

HOW TO KEEP YOUR HEAD ABOVE WATER IN A SEA OF CHANGE

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?

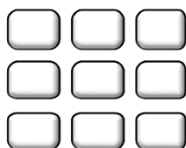


What Now?

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

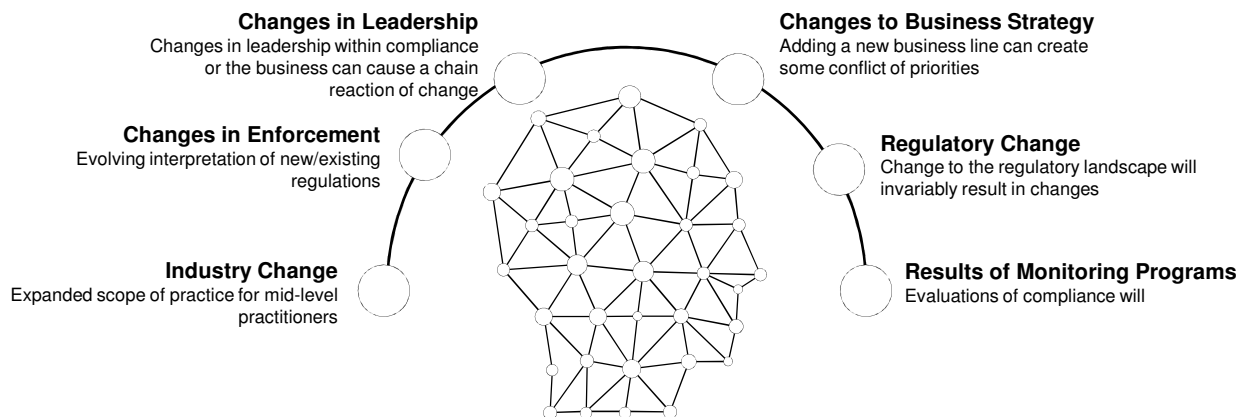


STRATEGIES

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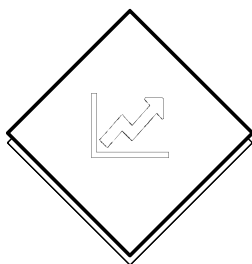
The Many Faces of Change

Integrated Blocks Infographic



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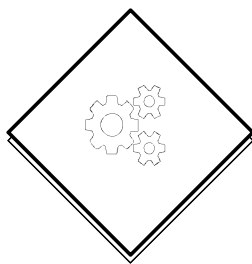
Types of Change*



Developmental

Identify a need to make improvements to an existing compliance program

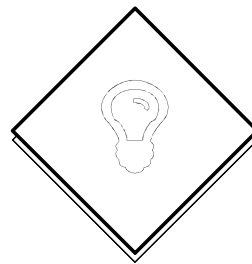
Refine & Define



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.mtdtraining.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



Planning

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

Execution

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



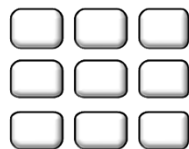
Execution

Communicate
AGAIN



Communicate AGAIN

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



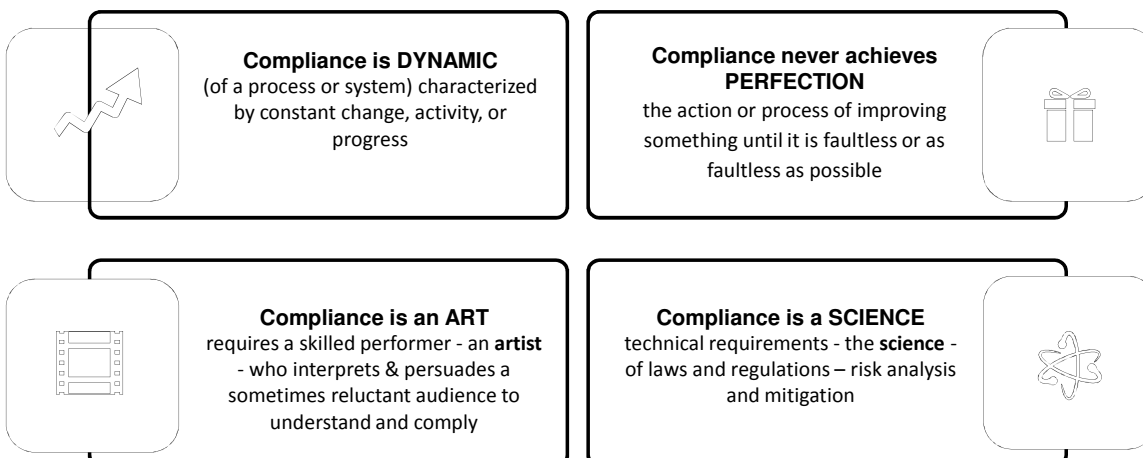
FRIEND OR ENEMY

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

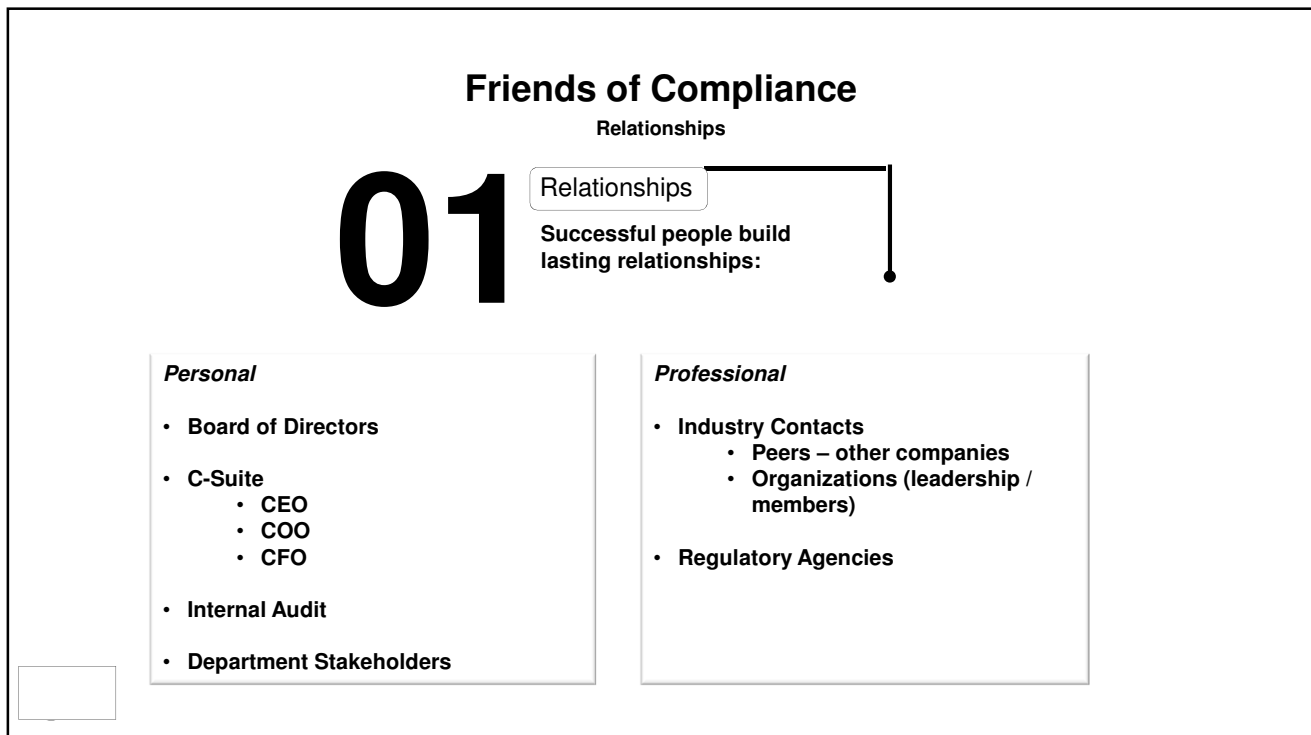
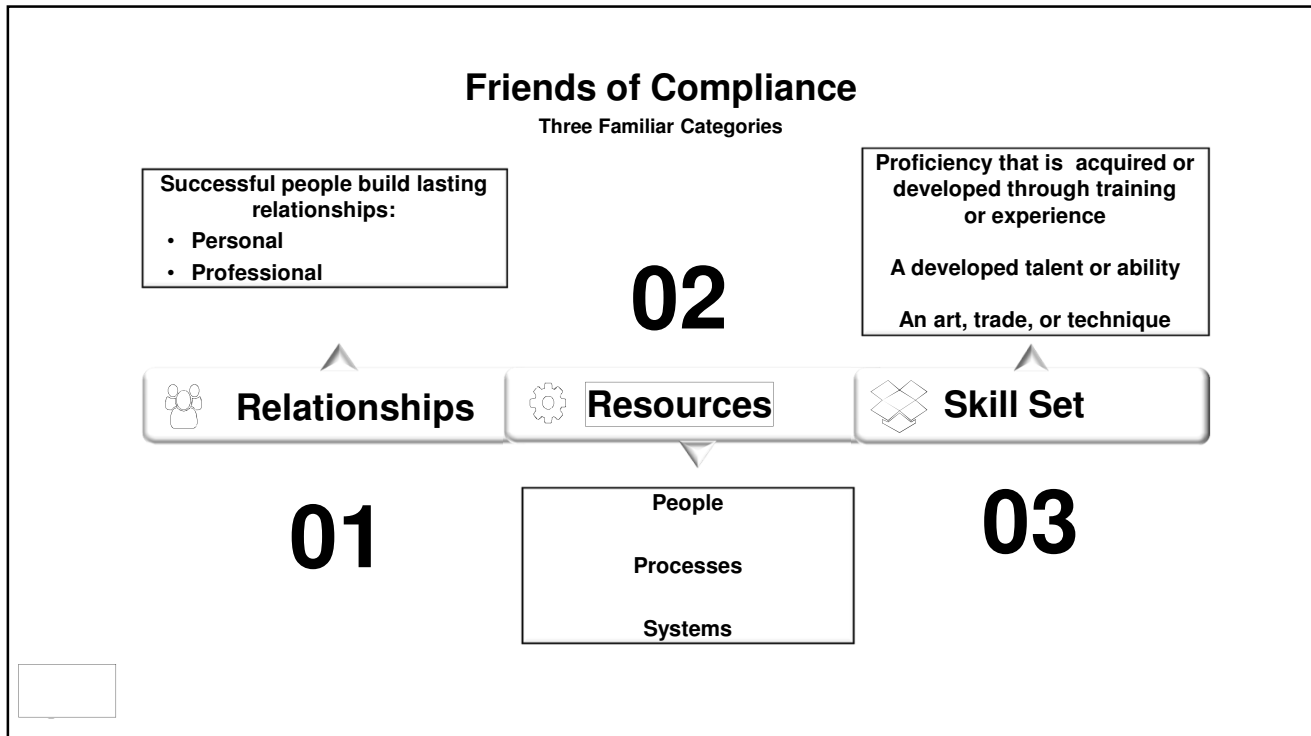
Which do you possess?

Facts You Must Consider

Compliance Professional Realities



☐ There will always be, **“What’s Next?”** and this reality must be embraced.



Friends of Compliance

Resources

02

Resources

People
Processes
Systems

People:

- Corporate Culture (tone at the top)
- Adequate Structure
 - Right Size
 - Right Talent in the Right Role (key to success)

Process:

- Corporate Policies
 - In writing
 - Clear
 - Current – Review Process
 - Communicated
 - Introduced to Vendors
- Strong Training Avenues

Systems:

- Adequate Funding
- Properly Prioritized
- Consistent Review and Rollout process of enhancements

Friends of Compliance

Skill Set

03

Skill Set

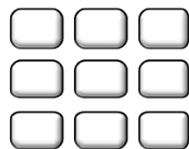
Proficiency that is acquired or developed through training or experience

A developed talent or ability

An art, trade, or technique

- Know Your Role
- Understand the Elements of a Successful Compliance Program
- Attention to Detail with a Global Vision
- Right Mindset
- Seek Advanced Degrees/Certifications

- Teamwork
- Strong Analytical Ability
- Gifted Translator
- Benign Skeptic
- Emergency Leader
- Courage

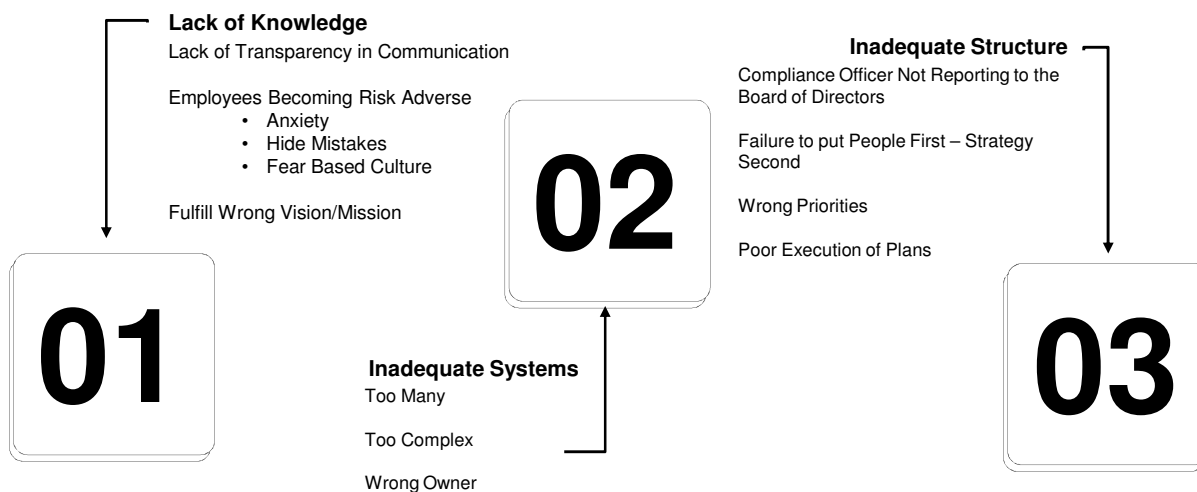


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Enemies of Compliance



Caution! Warning Signs of Rough Seas Ahead!!

Lack of Vision

Leaders who lack vision cannot inspire teams, motivate performance, or create sustainable value.

How is your VISION?

Lack of Performance

Leaders who consistently fail are not leaders, no matter how much you wish they were.

How is your PERFORMANCE?

Lack of Communication Skills

Leaders with poor communication skills are normally short-lived in their position.

How are your COMMUNICATION skills?

Lack of Investment in Others

Leaders who are not fully committed to investing in those they lead will fail.

Are you INVESTED in the success of your team?

Lack of Accountability

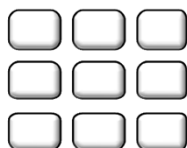
Leaders don't blame others, don't claim credit for the success of their team, but always accept responsibility for failures that occur on their watch.

How is your ACCOUNTABILITY?

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.

How is your ABILITY TO ADAPT?



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