Trust in Regulation: Strengthening Confidence, Compliance, & Collaboration

Trust in regulatory bodies is both a critical asset and an ongoing challenge. Regulators must navigate complex landscapes where public confidence, stakeholder engagement, and compliance outcomes are shaped by perceptions of fairness, transparency, and accountability.

This one-day symposium will explore the role of trust in regulatory processes and its impact on relationships between regulators, licensees, and the public. Participants will gain insights into how increased trust in regulators can drive greater voluntary compliance and improve public protection. Sessions will highlight best practices for fostering trust through meaningful engagement with registrants, the public, and government, as well as strategies for addressing skepticism and rebuilding confidence. The symposium will also examine the broader contexts in which regulators operate, including the unique challenges of the Canadian regulatory landscape. Discussions will address pressures from political and legislative shifts, workforce shortages, emerging technologies, and growing public expectations for more inclusive and responsive regulation.

Join fellow regulators and regulatory stakeholders for a day of critical discussions and practical insights into strengthening trust in professional and occupational regulation.

Preliminary Agenda

9:00 – 9:15 a.m.	**Welcome & Introductions**
9:15 – 10:00 a.m.	**Building Trust Throughout the Regulatory Lifecycle**
10:00 – 10:15 a.m.	**Break**
10:15 – 11:15 a.m.	**Public and Practitioner Education as a Trust Building Strategy**
11:15 a.m. – 12:15 p.m.	**Trust the (Compliance) Process: Balancing Transparency, Accountability, and Compassion**
12:15 – 1:15 p.m.	**Lunch (provided) & Networking**
1:15 – 2:45 p.m.	**Demonstrating Trust: Practical Skills & Strategies for Strengthening Confidence in Regulation**
2:45 – 3:00 p.m.	**Break**
3:00 – 3:45 p.m.	**Q&A with day's speakers**
3:45 – 4:00 p.m.	**Concluding Remarks**