

KEY TAKEAWAYS

4th Annual Life Science Ethics & Compliance Training Conference

This year's **Life Science Ethics & Compliance Training Conference** began with Day 1 Chairperson, Dan O'Connor of NXLevel Compliance, inviting participants to actively participate in the conference to make the experience lively and educational for everyone involved. The attendees did not disappoint. From the first panel session on Day 1, to the small-group workshops at the end of Day 2, the audience of compliance training professionals didn't hesitate to share their own experiences and challenges related to reducing risk in their companies.

Here are some of the key takeaways and suggestions from the speakers and attendees:

Emerging and Established Risks

- Partner with the businesses and management to guard against the gradual acceptance of more risk. Buy-in at all levels is necessary to address risk properly and make the training effective.
- Ramp up training around new product launches and acquisitions. When the company goes through major changes, expect more areas of concern and the need for more training.
- Incorporate patient support program training into your curriculum. The focus on PAPs and PSPs by regulatory agencies isn't slowing down anytime soon.
- Train all stakeholders, including the C-suite, on the topic of kickbacks. Individuals at any level can be targeted for Anti-Kickback Statute compliance.



Training Trends and Best Practices

- Designate managers as "integrity champions" to help feed information back into their organizations and to partner with you to identify risks and training needs.
- Work closely with your company's legal department. They understand the regulations better than anyone and serve as valuable SME's for training.
- Celebrate compliance across the company. Find ways to get people engaged in compliance (Ethics & Integrity Week, Compliance Vision Awards, Compliance Days, etc.)
- Recruit sales managers to deliver live training on topics like fair balance and partner with them to help design and develop the training.
- Use training outcomes and data as a diagnostic tool to identify gaps for reinforcement.
- Find ways to continuously deliver training content across different touch points. Microlearning platforms can help automate the process (for example, our Intela Microlearning Platform).



More Engaging and Effective Training

- Apply concepts to role-based decisions and tasks to enhance engagement and effectiveness.
- Create a consistent look and feel (branding) across all media and training components.
- Use positive stories in training rather than case studies featuring poor decisions and reckless behavior. Studies show that bad stories drive down learner confidence.
- Continue to position compliance as enablers, not a hurdle to overcome.
- Create training that helps learners understand the reasons behind the policies. People need to know the "why" as well as the "what."

