



## 19. Discuss first and confirm by email

### Challenge

The challenge here is twofold: on the one hand, only verbal communication from Compliance can lead to the message not being understood and/or no follow-up is given to a request, because it has not been confirmed in writing.

On the other hand, only written communication can appear less /not empathetic and therefore cause resentment among the recipient of the message. There is also a risk the receiver interprets the message differently than the sender intended, and so a miscommunication arises. Finally, there is a risk that an e-mail will be put aside due to workload (I will look at that later) or will not even be read.

### Solution

By seeking two-fold communication, verbal with written confirmation afterwards of what has been discussed, miscommunication is prevented as much as possible. It also increases the visibility of the compliance professional so that they are consulted more quickly in other situations. Here is an example:

The compliance professional refuses a file for acceptance, because the file does not meet the requirements. The compliance professional has made a list of the outstanding points, which still have to be met. The employee is not happy when he receives such a message, and therefore it is better to deliver the message in a more personal and empathetic way (just walk by and explain why the file is not satisfactory)." By confirming the points in writing, you ensure that no miscommunication occurs.

### Actors

- Compliance
- Employees

### Techniques

- Empathy
- Communication

### Role Compliance Professional

See solutions above.