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Training for the sentinels

By Gerry Zack

I managed not to lose my temper when a training skeptic informed me that he wasn't a fan of compliance training because "it's not going to make a dishonest person do the right thing." Indeed, I doubt anyone who previously had planned on violating a law changed their mind based on receiving compliance training. A more likely effect is to clarify what does or doesn't represent a violation for our well-intentioned employees who may not be aware of a law or must deal with a rule or regulation that may be counterintuitive.

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