



COMPLIANCE INSTITUTE

SOUTHERN AFRICA

ETHICS THROUGH THE LENS OF BEHAVIOURAL SCIENCE – WHAT COMPLIANCE OFFICERS SHOULD KNOW)

Training outline

Cost per person Incl. vat	CPD Points and Accreditation	Accreditations/Partnerships /Memberships	Method of Delivery / Format	Duration
Refer to the latest advertised events for current rates or as quoted	8 hours	n/a	Virtual via Microsoft Teams	2 days – 4 hours each day

Course Objectives

Ethical belief systems are established and learned early in life through environments of home, school, religion and social gatherings which mould and shape those ethical beliefs. Ethics is the systematic study of the rules for behaviour and conduct.

Behavioural science builds an understanding of how people react psychologically and respond behaviourally to interventions, environments and stimuli.

Join Penny Milner-Smyth of Ethicalways for evidence-based, actionable insights on which to build great compliance interventions and to take the mystery out of behavioural compliance.

Outcomes

- Appreciate the relevance of behavioural science to compliance and ethics
- Understand the basic principles of the behavioural science disciplines relevant to ethics and compliance
- Apply the essential learnings from neuroscience, cognitive psychology, social anthropology and behavioural economics to high priority compliance and ethics objectives
- Devise and advise on optimum compliance and ethics strategies with confidence

Who should attend?

- All levels of compliance and associated specialists.
- Anyone who is tasked with the organisation's ethics and compliance programme.
- Line managers responsible for implementing the ethical and compliance culture.

What is covered?

We go back to basics and use these as a foundation to provide evidence-based answers to pressing compliance and ethics challenges:

- Messaging for compliance across cultures and continents

- Harnessing the power of social proof
- Understanding ethical blindness
- The dangers of incentivising compliance
- Know your nudge from your sludge
- Brain-friendly awareness programmes
- The willing compliance formula and much more

Delivery and format

- Classroom style, either virtually or face-to-face.
- Theoretical.
- Case studies form part of the learning process.

What is included

- Slide deck.
- In-session resources.

Detailed outline and format

- Introduction to behavioural science
- Essentials for compliance from:
 - Neuroscience.
 - Cognitive psychology.
 - Social anthropology.
 - Behavioural science.
- Application of behavioural science to common compliance challenges.

Bio of presenter:



Penny Milner-Smyth

Director – Ethicalways, South Africa | MA Research Psychology (UKZN 1986) | Registered with the Professional Board (SABPP) as a Master Human Resources Practitioner | Long-standing member / supporter of The Ethics Institute (South Africa) (www.tei.org.za) and Business Ethics Network Africa (<http://www.benafrica.org/>), | Trustee and Board Member: Ethics Institute Zimbabwe (2017 -) | Accredited Ethics Trainer for the HR Professional Board in South Africa | 25 years' experience as in-house HR executive | Primary focus on the creation of ethical workplace cultures | Regular

conference speaker | Regular writer with an international audience on topics at the intersection of employee ethics and engagement, the leadership of ethics and anti-corruption compliance.

Find a full career history for Penny at: <https://www.linkedin.com/in/pennymilnersmyth/>. Via this LinkedIn profile you will also see examples of her various publications, including on the subjects of the Protected Disclosures Act, The Management of Ethics Hotlines and The Creation of a Speak Up Culture in the Workplace.

Of relevance to this initiative are the following:

- Penny is the author of the Specialist Certificate in International Anti-Corruption Compliance offered by the International Compliance Association, the leading professional body for the global regulatory and financial crime compliance community and reaching 152 countries.
- She is also the author of the ICA e-Learning modules on Anti-Corruption and on Fraud Awareness.
- She was featured on the prestigious US-based podcast Great Women in Compliance in an episode entitled Penny Milner-Smyth – 'What the brain has to do with compliance', which you can listen to on YouTube here.

- Voted the top speaker by 200+ delegates at the three-day 2019 East European Ethics and Compliance Conference, which featured presenters and delegates from multiple countries.
- The various webinars Penny has presented for the International Compliance Association, have been attended by delegates from over 90 countries, enjoyed the highest webinar attendance levels of the Association's programme.
- Penny specialises in the application of behavioural science principles to the achievement of compliance and believes that compliance is too important a goal for compliance interventions.
- She is the author of the chapter "The Governance of Ethics in the Organisation of the 2020s" in the book, HR: The New Agenda, being published by Knowledge Resources in November 2021.
- Ethicalways is a learning content development partner of Whistle Blowers, the independent ethics hotline provider to Cell C. Learn more about the Fraud Awareness and Corruption Awareness microlearning programmes Penny has developed on the Ethicalways website: <https://ethicalways.co.za/>.
- Penny's clients include both public and private sector organisations and she has a keen insight into the compliance and sustainability challenges faced by organisations created by statute. In addition to the various businesses and entities that make use of her consulting and training services, Penny is a regular contributor to the programmes of professional bodies, which in recent years have included the following:
 - IIASA - Institute of Internal Auditors of South Africa
 - ACFE - Association of Certified Fraud Examiners
 - COMENSA – Coaches and Mentors South Africa professional body
 - SIOPSA – Society of Industrial and Organisational Psychologists of South Africa
 - SABPP – South African Board for People Practices