



## Course Outline Learning to love Compliance again Series

### At a glance:

| Cost per person<br>Incl. vat                                  | CPD Points and<br>Accreditation        | Accreditations/Partnerships<br>/Memberships | Method of<br>Delivery /<br>Format | Duration                              |
|---------------------------------------------------------------|----------------------------------------|---------------------------------------------|-----------------------------------|---------------------------------------|
| Refer to the latest<br>advertised events<br>for current rates | 1 hour each<br>episode x 6<br>episodes | n/a                                         | Virtual on<br>Microsoft<br>Teams  | 1 hour per<br>episode x 6<br>episodes |

### Series outline:

Ever had that nagging feeling that people don't listen to you, ignore your advice, don't come to your meetings (or invite you to theirs), are avoiding you or that they just really don't like you? It is unpleasant, right? That is okay, it happens to most compliance folk from time-to-time!

Join us for a plain language lesson in how to make friends and influence people. We will talk about some crucial strategies and soft skills that will help you be more effective in changing behaviour, making friends and getting invitations to parties. Okay, maybe not parties, but meetings for sure.

Elizabeth and Ann Jarvis Smith are compliance officer and lawyer whisperers, nuttier than a squirrel turd,\* and really good at making people excited about their jobs again. Yes, even if that job is in compliance or law. If you don't believe us, just check out [Novation's website](#) or [LinkedIn feed](#). At the very least they will make you laugh.

*\*real Southern expression*

This course is made up of six one-hour inspiration sessions.

### We will cover:

- Loving compliance (again): Let's get inspired (and have some laughs)!
- Find the human in compliance: What we can learn about compliance from behavioural psychology
- Making friends and influencing people: How to make change easier
- Learn to speak like a human: Some plain language tips, tools and tricks
- What if the tree didn't fall: What Winnie the Pooh can teach us about compliance risk management
- Putting it all together: A quick roadmap to putting all of these skills together!



#### Who should attend:

- Corporate clients
- Compliance officers
- Compliance administrators
- Novices to compliance management
- Information officers and their deputies

#### Format of the course

- The training is held in a classroom style, either virtually or face-to-face.
- Theoretical training.
- Examples / Case studies form part of the learning process.

#### Who are the presenters

Elizabeth de Stadler, Celeste Schlebusch and Various Team members



#### **Elizabeth de Stadler, founding director of Novation Consulting.**

Elizabeth is the founding director of Novation Consulting. They're a unique interdisciplinary gang of rehabilitated lawyers, change managers, information designers, risk managers, and troublemakers. They combine their powers to design legal, compliance and risk management solutions that make sense. They turn

compliance on its head, shake the nonsense out of its pockets and present it in a fresh and exciting way.

Elizabeth is also a founding director at Hey Plain Jane. They are an information design agency. They turn complexity into clarity and help organisations connect with their users again.

Elizabeth specialises in information governance, consumer law, plain language drafting and designing and delivering training. She has a Masters (cum laude – the nerd) in Consumer Law.

Elizabeth is a bit of a nerd. She co-wrote A Guide to the Protection of Personal Information Act. She is also the author of Consumer Law Unlocked, a co-author of the hefty Commentary to the Consumer Protection Act and wrote chapters on the Consumer Protection Act in The Law of Contract in South Africa and The Law of Commerce in South Africa. She is currently working with Liezl van Zyl on Plain language legal drafting, which will be published in 2020.

Elizabeth loves Lego, sneakers, zombies and white wine. She hates comic sans font, sweet potato and most other attorneys. She is allergic to suits and 'office shoes'



because of the years she worked at Webber Wentzel. She is very scared of moths. It is a thing – read about it.



**Ann Jarvis Smith**

She has a Bachelor of Business Science degree and an LLB from the University of Cape Town, but realised towards the end of her LLB that a traditional legal career was probably not for her. She switched into the world of the management consulting and happily found her niche in change management. Ann loves to figure out what the implications of change really are and why people respond to change the way that they do. She has applied this approach, together with her common sense attitude to communication and training, to numerous projects over her 20 year career.