

INFLUENCING DECISION MAKING

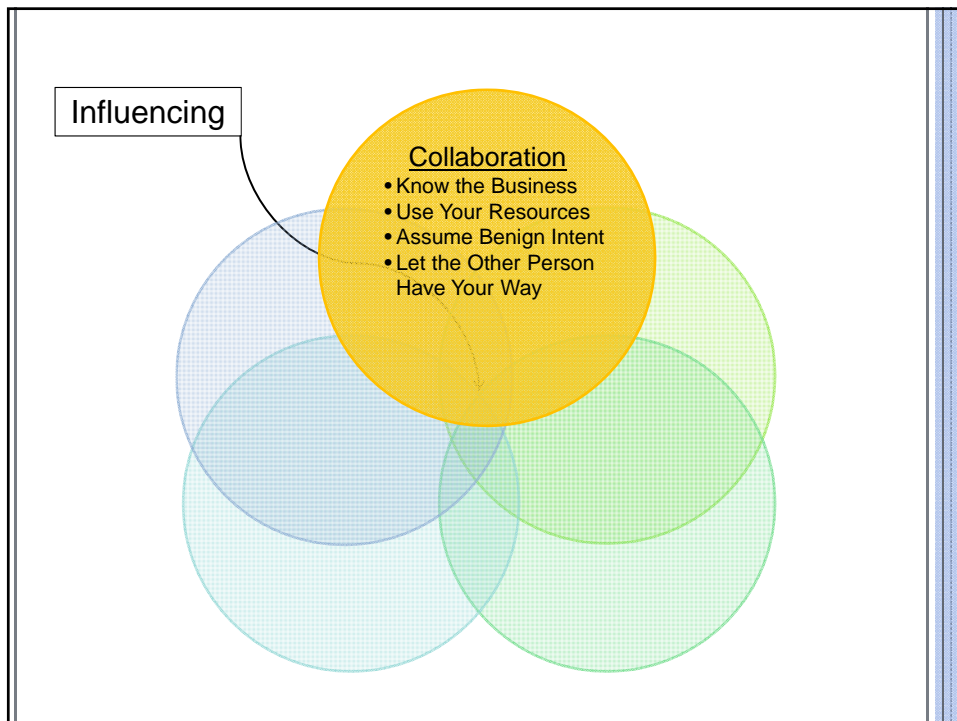
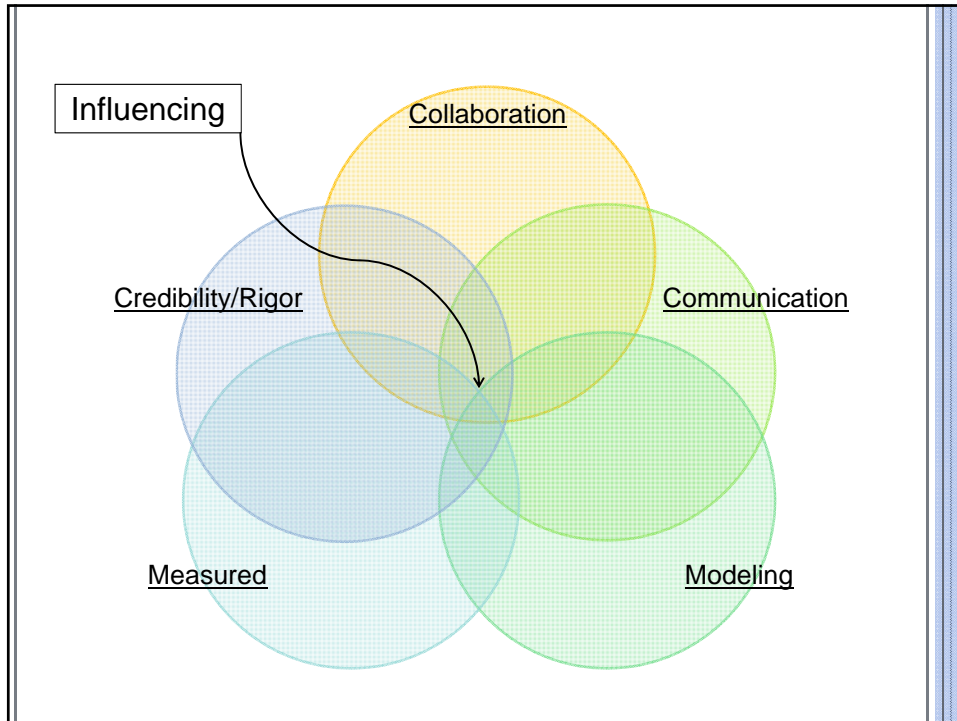
Jenny O'Brien
Chief Compliance Officer, UnitedHealthcare

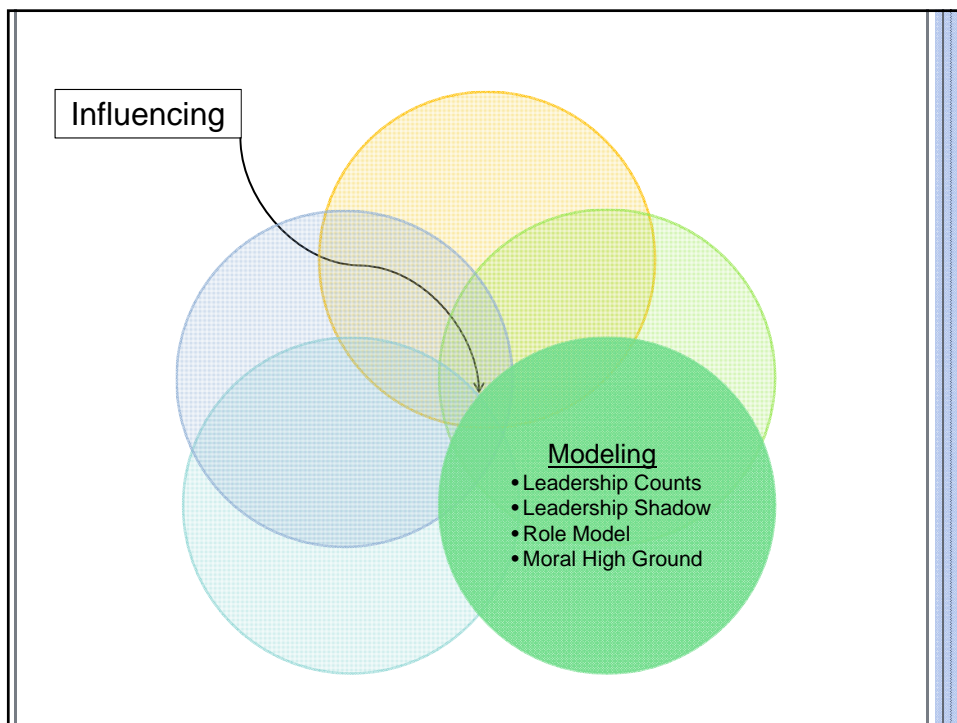
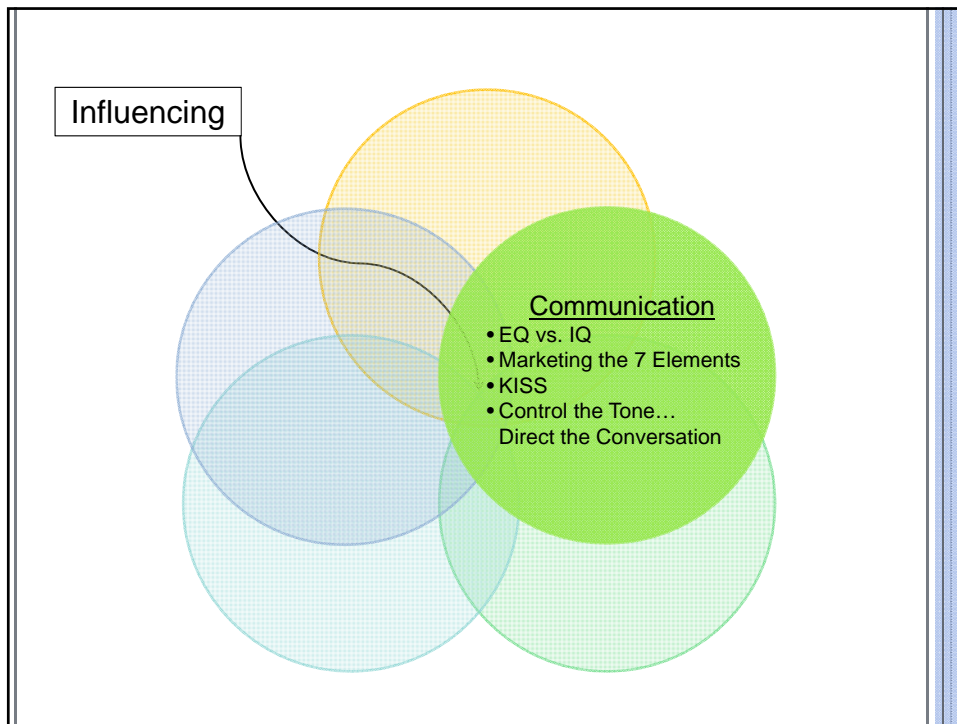
October 24, 2014

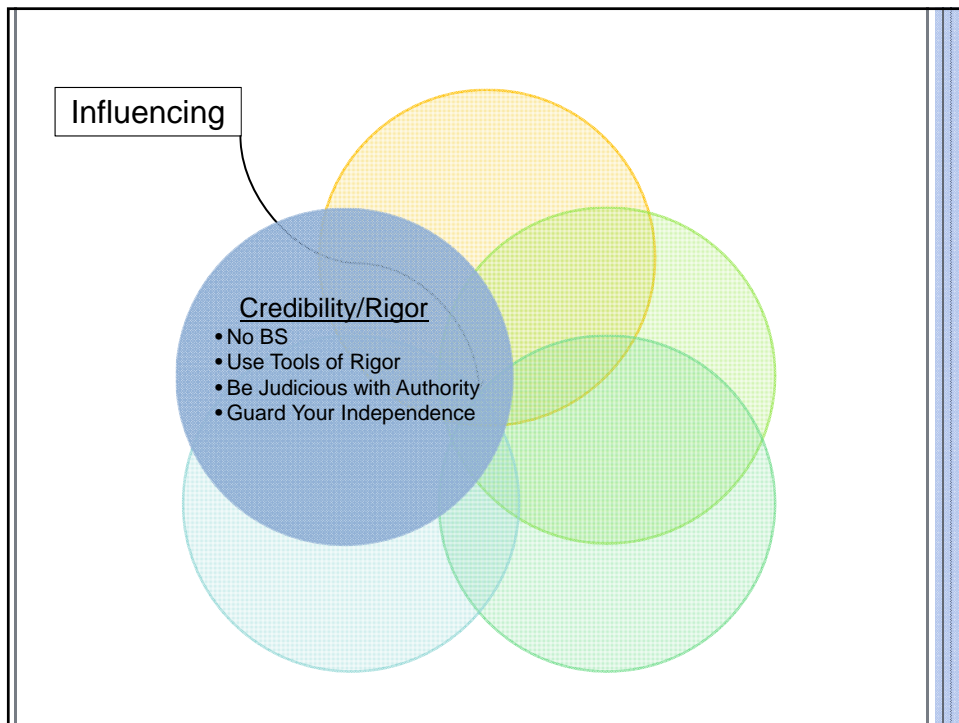
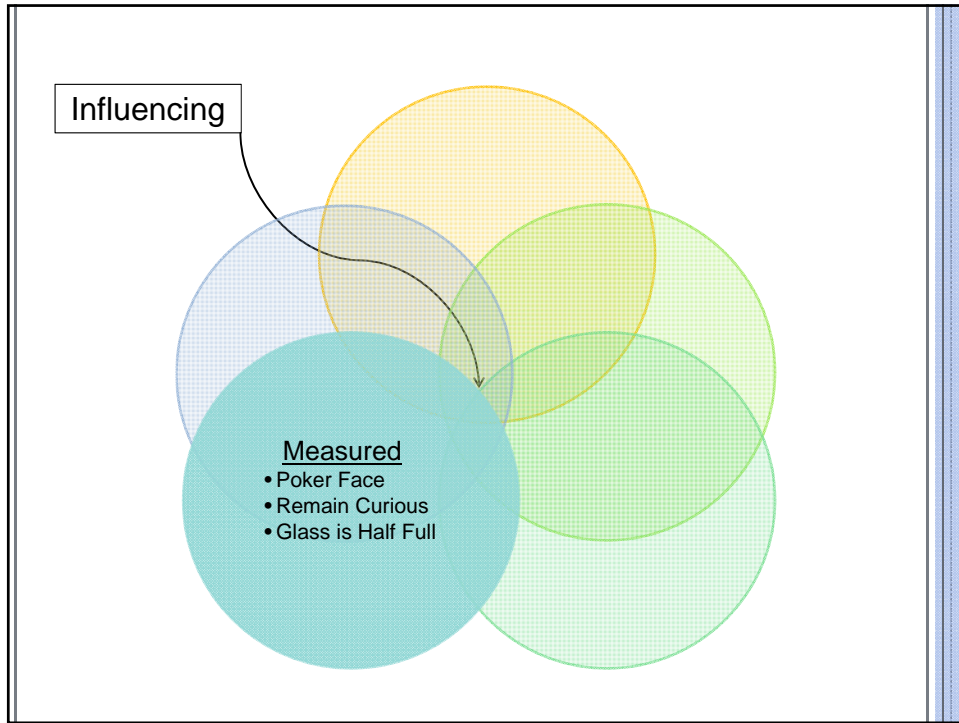
LET'S TALK ABOUT SKILL SET

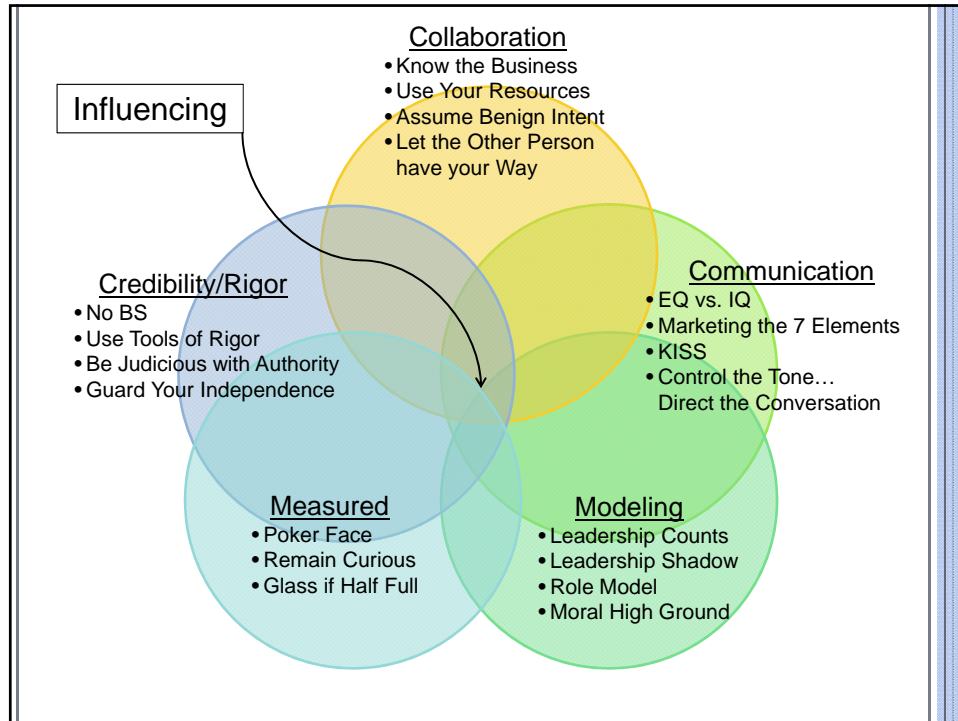
- **EQ vs IQ**
 - Can you own the room?
 - Do you have courage of conviction?
 - Do you have great communication skills – especially active listening?
 - Can you change language, tone, pitch to suit audience?
 - Can you read people?

- **Top Ten Skills List**
 - Visibility
 - Rapport
 - Transparency
 - Impose Rigor
 - Role Model
 - Don't Overstep Your Role
 - Analytical and Objective
 - Poker Face
 - Informal Power
 - Humility









GUIDING PRINCIPLES

- Compliance program translates values into actions
- Business operational leaders are responsible for compliance
- Develop a strategy for effective compliance and support business leaders in implementing that strategy
- Regulatory relationships are fundamental for our organization's success
- Create clear accountability around compliance and foster open, honest and clear communications about our outcomes



THANK YOU!
Questions?