The unique feature of this seminar was that it combined traditional training methods with the participatory approach to learning. A part from the plenary sessions, participants were split into small groups to discuss key issues and worked on group assignments. Sufficient time was allotted to question and answer sessions to enable participants to benefit from the exchange of professional experiences and practical examples.

**Topics:**

- Overview of modern approaches to compliance management
- Preconditions for risk-based approaches to compliance management
- Treating non-compliance
- Getting organized - delivering new compliance approaches
- Compliance management specialism – large taxpayers offices, horizontal monitoring, high-net-worth individuals

**Lecturers:**

- Norman Gillanders, Regional IMF Tax Administration Reform Advisor
- Lisette van der Hel, Tax and Customs Administration, The Netherlands
- Ákos Burján, PricewaterhouseCoopers
- Ivan Kranjec, PricewaterhouseCoopers

**Participants:**

There were 14 participants from Albania, Croatia, Kosovo, Latvia and Slovenia.
Evaluation:

Overall satisfaction with the course

No. of all responses: 9, Average mark: 4.77

The workshop addressed issues that are important to my work.

No. of all responses: 9, Average mark: 4.66

Selected Participants’ Comments:

- Lecturers were very knowledgeable.
- I’m satisfied with the new approach to tax compliance and with it will work soon in my own country.
- I plan to introduce a brief information about the workshop to my boss, and give my opinion on how to start with tax compliance.