

# Conselium

## COMPLIANCE SEARCH

### 3 THINGS

#### YOU MAY NOT KNOW ABOUT ME...

1. My first language was Armenian and I actually learned to speak English by watching television as a child. 'Three's Company' was one of my favorite shows and I realized as an adult that I never fully appreciated the plot or innuendo in the show because of my youth and the language barrier
2. Even though I am afraid of heights, I love to ski and will even ski the occasional double black diamond when I'm feeling adventurous!
3. I love to travel and have visited some very interesting places. The Taj Mahal in India is one of the most breathtaking sites I have ever visited. I was warned before visiting that there are rogue monkeys that roam the grounds but was unprepared for how close they get to tourists. I was fully prepared at all times to run as fast as I could to get away from them!



**Ann Chaglassian**

Chief Compliance Officer  
Marsh & McLennan Companies - Americas

# Q&A

## THE SECRET SAUCE OF COMPLIANCE

### VIRTUAL RECRUITING IN THE PANDEMIC

Will compliance recruiting be put on hold? We hope not, and we think it's unlikely. The "priority searches" in every business will continue to be a focus and every single compliance job opening reflects a business looking at continuity and risk aversion (crisis or no crisis). So that means virtual interviewing - here are some top tips for successful interviews for companies and candidates:

- **Reliable technology** is key and a "no-show" based on a technical issue is just as bad in the virtual world as in person. So test your tech beforehand - make sure your internet connection is working reliably and if you have a video conference login, try it out before the meeting. Any problems, let the other party know prior to the meeting.
- **First impressions count** - what you wear and what else the client or candidate sees in your background should be considered. Professional, minimal and with natural light are all a good start!
- **Remove distractions** and focus on your audience; It is very easy to leave your email open or your cellphone in front of you during a video interview and even easier to be distracted by them.
- **Eye contact** - Do your absolute best to make eye contact via the camera regularly rather than look at the screen - smile, engage and show enthusiasm just as you would in person.

### PEOPLE ARE TALKING

"A job well done - Conselium found a talented list of candidates for consideration and we are extremely happy with the outcome!"

**Chief Compliance Officer - Private Equity**

"Steve was a pleasure to work with and I would highly recommend working with Conselium."

**Senior Compliance Director - Global Logistics and Transportation**

"Conselium listened to my brief and delivered exactly what I needed quickly and professionally"

**CEO - Investment Management**

#### What is your secret sauce for compliance?

I believe it is important to have a coordinated and holistic strategy to embed compliance throughout the organization and create an environment where compliance is viewed as a valued partner to business stakeholders. It is critical for business stakeholders to view compliance as an important part of conducting business and not an obstacle or barrier to their work. The more compliance is naturally integrated into the culture of the organization, the easier it is to create a culture of compliance and protect against internal and external threats.

#### How are you maintaining a compliant and ethical business during a time of global crisis?

We have exceptional teams that continue to do exceptional things during an unprecedented moment in history that continues to change on a daily basis. We are working diligently to stay close to our colleagues and clients to help them navigate the business and people challenges Coronavirus presents. This includes maintaining strong connections through active communications and shared community content to engage with our colleagues and clients in different ways, work and manage teams remotely and advise them on how to take care of themselves and each other.

#### What is one thing you changed in the past year that made a big difference to the MMC compliance culture?

In an era of enhanced regulatory scrutiny, compliance departments are evolving to become more forward-thinking and using analytics to help identify and mitigate critical risks associated with business activities. Over the past year I focused on using innovative data analytics, reporting, and identification of systemic trends to enhance our ability to identify and quantify risks, foster a strong culture of ethics and compliance and ensure that we are proactive in our approach to managing relevant issues and risks.

#### How do you keep your hair from bursting into flames each day?

In the world of compliance, it's important to put everything into perspective. I learned throughout the course of my career that panicking or getting stressed out doesn't make any situation better so taking a methodical step by step approach and making sure to prioritize appropriately helps me maintain a focused and calm perspective.

#### What would you say to someone considering a career in compliance?

You will never be bored! There are new situations and challenges that occur regularly and with the ever-changing regulatory landscape, there are opportunities to learn new concepts and areas of work throughout your career, which makes the work both exciting and meaningful.

#### JD or not JD, that is the question

I have certainly found my JD helpful in analyzing legal regulations and mastering sophisticated legal concepts although I work with many talented colleagues with other degrees and backgrounds that are highly beneficial to our department. More important than a specific degree is a person's professional demeanor, experience, enthusiasm and willingness to learn.

#### What in compliance keeps you awake at night?

I sleep well knowing that we have a robust compliance program and culture of compliance with colleagues who are dedicated to our integrity principles. In any compliance role, you must always expect the unexpected and focus on managing those things that you can control to maximize the value of compliance in the organizational structure.

#### Compliance fail of 2019

Privacy remained a focal point in 2019 with ongoing regulatory scrutiny and enforcement actions. From significant penalties levied by the FTC and Department of Health and Human Services' Office for Civil Rights, to enhanced HIPAA enforcement actions, organizations were repeatedly reminded of the need to comply with privacy regulations governing the storage and use of personally identifiable information, personal healthcare information, and financial information of individuals.

#### Why did the compliance officer cross the road?

What type of road is it and where?

*Interviewed by Steve Harrison - Partner at Conselium Compliance Search  
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## HAVE A COMPLIANCE JOB TO FILL OR LOOKING FOR ONE YOURSELF?

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