and doesn't let go.

Creating Great Compliance Training in a Digital World can help you to “sell compliance” to your workforce through proven strategies and tactics.

- Focus on what the law means, not what the law says
- Think like a lawyer, talk like a human
- Aim for persuasion, not just information
- Master the nuts and bolts
- Measure and manage your impact



Order online today
corporatecompliance.org/compliancetraining

Monday, July 31

8:00–8:55 AM	Registration and Continental Breakfast
8:55–9:00 AM	Welcome and Introductions
Part 1: Laying the Groundwork	
9:00–10:20 AM	Session 1: Need for and Value of Training and Education <ul style="list-style-type: none"> • DOJ and regulator expectations • Where it fits within a compliance and ethics program • Selling training and education to management (and your workforce)
10:20–10:35 AM	Break
10:35–11:35 AM	Session 2: Audiences and Topics for Training <ul style="list-style-type: none"> • New employee orientation (code of conduct, etc.) • Recurring training for all on broad issues (code of conduct, culture of compliance, etc.) • Recurring training for specific audiences on specialized compliance risk issues (FCPA, HIPAA, etc.) • Non-recurring/responsive, based on specific event, emerging issue, etc. • Onboarding training for certain vendors/suppliers, third parties, and more • Recurring training for certain vendors/suppliers, third parties, etc.
11:35 AM–12:30 PM	Lunch (provided)
Part 2: Designing Effective Training	
12:30–1:15 PM	Session 3: Picking a Path, Setting Up a Team and Process <ul style="list-style-type: none"> • Planning a multi-year program • Buy vs build considerations • Who should be involved, roles, etc. • Process for development • Process for QC, testing before rollout, etc.
1:15–2:20 PM	Session 4: Principles of Adult Learning <ul style="list-style-type: none"> • Malcolm Knowles' four principles • Reaching different audiences (millennials, etc.)
2:20–2:35 PM	Break
2:35–2:55 PM	Session 5: Tailoring Your Course to Your Audience <ul style="list-style-type: none"> • The DOJ calls for tailored, relevant training • Considering need for customization/variation for different geographic regions, roles, and learner profiles • What technologies are available that allow you to do this • Making training relevant in different cultures, languages/translations, etc.
2:55–3:55 PM	Session 6: Developing Your Training Content <ul style="list-style-type: none"> • Focusing on what the law means, not what it says • Writing plain language compliance messages that connect • Getting beyond information to persuasion
3:55–5:00 PM	Networking Reception

Tuesday, August 1

8:00–9:00 AM

Continental Breakfast

Part 2, Continued: Designing Effective Training

9:00–10:40 AM

Session 7: Choosing a Format and Learning Approach

- Overview of pros and cons of different methods of delivery
 - Live, in-person
 - Web-based
 - Gamification
-

10:40–11:00 AM

Break

11:00 AM–12:10 PM

Session 8: Building Compliance Awareness: Managers and On-the-Job Communications

- Manager role in compliance communications
 - Other on-the-job compliance communications (posters, etc.)
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12:10–1:00 PM

Lunch (provided)

Part 3: Measurement, Evaluation, Improvement

1:00–2:10 PM

Session 9: (Re)Identification of Training Needs

- Risk assessments
 - Remediation efforts, root cause analysis following investigations, etc.
 - Input from employees, managers, etc.
 - Results of auditing and monitoring (including A&M of third parties)
 - Other techniques
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2:10–2:25 PM

Break

2:25–3:25 PM

Session 10: Measurement, Evaluation, and Ongoing Improvement

- Evaluating effectiveness of training
 - Testing, different methods, etc.
 - Measuring impact
 - Four levels of training evaluation
 - Modifications to future training based on evaluations
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3:25–4:00 PM

Session 11: Conference Wrap-up – Open Discussion

Creating Effective Compliance Training



July 31-August 1, 2023 • In-Person • Orlando, FL

SECTION 1 Attendee Information

Mr Mrs Ms Dr Other _____ Member/Account ID (if known/applicable) _____

First Name _____ MI _____ Last Name _____

Credentials (CHC, CCEP, etc.) _____ Job Title _____

Organization (name of employer) _____

Street Address _____ City/Town _____

State/Province _____ Zip/Postal Code _____ Country _____

Work Phone _____ Email (required) _____

SECTION 2 Registration

Options

<input type="checkbox"/>	July 31-August 1, 2023	
<input type="checkbox"/>	Member	\$1,275
<input type="checkbox"/>	Non-Member	\$1,575
<input type="checkbox"/>	Registration + First-Time Membership Offer*	\$1,500

*Save by joining today (first-time members only). Dues renew at \$325. See "Acknowledgements" below for details.

Dietary Needs Request (for in-person attendees only)

Gluten Free Kosher Certified Lactose Intolerant No Red Meat/Pork Nut Allergy
 Shellfish/Seafood Allergy Vegan Vegetarian Other _____

On-Site Cell Phone (for emergency on-site use only) _____

Group Discount

<input type="checkbox"/>	Group Discount for 3-9**	(\$50)
<input type="checkbox"/>	Group Discount for 10 or More**	(\$100)

**Subtract the discount amount from your registration price. See "Group Discount Policy" under "Acknowledgements" below for more details.

TOTAL (TAX MAY APPLY) \$ _____

SCCE Membership: By selecting the Registration + First-Time Membership Offer, you agree to the full membership Terms and Conditions, including the use of your information, viewable at corporatecompliance.org/membership/tandc. To see the full use of your information or if you wish to opt-out, visit corporatecompliance.org/privacy.

Opt-Out: Select if you would like to opt-out of the following:

Online Member Directory: SCCE's member directory lists first and last name, organization, title, address, and phone number.

SECTION 3 Payment

Online registration with credit card payment at corporatecompliance.org/2023julytrainingworkshop

Mail a check to SCCE, 6462 City West Parkway, Eden Prairie, MN 55344 USA (contact SCCE for applicable tax and total)

To register with a check, wire transfer, or purchase order, or to pay with a credit card over the phone, please contact SCCE for an invoice with applicable taxes. Registration is not complete until full payment is received. Payments received with incorrect amounts will be returned. Due to PCI compliance, do not provide credit card information via email.

Email help@corporatecompliance.org or call SCCE at +1 952.933.4977 or 888.277.4977.

Invoice me Purchase Order Number (attach PO) _____

Wire transfer requested

SECTION 4 Acknowledgements

By submitting this registration, you agree to the full event Terms and Conditions, viewable at corporatecompliance.org/conference/tandc, including the use of your information that may be shared with conference exhibitors, attendees, speakers, affiliates, and partners for promotional and/or networking purposes. To see the full use of your information or if you wish to opt-out, visit corporatecompliance.org/privacy.

By registering for this event, you also agree that you have read and agree to the Personal Accountability Commitment, the Assumption of Risk, and the Liability Waiver and Release viewable at corporatecompliance.org/conference/tandc.

Registration Payment Terms: Tax may apply. Your registration is not complete until the full registration payment is received. Access to the event will not be allowed until all fees have been paid. SCCE reserves the right to cancel your registration if we do not receive payment by the start date of the event.

Cancellation Fee: A \$75 fee will be charged for any registration changed within 14 days of the start of an Academy.

Group Discount Policy: Registration for group discounts should be submitted online in one transaction. Note that discounts will not be applied retroactively if more registrants are added at a later date, but new registrants will receive the group discount. If submitting via email or mail, registration forms (one for each participant) must be sent together to ensure the discount is applied.

New Members: By selecting the Registration + First-Time Membership Offer, you agree to the full membership Terms and Conditions, including the use of your information, viewable at corporatecompliance.org/membership/tandc.

Photo/Video Release: By registering for this event, you grant SCCE, or anyone authorized by SCCE, the right to use or publish in print or electronic format, any photographs or video containing your image or likeness for educational, news, or promotional purposes, without compensation.

Frequently Asked Questions

Where will the conference take place?

Hotel information coming soon.

PLEASE NOTE: Neither SCCE nor any hotel it is affiliated with will ever contact you to make a hotel reservation. If you receive a call soliciting reservations on behalf of SCCE or the event, it may be fraudulent. We recommend you make reservations directly with the hotel using the phone number or web link in this brochure. If you

What is included in the cost of my attendance?

You will receive access to the sessions, supplemental conference materials, networking opportunities, exhibitor booths, and a complimentary lunch.

What COVID-19 safety precautions will be implemented?

SCCE considers the health and safety of all those at in-person programs a top priority. Although participants should recognize that there is risk involved in attending, SCCE will follow the safety recommendations/guidelines provided by the CDC and other state and local government agencies in place at the time of the event. Additionally, SCCE will follow the venue requirements and work with the venue to provide a safe and enjoyable environment for all participants.

Can I see what sessions will be presented before I arrive on-site?

Yes, program information is posted on the conference website.

Will I receive a recording of this conference?

No. Registered attendees must participate in this event in real time as recordings are not available for any missed sessions. No audio or video recording by attendees is allowed.

Is there a group discount, and if so, what is it?

Yes, we offer discounts for groups of three or more from the same organization for all our live in-person and virtual events (excluding webinars).

Registration for group discounts should be submitted online in one transaction. Note that discounts will not be applied retroactively if more registrants are added at a later date, but new registrants will receive the group discount. If submitting via email or mail, registration forms (one for each participant) must be sent together to ensure the discount is applied.

For groups of 20 or more, please call +1 952.933.4977 or 888.277.4977 or email helpteam@corporatecompliance.org.

What do I get with "Registration + First Time Membership?"

If you've never been an SCCE member, you can register as a First-Time Member. This gives you SCCE membership at a discounted rate for your first year. You also receive the member rate for the conference. As a member you receive all SCCE member benefits (discounts, *CEP* monthly magazine, *Ethikos*[®] digital quarterly newsletter, member exclusive webinars, and more). A full list of benefits can be viewed at corporatecompliance.org/membership. Your membership will begin once payment is received.

Can I get the member rate if I am an HCCA member instead of SCCE or vice versa?

Yes. As a member of SCCE or HCCA, you can receive the membership discount for both organizations' events, but this cannot be done online. Please send your registration form via email to helpteam@corporatecompliance.org to complete your registration.

How can I cancel my registration?

If you need to cancel your participation (or send a substitute), your request must be submitted by email to helpteam@corporatecompliance.org. Cancellations received less than 14 calendar days prior to an event start date are subject to a \$75 cancellation fee. No refunds will be given for cancellations received on or after the start date of the event.

Alternatively, you may choose to send a substitute attendee in your place up to two business days prior to the event date. An additional fee may apply depending upon the membership status of the substitute.

Who can I notify of special needs or concerns prior to the event?

Please call SCCE at +1 952.933.4977 or 888.277.4977 or email helpteam@corporatecompliance.org if you have a special need and/or require an accommodation to participate.

Continuing Education

Can I earn continuing education units (CEUs) for attending this conference?

Yes. This conference offers live Compliance Certification Board (CCB)[®] continuing education units (CEUs) for participation as well as other external credit types.

To see the most up-to-date CEU approval information, go to corporatecompliance.org/2023julytrainingworkshop and choose the Continuing Education option on the left-hand menu.

How many CEUs will I learn from attending?

CEUs are assessed based on actual attendance and credit type requested. Should the overall number of education hours you attend or that this conference offers decrease or increase, the maximum number of CEUs available will be changed accordingly.

How do I request CEUs following this conference?

Following the event, you will receive an email with a link and instructions on how to submit your earned continuing education. Only registered attendees are eligible to request CEUs for participation.

When will I receive my CEU certificate for participation?

Once you have submitted your request for continuing education from this event, your CEU account will be automatically updated. To view your CCB CEUs and access your certificate, you can log in to your online account, go to your profile, and click My CEUs.

I would like to sit for one of the Compliance Certification Board (CCB)[®] exams following this conference; will I qualify?

In order to qualify for a CCB certification exam, you must review the applicable Candidate Handbook found at corporatecompliance.org/candidate-handbooks to ensure you meet the CEU requirement as well as the work experience requirement.

I have reviewed the Candidate Handbook and want to apply for the exam as soon as the conference concludes; what's next?

Immediately following the conclusion of the conference, if you have reviewed your Candidate Handbook, submitted your Application for Continuing Education Units (CEUs), and confirmed you will meet the CEU requirements, you can go ahead and apply online for your exam at corporatecompliance.org/apply-exam.

Can I take my exam remotely?

Yes, CCB offers the flexibility for candidates to take their exam remotely, at a local testing site, or following certain SCCE conferences. To learn more about our various testing options, visit SCCE's website, corporatecompliance.org/exam-information.

I have more questions about exams and seeking certification; who can help me?

For more questions about CCB certifications, call to speak to a Certification Specialist at +1 952.933.4977 or 888.277.4977 or email ccb@compliancecertification.org.

Event Terms and Conditions for In-person Attendees

Personal Accountability Commitment: Any public space where other people are present holds an inherent risk of exposure to COVID-19 and other communicable diseases. I will take necessary precautions while at the event, including but not limited to, personal hygiene and hand sanitization, adherence to pathway signage, and self-monitoring and self-reporting.

You are asked to contact SCCE at april.kiel@corporatecompliance.org if you experience symptoms of COVID-19 within 10 days after participating in the SCCE event. Any private health or personal data that may be received by SCCE in connection with such measures and precautions will be treated as confidentially as possible. You should not attend an SCCE event if you are experiencing, or within the 10 days prior to the program have experienced, symptoms associated with the flu or COVID-19. You also should not attend if you believe that you may have been exposed to a confirmed or suspected case of COVID-19 or have been diagnosed with COVID-19 and are not yet cleared as non-contagious by state or local public health authorities or the healthcare team responsible for your treatment.

Assumption of Risk: By submitting this registration, I acknowledge the contagious nature of COVID-19 and other communicable diseases, and voluntarily assume the risk that I may be exposed to or infected by COVID-19 or other communicable disease by attending this SCCE event and the consequences of such exposure. It is my choice to participate in this event, knowing that attending this event may increase the risk of becoming exposed to and infected by COVID-19 or other communicable disease. I voluntarily agree to assume the risk of contracting COVID-19 or other communicable disease, and I accept sole responsibility for any injury or illness to myself or others.

Liability Waiver and Release: In consideration of being permitted to participate in this SCCE event, I hereby waive, release from liability, assume all risks, and covenant not to sue SCCE & HCCA or its officers, board members, employees, agents, and representatives (the "SCCE & HCCA Parties") for any expense, loss, damage, personal injury (including loss of life, disability, or serious harm), property damage or theft, negligence, or actions (each, a "Loss") resulting from or arising in connection with my travel to, attendance at, or participation in the SCCE event and any related activities unless said Loss is caused by the sole, gross negligence of SCCE. I further hereby release, agree not to sue, discharge, and hold harmless SCCE & HCCA, its officers, board members, employees, agents, and representatives, from all Losses relating to COVID-19 or other communicable diseases. I understand and agree that this release includes any and all claims based on the actions, omissions, or negligence of SCCE & HCCA, its officers, employees, agents, or representatives.

This assumption of risk and waiver applies even if the undersigned asserts that SCCE & HCCA was at fault for not taking greater precautions to manage exposure or infection from COVID-19 and other communicable diseases. I agree that this waiver and release shall bind me and my personal representatives, shall be enforceable to the fullest and broadest extent of the law, and, if any portion is held invalid, the remainder should continue in full legal force and effect.