

Compliance Today – March 2020 Know when to communicate and when to train

By Samantha Kelen, MBEC, CCEP

Samantha Kelen (sam@samanthakelen.com) is Chief Ethics and Compliance Officer at Cardinal Innovations Healthcare in Charlotte, NC.

As compliance programs continue to mature, more and more companies are committed to ensuring their efforts are effective at influencing human behavior towards a desired outcome. So much of what we do is about people, so how do you get employees to take an ethical or compliant action, rather than doing something that could get them or your company in trouble? The obvious answer is training and communication, right? Maybe. But knowing when to use each of these tools can be just as important as the content conveyed.

This document is only available to members. Please [log in](#) or [become a member](#).

[Become a Member Login](#)