



Meet The Presenters



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Discussion Objectives

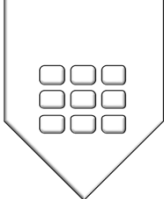
- Strategies**

✔ Strategies to identify what types of change your organization is dealing with and how to respond accordingly so you aren't left wondering "how did I get here?"
- Friends or Enemy**

✔ The friends and enemies of a successful Compliance Professional... which do you possess?
- What Now?**

✔ Ever left wondering, now that I am here, what do I do next? We have some best practices that will help you define a path forward

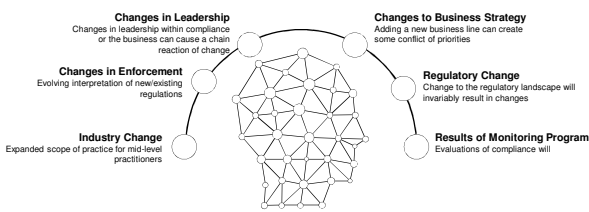
"Change is the ***only*** constant in life"
- Heraclitus, a Greek philosopher



STRATEGIES

Strategies to identify what types of change your organization is dealing with and how to respond accordingly so you aren't left wondering "how did I get here?"

The Many Faces of Change
Integrated Blocks Infographic



Changes in Leadership
Changes in leadership within compliance or the business can cause a chain reaction of change

Changes to Business Strategy
Adding a new business line can create some conflict of priorities

Regulatory Change
Change to the regulatory landscape will invariably result in changes


Results of Monitoring Programs
Evaluations of compliance will

Industry Change
Expanded scope of practice for mid-level practitioners

Changes in Enforcement
Evolving interpretation of new-existing regulations

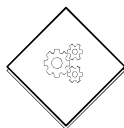
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Types of Change*




Developmental
Identify a need to make improvements to an existing compliance program

Refine & Define



Transitional
Identify a need to implement a brand new element of your compliance program

Plan & Implement



Transformative
Identify external circumstances that cause you to need to react accordingly

Recognize & Survive

*As defined by Management Training Specialist:
<http://www.mistraining.com/blog/three-types-of-change.htm>

Developmental Change

What causes developmental change?

- Program evaluation
- Audits (internal/external)
- Continuous Improvement
- New Employees

What does developmental change feel like?

- Progress
- Invigorating
- Planned & Organized
- High engagement with stakeholders



Transitional Change

What causes transitional change?

- Regulatory Change
- Enforcement Trends
- Data Analytics
- Audit Results

What does transitional change feel like?

- Stretched beyond "norm"
- Challenging but manageable
- Planned & Organized
- Create short-lived tension



Transformational Change



What causes transformational change?

- Regulatory Change
- Change in Enforcement
- Changing Leadership

What does transformational change feel like?

- Disruptive
- Uneasiness/Challenging
- Reactive
- May create conflict

Pointers for Effective Change Management

Communication
The key to successful change is significantly attributed to the communication that precedes it!!!

Communication

Planning
Knowing where you expect to be at the end of the change is important to ensure that is where you end up!

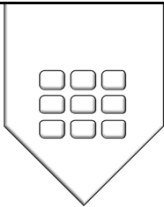
Planning

Execution
If you don't execute the plan effectively you likely won't get the impact that you are looking for with the changes

Execution

Communicate AGAIN
The key to successful change is significantly attributed to the communication that follows it!!!

Communicate AGAIN



FRIEND OR ENEMY

The friends and enemies of a successful Compliance Professional...

Which do you possess?

Facts You Must Consider

Compliance Professional Realities

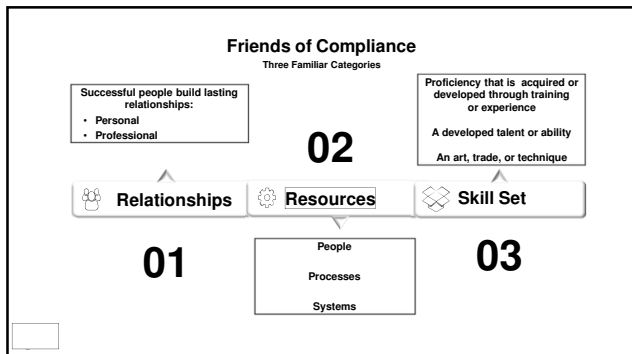
Compliance is DYNAMIC
(of a process or system) characterized by constant change, activity, or progress

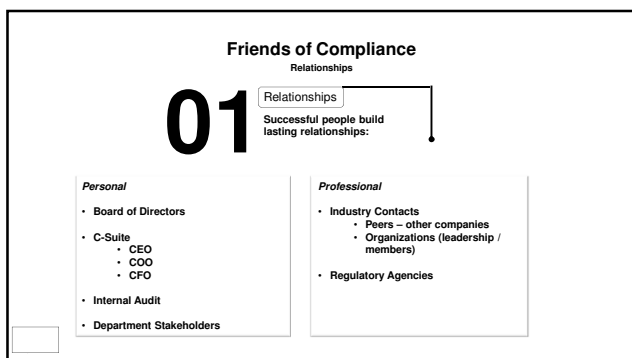
Compliance never achieves PERFECTION
the action or process of improving something until it is faultless or as faultless as possible

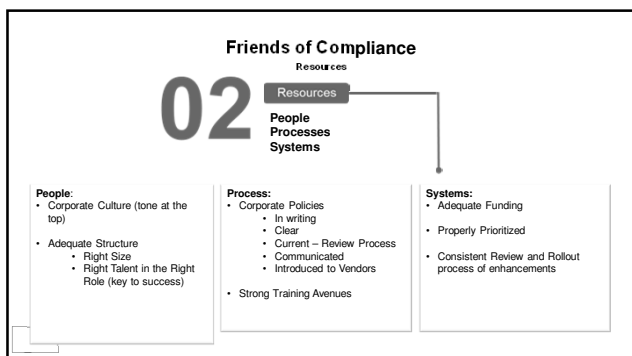
Compliance is an ART
requires a skilled performer - an artist - who interprets & persuades a sometimes reluctant audience to understand and comply

Compliance is a SCIENCE
technical requirements - the science - of laws and regulations - risk analysis and mitigation

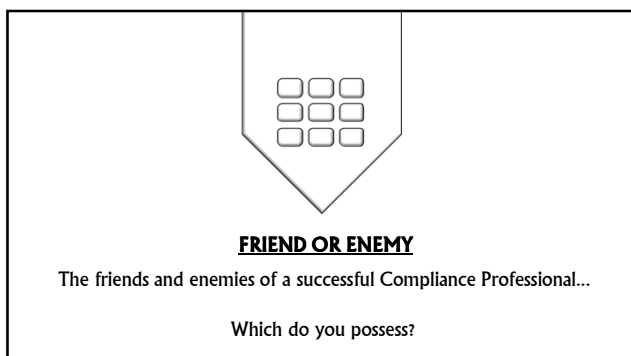
There will always be, "What's Next?" and this reality must be embraced.

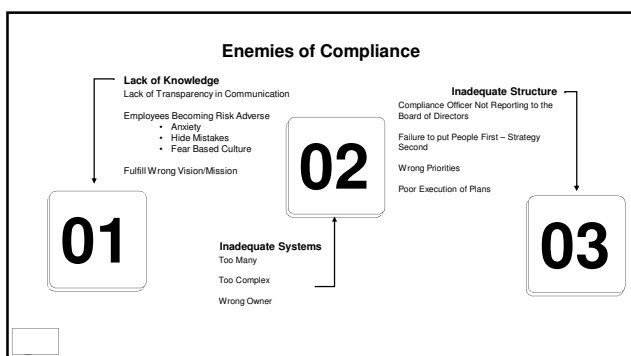









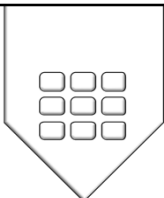




Caution! Warning Signs of Rough Seas Ahead!!

<p>Lack of Vision Leaders who lack vision cannot inspire teams, motivate performance, or create sustainable value. <i>How is your VISION?</i></p>	<p>Lack of Performance Leaders who consistently fail are not leaders, no matter how much you wish they were. <i>How is your PERFORMANCE?</i></p>	<p>Lack of Communication Skills Leaders with poor communication skills are normally short-lived in their position. <i>How are your COMMUNICATION skills?</i></p>
<p>Lack of Investment in Others Leaders who are not fully committed to investing in those they lead will fail. <i>Are you INVESTED in the success of your team?</i></p>	<p>Lack of Accountability Leaders don't blame others, don't claim credit for the success of their team, but always accept responsibility for failures that occur on their watch. <i>How is your ACCOUNTABILITY?</i></p>	<p>Lack Ability to Adapt & Refine Leaders don't become insecure, complacent or disgruntled by change, but rather use it to energize themselves and the people around them. <i>How is your ABILITY TO ADAPT?</i></p>



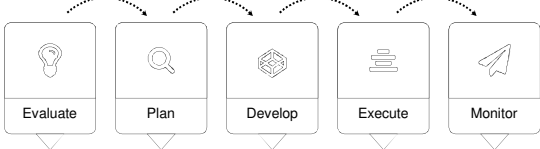


WHAT NOW?

Ever left wondering, now that I am here, what do I do next?


We have some best practices that will help you define a path forward

What is Our Process?
What is Our Process ?




<ul style="list-style-type: none"> • Type of Change • Resources Needed • Stakeholder Alignment • Change Busters/Promoters 	<ul style="list-style-type: none"> • Identify what success looks like • Determine success measures • Align resources to tasks with defined timelines 	<ul style="list-style-type: none"> • Put the plan into action • Determine inflection points along the way • Assess progress and modify accordingly • Accountability is key 	<ul style="list-style-type: none"> • Communicate, Communicate, Communicate!!!! • Launch the enhancement/new program element 	<ul style="list-style-type: none"> • Evaluate success measures • Data analytics • Audit the results • Get feedback from the front lines
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Fundamentals of Change Management



Communication

Tell them what your going to tell them
Tell them!!
Tell them what you told them


Transparency

Being transparent means being responsible with the information you have and sharing it appropriately with your stakeholders

NO SURPRISES!


Training

Training **MUST** be considered in your program, changing practices is a hard --- a lack of training can be a rate limiting step to seeing the fruits of your labor
