

## Compliance Today – July 2023



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### Compliance training pitfalls

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by Donnetta Horseman

Compliance education and training is well known as one of the seven elements of an effective compliance program. There is no escaping the need for it and keeping it from being boring and dry is daunting. Here are some pitfalls to avoid when developing, reviewing, or revising compliance training content.

#### **Avoid using too much technical speak and legalese**

There is no question that compliance training can be dull and overwhelming with the number of complex laws, rules, regulations, standards, policies, and procedures that need to be covered. It is important to keep training concepts as simple and concrete as possible. Understand your audience and avoid using technical or legal terms that are not commonly known. Spell out any acronyms the first time they are used and provide references to the source of information you are covering in training, where applicable. The general recommendation is that employee training should be at an eighth-grade reading level.

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