

Ethical Conduct and Clients

Objectives:

Upon completion of the program, participants will be able to:

- Identify the stakeholders of ethical conduct
- Diagnose the benefits and sanctions that stakeholders, including clients, derive from compliance and non-compliance
- Commit fewer lapses in compliance by better managing motives that conflict with ethical conduct.

Note: This workshop may be offered in conjunction with courses about specific topics (e.g. product-specific regulations, patient rights, harassment, and antitrust laws).

Participants learn to anticipate and manage barriers to compliance in their relationship with internal and external clients. They practice awareness and communication skills that are effective in removing social barriers to ethical conduct.

Audience:

This workshop is designed for managers and employees who must comply with regulations as part of their job. (These employees could be scientists, lawyers, nurses or accountants. The program can be customized to fit the needs of participants from across industries and functions.) The ideal workshop size is between 15-25 participants.

Length Options:

This workshop is two-hours long. It can be:

- complemented by on-line pre- and post-learning, and
- offered together with other modules that strengthen compliance as a ½ day workshop.

Methodology:

Participants engage in scenario-driven role-plays and facilitated discussion that can be customized to reflect specific regulatory environments.

Overview:

The workshop begins with a review of the impact of internal and external clients on ethical conduct and motivation. Each module is designed around the Social Drivers of Commitment Card™:

Module 1: Participants anticipate the benefits and sanctions that stakeholders may derive from compliance and/or non-compliance.

Module 2: Participants identify common social barriers to ethical conduct.

Module 3: Participants manage social barriers to ethical conduct by focusing on the benefits of ethical conduct to stakeholders.

Note: Participants are encouraged to continue using their cards after the workshop to sustain their commitment to ethical conduct.

