

CEP Magazine – June 2020 Training and communication

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"Sure, we have a compliance program. We have training once a year."

What's wrong with this statement? Obviously, compliance is much more than training. We keep saying it, and the government keeps saying it, but some people still think training is the beginning and the end. And training is not worth much if it is not effective. If folks sleep through the training or spend their time on their smartphones, then the company does not even deserve credit for having training.

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