

October 12–13, 2021

VIRTUAL

Creating an Effective Compliance Training Program: A Workshop

Learn how to develop and manage an effective compliance training program for your organization.



Register online
corporatecompliance.org/compliancetrainingworkshops



About

Creating an Effective Compliance Training Program: A Workshop

SCCE's Creating an Effective Compliance Training Program: A Workshop is an educational opportunity created to support compliance professionals charged with developing, creating, and managing their organization's compliance and ethics training. This comprehensive, hands-on program features live educational sessions that address all aspects of compliance training and provides an in-depth look at the core principles of a successful training program; this includes deciding who and what to train on, developing the right content, measuring success, and identifying indicators for change. Attendees 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

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 21 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

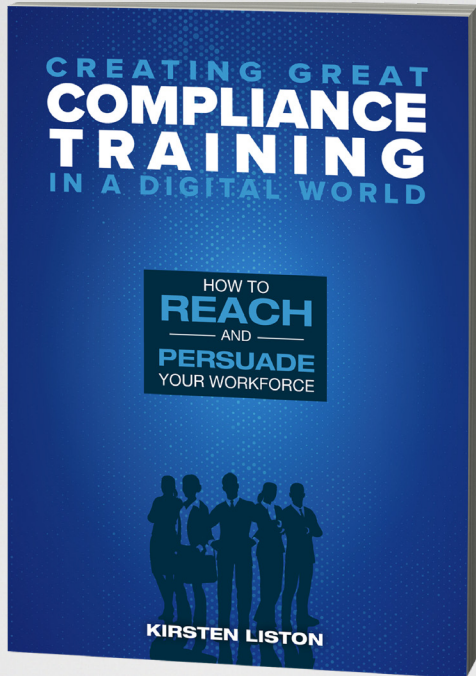
SCCE exists to champion ethical practice and compliance standards in all organizations and to provide the necessary resources for compliance professionals and others who share these principles.

Contact us

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

Transform your compliance training

20% off*



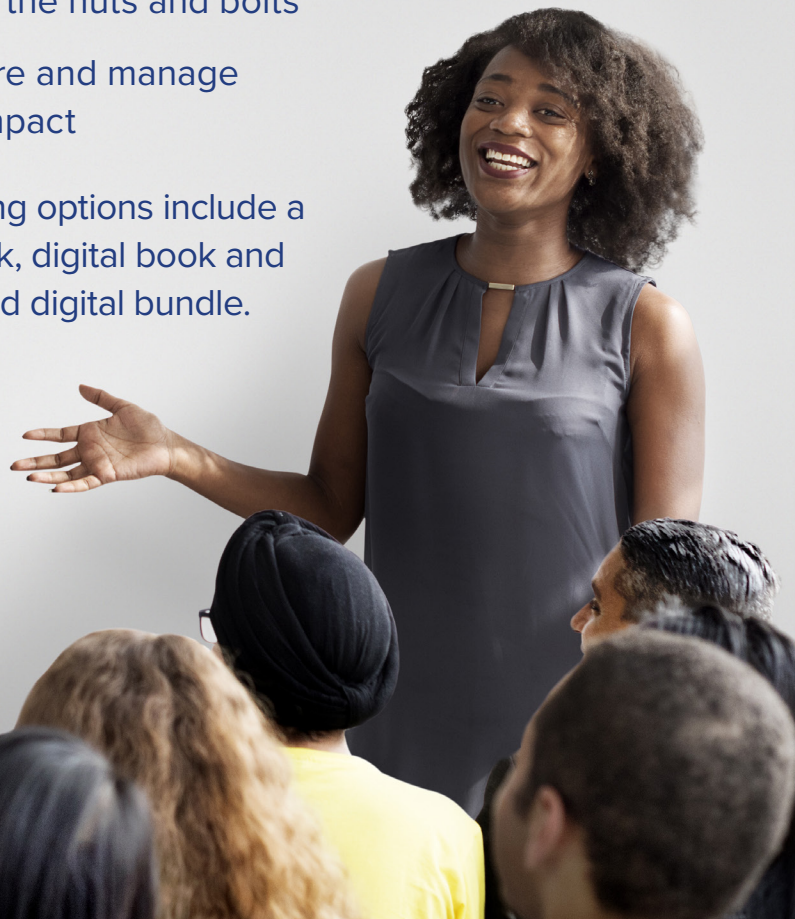
*Offer only available to attendees during the workshop.

Attendees will receive an exclusive discount on Kirsten Liston's book, *Creating Great Compliance Training in a Digital World*—a guide for reaching and persuading your workforce.

Learn the five key principles behind great compliance training, including how to:

- 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

Purchasing options include a print book, digital book and a print and digital bundle.



Order online today
corporatecompliance.org/compliancetraining



Tuesday

8:55–9:00 AM CDT

Welcome and Introduction

9:00–10:20 AM CDT

The Need for and Value of Training and Education

- DOJ and regulator expectations
 - Where it fits within a compliance and ethics program
 - Selling training and education to management and the workforce
-

10:20–10:40 AM CDT

Break

10:40–11:50 AM CDT

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
-

11:50 AM–12:30 PM CDT

Mid-Conference Break

12:30–2:00 PM CDT

Principles of Adult Learning

- Malcolm Knowles' four principles
 - Reaching different audiences (millennials, etc.)
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2:00–2:15 PM CDT

Break

2:15–3:15 PM CDT

Audiences and Topics for Training

- 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.
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Wednesday

9:00–10:40 AM CDT

Developing Your Training Content

- Who should be involved, roles, etc.
- Process for development
- Process for QC, testing before rollout, etc.
- Delivering the message—plain language, focus on meaning/effects of laws
- Considering need for customization/variation for different geographic regions
- Making training relevant in different cultures, languages/translations, etc.

10:40–11:00 AM CDT

Break

11:00 AM–12:15 PM CDT

Content and Delivery Options: Choosing the Right Approach

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

12:15–12:45 PM CDT

Mid-Conference Break

12:45–1:55 PM CDT

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

- The roles of managers and other communications in on-the-job compliance awareness
- Evaluating effectiveness of training
 - Testing, different methods, etc.
 - Measuring impact
 - Four levels of training evaluation
 - Modifications to future training based on evaluations

1:55–2:10 PM CDT

Break

2:10–3:05 PM CDT

Building Multi-Year Programs: Measurement, Evaluation, and Ongoing Improvement

- Keeping it interesting and updating training periodically
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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"/> Member	\$499
<input type="checkbox"/> Non-Member	\$619
<input type="checkbox"/> Registration + First-Time Membership Offer*	\$719

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

Group Discount

<input type="checkbox"/> Group Discount for 3 or More**	(\$50)
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**See "Group Discount Policy" under "Acknowledgments" below for details.

TOTAL \$ _____

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:

- ☐ Member Magazine Listing: SCCE lists all new members (first and last name, organization, and state or country) in our monthly magazine, *Compliance & Ethics Professional*® (CEP).
- ☐ Online Member Directory: SCCE's member directory lists first and last name, organization, title, address, and phone number.

SECTION 3 Payment

Online registration at corporatecompliance.org/compliancetrainingworkshops

Mail to SCCE, 6462 City West Parkway, Eden Prairie, MN 55344 USA Fax to +1 952.988.0146

Email to helpteam@corporatecompliance.org — Due to PCI compliance, do not provide credit card information via email. Email this form without credit card information, then call SCCE at +1 952.933.4977 or 888.277.4977 with your payment.

- ☐ Invoice me
- ☐ Check enclosed (payable to SCCE)
- ☐ Wire transfer requested
- ☐ I authorize SCCE to charge my credit card: ☐ Visa ☐ MasterCard ☐ Discover ☐ American Express

Credit Card Account Number _____ Expiration Date _____

Cardholder Name _____ Cardholder Signature _____

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.

Group Discount Policy: Registration forms must be sent together to ensure that the discount is applied. The group discount is not available through online registration. 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.

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.

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.

Frequently Asked Questions

How will I access this event the day of the conference?

Before the event starts, you will receive an access email with links to the virtual platform and additional conference information like the presentations. The email goes out 1–3 days prior to the event and is sent to the primary email address on your account. Please be sure to check your spam folder.

What is included in the cost of my attendance?

Virtual access to the sessions, access to any supplemental conference materials, and networking opportunities.

What software is required to attend this event?

We use a variety of platforms based on the needs of each conference, but they are all web-based platforms and require a strong and stable internet connection. We highly recommend testing the platform once the access email is received to confirm you can access the platform, view the video player, and utilize the chat feature. Occasionally, those who access these digital platforms over a VPN can experience technical difficulties. Zoom will be utilized for small group discussions at applicable events, but downloading Zoom is not necessary, as they have a web-based version as well.

Can my co-workers listen in with me using screensharing or sitting together in the same room?

No, each individual who would like to participate in the conference needs to complete and submit an individual registration form. We do offer group discounts; please see our group discount policy below.

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—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). Please send all group registration forms together to helpteam@corporatecompliance.org for processing. A separate registration form is required for each registrant. The group discount is NOT available through online registration. 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. For groups of 10 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, *Compliance & Ethics Professional® (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.

How do I use the credit on my account for this event?

You can complete the registration online and select the “Invoice Me” payment option at check out. Once you receive your confirmation, email helpteam@corporatecompliance.org or call at +1 952.933.4977 or 888.277.4977 to request your credit be applied toward the registration fee.

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’ conferences; however, 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. A conference credit will be issued for all registration fees paid (minus any cancellation fee) and will expire 12 months from the date of the original canceled event. Conference credits will not be issued if you do not attend the event and have not requested cancellation prior to the event start date. If sending a substitute, 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 conference?

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 workshop?

Yes. This conference offers live Compliance Certification Board (CCB)[®] continuing education units (CEUs) for participation as well as other external credit types. For those attendees seeking external credit types, you must participate in the conference using the online virtual conference format (not just using the dial in) for attendance monitoring purposes.

To see the most up-to-date CEU approval information go to SCCE’s website, corporatecompliance.org/conferences/compliance-ethics-essentials-workshop. Select your workshop and choose the Continuing Education option on the left-hand menu.

How many CEUs will I earn from attending?

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

How do I request CEUs following this workshop?

Following this workshop, you will be provided the Application for Continuing Education Units (CEUs). To receive CEUs, you must submit this completed application following the workshop to ccb@compliancecertification.org. Only registered attendees are eligible to request CEUs for participation.

When will I receive my CEU certificate for participation?

Once your completed Application for Continuing Education Units (CEUs) has been received by our staff, your CEU account will be updated within 2–4 weeks. To view your CCB CEUs and access your certificate, you can log in to your corporatecompliance.org account, go to your Account Dashboard, and scroll down to View My CEUs.

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

While this workshop, if attended in full, can provide you with all of the CEUs you need to meet the continuing education requirement, you will need to also review the applicable Candidate Handbook found at corporatecompliance.org/candidate-handbooks to ensure you meet the work experience requirement.

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

Immediately following the conclusion of the workshop, if you have reviewed your Candidate Handbook and 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.