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FOCUS

WHERE LEADERSHIP COMES INTO VIEW

President's Letter

Gemma Dreher

Dear Members: I hope you all had a great start to 2020. I am excited about this year in part because I reach the 30-year mark as a member of the legal profession. I started my career in Manchester, New Hampshire in September 1990. After taking the bar exam, I found an apartment on the outskirts of the city. During a visit to the local hardware store, I saw an elderly man posting a sign looking for farm hands to help with his harvest. I approached him and told him I was interested. He gave me a very critical look and started to laugh.

Anyone that knows me is aware that getting my hands and feet in dirt is essential to my well-being. I am an avid gardener and have deep knowledge of plants and soil. I learned from my mother and grandmother. My grandmother's skill was magical – she grew the most beautiful roses regardless of conditions.

The gentleman at the hardware store saw a petite young woman in high heels and matching leather bag, an expensive suit and clean, manicured hands. I had just studied and passed the bar exam – no time to play in the dirt. I was jumping up in down at this opportunity – I really wanted in. After the hearty laughing ended, the man, John, told me when and where to show up. I did show up and worked so hard that I harvested more potatoes than any other helper that day. John was impressed and told me so. His assumptions, his unconscious bias, was shattered.

That is not the most significant part of this story. Forging a friendship with John resulted in my unconscious bias hitting me right

between the eyes. I am from the NEK of Vermont. I know lots of farmers. Until I started working with John, I had no perception that my farmer friends might help me in my new career. Here's the thing – that September, I found myself in a culture I did not quite understand. My communication style suddenly seemed unique. My extroverted personality did not feel like an asset. Simply put, I struggled to fit in. In that first year, on a regular basis, I left the office for a good cry. John, along with my dad, helped me navigate this new world. That farmer was insightful, supportive and kind to me. We spent a lot of time together, in the dirt, jointly figuring out how to navigate this new culture. In this process, he was one of my best mentors and greatest supporters.

I write about this as a way to demonstrate the impact of unconscious bias. As we begin the New Year and make predictions and resolutions, I want to encourage each of you to put some effort into understanding this phenomenon. There are some excellent resources on the ACC site. An article written by Bill Mordan does a great job of demonstrating the impact of [unconscious bias](#). There are also presentations done by Jackson Lewis [discussing what unconscious bias is](#) and [promoting a positive workplace](#). I also highly recommend a TED talk done by [Valerie Alexander](#) on how to outsmart your own unconscious bias. The first few minutes of the talk were eye-opening for me.

These resources describe unconscious bias as the automatic mental shortcuts used to process information and make decisions



quickly. These shortcuts are based on our experiences and cultural stereotypes. To exemplify, here is a riddle from one of the Jackson Lewis presentations: A father and son are in an accident. The father dies at the scene and the son is rushed to the hospital. In the operating room, the lead surgeon says, "I can't operate on this boy. He is my son." How can this be? Did the answer come to you immediately? If not, that is your unconscious bias at work.

There are ways to interrupt unconscious bias and we all need to learn how. First, the data shows that assuming we are not biased makes us more biased*. Because we all have some unconscious bias, I encourage you to review the resources reference above to find ways to interrupt assumptions and top of mind thinking. This year, I am resolved to remind myself about the impact of unconscious bias. I am going to slow down in my decision making. When were my assumptions incorrect? How am I able to audit my decisions? Unconscious bias is as harmful as conscious bias and discrimination. 2020 is the year to increase my ability to be fair and unbiased and bring what I learn into my workplace. I hope you will join me in this resolution.

Sincerely,
Gemma Dreher

Communications Committee

Communications Committee and Newsletter
Editorial Board: Stephanie Lambert (editor-in-chief), Brian Ciaramicoli, James Coughlin, and Patrick Wu. Additional contributors in Q3: Sharon Kamowitz, Claudia Gilman and Donna Killmon

Why Better Business Communication Matters and How to Improve It

By Elizabeth A. Colombo

When asked in job interviews, “Are you a good communicator?” your gut reaction is, “Of course!” But, the truth is, we could all fine-tune our communication skills, whether you’re new to in-house or a chief legal officer. This month’s column will explain, using surprising statistics, why good business communication is important and how to improve your and your company’s communication.

By the numbers

While there are many causes of poor workplace communication, the lack of time spent on it doesn’t seem to be the problem. According to [Polly](#), “time spent on calls, emails and meetings has increased by 25 percent to 50 percent in the last two decades.” However, good communication is more than transmitting messages; they must be delivered impactfully.

Every day, [205.6 billion emails](#) are sent around the globe, but only one third of emails are actually opened. Additionally, although companies host an average of 61 meetings per month, 39 percent of people sleep through them, and [73 percent do other work during these meetings](#).

The same Polly article shows these unnecessary emails and long meetings can take a toll on a company, particularly with employee engagement:

“Employees who feel respected by their employers and are engaged at work are 87 percent less likely to leave their organization and seek new employment. Yet only 38 percent of employees say their company treats them with respect.”

Poor communication can lead to employees becoming frustrated that their time isn’t valued. But, when employees are purposefully engaged, it yields tangible results, according to [bluesource](#): “Productivity improves by up to 25 percent in organizations with connected employees.”

More than employee turnover, company finances are also drained by poor commu-

nication. According to a [Holmes report](#), the global PR leader found:

“[US\$37 billion is the] total estimated cost of employee misunderstanding (including actions or errors of omission by employees who have misunderstood or were misinformed about company policies, business processes, job function or a combination of the three) in ... corporations in the United States and United Kingdom.”

Some of these statistics may be a bit alarming, so how do we solve this wasteful problem? Below are recommendations on how to improve your and your organization’s communication skills.

Be transparent

To show that companies care about their employees, they must be transparent. I’m sure we’ve all worked in a company where everything felt like a secret that only management knew. That type of culture breeds discontent.

Of course, management cannot divulge everything happening in a company, but they should strive to be as open as possible. That way, employees feel like they belong and are part of the organization’s overall plan.

As in-house counsel, we have a duty to ensure confidentiality. However, that doesn’t mean that we can’t support senior management’s efforts to be transparent if it won’t harm the company.

We can also be transparent in our day-to-day work. For example, I’ve collaborated with fantastic contracts managers and analysts. Over time, I learned that I could trust them and, thus, I was candid with them about unneeded redlines in a negotiation.

That transparency signaled to the contracts analysts that I trusted them, which expedited the negotiation process and ultimately strengthened my company’s relationships with our clients and vendors.

Listen actively

Active listening is an overlooked communication tool. During a busy work cycle, it is easy to multitask while someone is talking to you. However, if we are not truly listening to someone to understand their message, we do them, our company, and ourselves a disservice.

For example, if you’re reviewing a contract and someone stops by your office with a question, you have many choices. Let’s take three of those options:

1. You can half listen to the person while half keeping an eye on your phone and computer and continuing to review the contract.
2. You can stop everything you’re doing, turn to the person, and have a productive conversation with them.
3. If you are in the middle of something that needs to get done, you can arrange to meet with the person at another time when you can give your full attention.

If you pick the second or third option, you’ll learn more from the person speaking to you and, likely, can better address what they’re discussing with you. If you pick the first option, you may be forced to have the same conversation again because you missed key elements of it the first time or you may have to redo work if you misunderstand the ask and start to work on it.

A wonderful active listening tool is to check for understanding. For example, let’s say you explain a complex concept to a colleague. It may help to ask, “Does that make sense?” This way, your colleague has a chance to say, “No,” and tell you where there is a misunderstanding. Likewise, if a colleague is explaining something to you, repeat the basics of it back to them. This ensures that you’re not misunderstanding their message.

Because our attention often meanders and because we are often only hearing our colleagues, not truly listening, we spend a lot of time clearing up miscommunications, backtracking, and fixing mistakes.

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Imagine an organization with people who all employ active listening. You wouldn't have to repeat yourself as much as you do now. There would be fewer misunderstandings. Meetings and phone calls would be more productive. Employee morale would be higher.

Communicate effectively at all levels

The need for better communication is not limited to young or entry level employees. No matter your title, you can improve business communication. In fact, "senior leadership" ranked second on Kincentric: A Spencer Stuart Company (formerly, Aon)'s list of top engagement opportunities. The aforementioned Holmes Report also confirmed this:

"Companies that have leaders who are highly effective communicators had 47 percent higher total returns to shareholders over the last five years compared with firms that have leaders who are the least effective communicators."

To facilitate conversations between employee leaders and their team, consider using digital communication channels in the workplace, such as Slack, Jabber, or Microsoft Teams.

As in-house counsel, if you have the clout to influence change, encouraging senior management to be effective communicators would serve your organization well. If you don't have that social capital, improve your communication style and hope others take your lead.

Use a variety of communication methods

Using different communication styles can help spread a message faster. I spoke with a director of corporate communications recently who described her tactic when communicating a change in a company practice. The organization was telling employees to dial six instead of nine when calling an external phone number.

Her department's strategy included posting table tents and signs throughout the building, emailing the update, and distributing business card size reminders. This is bril-

liant. Employees are busy. As the statistics show, they aren't even reading all of their emails or paying attention in meetings.

Sharing a message through various avenues will increase the odds that the staff sees the message. Employees are bound to see physical reminders, and if they don't, their colleagues may tell them. Thus, word-of-mouth may help spread your message even further.

Know your audience and message

When communicating with someone you work with regularly, know your audience. Meaning, if you know someone reads his email religiously, email him. If you know another colleague communicates best via the phone, call her.

Always share information in compliance with your company's privacy and data security policies and encourage others to do the same. If the information is sensitive or confidential, be mindful and share it (or don't) accordingly. Everyone in a company should be careful about sensitive information and we, as in-house counsel, have a unique opportunity to be leaders in responsible guarding of sensitive data.

Value inter-generational communication

Working with people of all ages benefits the company, as it adds diverse thought to the office. However, different generations (or different people, regardless of age) may view communication differently. The following statistics from the previously mentioned bluesource article paint a picture of the challenges workplaces face with different communication preferences:

- Around a quarter of employees think email is a major productivity killer.
- 78 percent of people who text wish they could have a text conversation with a business.
- 81 percent of millennials think "state of the art technology" is paramount to an ideal working environment over perks or amenities.
- 44 percent of employees want wider adoption of internal communication tools.

- 49 percent of millennials support social tools for workplace collaboration.
- 74 percent of all online adults prefer email as their main method of commercial communication.

If you aren't in a leadership role, it may be hard to effect a companywide change. However, on an individual level, you can know your audience and communicate accordingly.

As part of the legal team, you can also help draft communication policies. For example, a bring your own device (BYOD) policy covers and can solve some communication concerns. You can also offer risk management advice to senior management.

Overall, with different communication options in the workplace, be respectful of each other's preferences, and clearly explain why you prefer a certain method of communication.

Keep up with technology and 2020 work styles

With ever-evolving technology, sometimes it seems hard for our communication methods to keep up. For example, a [Gallup study](#) shows that 43 percent of US employees work remotely some of the time.

For remote employee programs to be effective, it's important that the organization creates a policy that supports the remote worker, and that the remote worker remains connected through phone calls, video conferencing, and emails. When handled effectively, remote workers can be just as connected as onsite workers.

As in-house counsel, we should be wary of telecommuting employees complying with company data policies. To avoid this problem, partner with senior management and IT to ensure that you're addressing where and how data is stored and shared.

Another issue is the employee's ability to "unplug." This constant connectedness can be a blessing and a curse: It's a blessing to be able to work from wherever, but it's a curse to constantly feel pressure to perform.

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Gone are the days of going home and being unreachable by work. Thus, it's important to make sure wage and hour laws are being adhered to and that employees are maintaining a healthy work-life balance.

Mind your delivery

Picture yourself going to a restaurant. Your server tells you that they are out of a dish that you were looking forward to eating. If your server flippantly says, "We're out of that," it may irritate you. However, if your server says, "I'm sorry, but we ran out of that. I'd love to get you something else that you would enjoy," it makes a world of difference. The message is the same, but the tone may alter how it's perceived.

It helps to think about who you are talking to. If you have a prior relationship with someone, you may know them well enough to tailor your message to them. If I know I'm talking to someone who can be a bit sensitive, I may deliver my message accordingly. If I know I am talking to a colleague who learns best visually about contracting with complex entities, maybe I'll sketch it out.

If I don't know the person I am talking to well, I strive to be clear in my message and see how they respond to it and understand it. This is one of the many benefits of active listening skills.

Parting words

The topic of how to better communicate could take up whole books, but the bottom-line message is to constantly work on being a better communicator because it saves you and your company time, headaches, and, often, money.

Author:

Elizabeth A. Colombo is a former corporate counsel with Konica Minolta Business Solutions U.S.A., Inc. She has experience working cross-functionally with the relevant business teams and stakeholders to draft, review, and negotiate commercial transactions of moderate to high complexity from the bid phase through contract execution.

ACC News

ACC Xchange: Rates Increase After March 18

Xchange 2020 (April 19-21, Chicago, IL) offers **advanced, practical, interactive, member-driven** education for in-house counsel and legal operations professionals that you won't find at any other conference. By uniting complementary professions to exchange ideas and best practices, this program creates a powerful and unique environment that offers a fresh take on how to deliver your in-house legal services more efficiently and effectively. [Register today at acc.com/xchange](https://acc.com/xchange).

In-house Counsel Certified (ICC) Designation

The [ACC In-house Counsel Certification Program](https://acc.com/icc), helps in-house counsel become proficient in the essential skills identified as critical to an in-house legal career. The program includes live instruction, hands-on experience, and a final assessment. Those who successfully complete the program will earn the elite ICC credential. Your law department and your employer will benefit from having a lawyer that returns with global best practices in providing effective and efficient legal counsel. Attend one of these upcoming programs:

- **Dubai, UAE**, March 2-5
- **Melbourne, Australia**, August 10-14

ACC 2020 Global General Counsel Summit

Join CLOs from multinational companies to discuss Championing Trust in Business at the [ACC 2020 Global General Counsel Summit](https://acc.com/gcs) in Zurich this June. Open exclusively to the highest-ranking legal officer of an organization, the 2020 Summit offers you an opportunity to collaborate, share, and network with your peers in an exclusive, highly interactive setting. [Register now at acc.com/GCSummit](https://acc.com/GCSummit).

2020 ACC Annual Meeting: Early Bird Rates End March 25

Lock in at the lowest available rates for the 2020 ACC Annual Meeting, taking place October 13-16 in Philadelphia, PA. Earn up to a year's worth of CLEs, get the essential knowledge and insights you need to navigate today's increasingly complex business environment, and make meaningful connections with your in-house peers from around the globe. No other event delivers such a wealth of education and networking opportunities for corporate counsel all in one place at one time. Group discounts are available. Check out the full program schedule at acc.com/annualmeeting.

New to In-house? Are you prepared?

The ACC Corporate Counsel University® (June 24-26, Denver, CO), combines prac-

tical fundamentals with career building opportunities, which will help you excel in your in-house role. Come to this unrivaled event to gain valuable insights from experienced in-house counsel, earn CLE/CPD credits (including ethics credits) and build relationships and expand your network of peers. [Register at acc.com/ccu](https://acc.com/ccu).

Drive Success with Business Education for In-house Counsel

To become a trusted advisor for business executives, it's imperative for in-house counsel to understand the business operations of your company. Attend business education courses offered by ACC and the Boston University Questrom School of Business to learn critical business disciplines and earn valuable CLE credits:

- **Mini MBA for In-house Counsel**, March 31-April 2, May 5-7 (Log Angeles), June 1-3, September 22-24, and November 17-19

Learn more and register at acc.com/BU.

Are you prepared to comply with new state privacy laws?

Rapidly growing data privacy regulations from California to New York make you accountable for all third-party service providers that access, process, or store your company's personal data. Visit www.acc.com/VRS for more information.



ACC-Northeast Member Spotlight

Kelly Whetstone

Deputy General Counsel

FORESIDE

Portland Maine

They say that Virginia is the state for lovers, but for native

Virginian Kelly Whetstone the state of Maine is where her heart is. While vacationing in 2016 at a family camp outside Bar Harbor, Whetstone simply “fell in love with Portland” and within a month she was sending resumes to find employment there. It was a Deputy General Counsel position at Foreside Financial Group in Portland that finally brought Whetstone to the state known as Vacationland in 2017. Foreside provides compliance and technology solutions to the fund, broker-dealer and investment manager industries. Before relocating to Maine, she served as Senior Counsel at a mutual fund, investment adviser and broker-dealer in Arlington, Virginia. Having received her BA and JD from the University of Virginia and her MBA from Florida State University, this southerner noted a marked change in the temperature outside the summer months. Whetstone enjoys the role at Foreside because of its “innovative approach to the industry”. She says there is always something new to work on. While she performed some general legal work previously at her Virginian firm, she was primarily focused in the mutual fund space. Now, in addition to advising on investment management and broker-dealer issues, she oversees corporate governance, IP, risk and trademark management, works closely with HR on labor and employment issues and advises executive management on M&A matters. She has implemented the firm's GDPR and other data privacy programs. She credits ACC resources for helping her broaden her practice. She found the ACC Annual Meeting programs this year in Phoenix “incredibly helpful”.

From a daily perspective the webinars and resource templates at acc.com have provided significant value to her practice. Her advice to those just starting out in house: “Be open to new opportunities. Find your fit. Don't be afraid to say yes to new opportunities. Be nice to people and go out to lunch with colleagues.”

Whetstone is very active in the Association of Corporate Counsel, serving on the Programs Committee of the Northeast Chapter. She lives in Scarborough with her husband, daughter and two dogs. In her spare time, she enjoys running, reading and yoga. Despite the colder weather in Maine, she has continued her focus on running to keep a healthy balance to her life. She has run eight half marathons and two marathons in the past and, having recently connected with a local running group for moms, has her eye on the New York City Marathon. In January 2020, Whetstone was elected as a Trustee of the Eastern Trail Alliance, a nonprofit organization dedicated to building, maintaining and promoting the use of the Eastern Trail, a scenic 65 plus mile bike and running trail that extends from the Maine/New Hampshire boarder to South Portland. She is excited to be able to give back to the community she loves.

Whetstone likes to set goals for herself-she also plans to read 60 books in 2020, having enjoyed *Where the Crawdads Sing* and *The Great Alone* in 2019. “I am also a sucker for thrillers – I read *The Housekeeper* and *The Sundown Motel* earlier this year,” reports Whetstone, both of which she considers to be “page turners”.

Whetstone regularly takes in local ACC Northeast Chapter programming, including in the Boston area. She is excited to see more programming in Maine in 2020 courtesy of the ACC Northeast Chapter. No doubt part of one of her goals for 2020 as part of her work with the Programs Committee.



Thank you, Kelly Whetstone, for your dedication to the Northeast Chapter and its membership. We love your energy and goal setting habits!

Editor's Note: This is the first in a new series of Member Focus articles in the ACC Northeast Focus Newsletter. This series will provide insights from personal experiences of our members concerning career, work-life balance, hobbies and interests. We hope you will enjoy learning more about your fellow ACC Northeast members. If you know someone who would like to be featured please contact Julie Duffy, Executive Director, at juliesduffy@gmail.com.



ACC-Northeast Chapter Welcomes New and Renewing Members

Please help us welcome the following Members who joined within the last few months:

Elysia Solomon

Humana Inc.

Alexander Gillis

Smartsheet

Benjamin Eastwood

The General Investment And
Development Companies

Gabriel Weiss

WEX Inc.

Nicole Hinds

Citizens Bank

Jennifer Fessler

Smartsheet

Robert Knychalski

United Natural Foods, Inc.

McKenzie Cotter

Dell Technologies

Simona Levi

Cell Signaling Technology, Inc.

Katrina Popielarczy

Westfield Bank

Matthew Greenberg

Citizens Bank

Kori Anderson-DBiogen

David Penn

Autodesk, Inc.

Alexis Goltra

Citrix Systems, Inc.

Susan Brown

Haven

Doug Barry

Alexion Pharmaceuticals, Inc.

Lauren Borislow

Smartsheet

Jonathan Kravitz

Coverys

Rhiannon Campbell

Veolia North America, LLC

Kurt Zernich

Brookwood Financial Partners, LLC

Patrick Pearce

Citizens Bank

Jeffrey Munsie

Concert Pharmaceuticals, Inc.

Eva Liu

Thermo Fisher Scientific Inc.

Chad Laliberte

Oracle America, Inc.

Christine Nickerson

Ahold USA Inc.

Lalitha Gunturi

RSA Security LLC

Christophe Southgate PTC

Therapeutics, Inc.

Michelle Marino

salesforce.com, inc.

Sharon Kamowitz Sharon Kamowitz

Privacy & Compliance Consulting

Jody Hyvarinen

United Natural Foods, Inc.

Jarvis Coffin

Veolia North America, LLC

Lisa Cooney

Jeffrey Horblit

Northeast Security, Inc.

Emily Ouellette

Alexion Pharmaceuticals, Inc.

Jeffrey Shapiro

United Natural Foods, Inc.

Kathleen Potter

PolarTec, LLC

Jessica Perkowski

LeanIX, Inc.

Andrea Pearson

L.E.K. Consulting LLC

Timothy Walsh

Booz Allen Hamilton Inc.

Bonnie McManus

CyberArk Software, Inc.

Rachel Goldwasse

Key Capture Energy

Kathryn Ness

Gradifi, Inc.

Diana Trevley

CyberArk Software, Inc.

Matthew Renna

The Middlesex Corporation

Jill Sutton

United Natural Foods, Inc.

Lindsay McGuinness

Analog Devices, Inc.

Nicolas Dunn

Smartsheet

Leanne Fitzgerald

Cerence Inc.

Nicholas Leitzes

United Natural Foods, Inc.

Bethany Calagione

Spero Therapeutics, Inc.

Kristina SuKepner

United Natural Foods, Inc.

Bob Schrader

Straight Teeth Solutions, Inc.

Randall Downing

Keurig Green Mountain, Inc

Michael Kass

Armstrong Ambulance Service

Frank Yu

Predictive Index, LLC

Kelli O'Donnell

Wolters Kluwer Health

Chris Bergen

Smartsheet

Mary Beth Blair

UNFI

If you forgot to renew please email
membership@acc.com.

ACC-Northeast Board of Directors Predictions for 2020

ACC Northeast Communications Committee asked the Board to offer their predictions for 2020 and beyond.....please take a look at what they had to say:

“My former law school professor, Alan Dershowitz, will advance a new theory completely contradicting the theory he espoused in the Senate impeachment trial which had completely contradicted his previous position on the exact same matter, bringing him full circle all the way back to the beginning.”

Jim Peck
Cognex

“Trump loses the election by a few thousand votes and refuses to accept the results. There is a tumultuous battle after the election related to its validity. The end result won't be determined until inauguration day in 2021, so I have nothing to say about how it all turns out!”

Paul C. Nightingale
HP Hood LLC

“Look for more States to regulate sales of vaping products”

Laurence Lewis
Care.com, Inc.

“ESG/Corporate Responsibility efforts accelerate dramatically within companies, responding to customers, investors, employees, and other stakeholders. And legal leaders continue and extend their central role in organizing and driving ESG programs, beyond the traditional legal focus on governance issues to extend to cross-functional environmental and social efforts”

Jeff Levinson
NetScout

“The 2020 election will be won by a Democrat. Environmental problems become front page news globally. Patriots keep Brady and make a run for the Super Bowl but come up short. Brady retires at the end of the season.”

Stephanie Lambert

“We will see great strides in the legal technology revolution, with respect to AI and machine learning. In-house lawyers may not have their own avatars to rely on by the end of 2020, but will take steps to develop the skills to leverage new technologies designed to perform tactical legal tasks, while we focus on issues of greater complexity.”

James Coughlin
DELL

ACC-Northeast Fall Programming in New Hampshire, Maine & Rhode Island featured popular Ethics Road Show

During 2019, ACC Northeast hosted an Ethics Roadshow in New Hampshire, Maine and Rhode Island. The program focused on technical competence and examined Rule 1.1, Competence, and in particular, Comment 8 which was added in 2012. Comment 8 reads:

*To maintain the requisite knowledge and skill, a lawyer should keep abreast of changes in the law and its practice, including the benefits and risks associated with **relevant technology**, engage in continuing study and education and comply with all continuing legal education requirements to which the lawyer is subject.*

Gemma Dreher of TD Bank, Christopher Hart of Foley Hoag LLP, Rita S. Heimes, General Counsel of the IAPP and Clifford E. Nichols III of Day Pitney LLP met with members at local breweries in New Hampshire and Maine and a wine bar in Rhode Island to consider what constitutes competent representation in the digital age. Participants looked at various hypotheticals that examined how in-house attorneys are able to preserve confidence, whether it is ethical to mine meta-data, gather evidence from social media, and what we need to know to satisfy our duty of competence in our respective roles. Each session was tailored to the State's Rules of Professional Conduct and attendees walked away with a better understanding of what in-house attorneys must understand about the ins and outs of technology in order to provide competent representation to the businesses we represent.

Participants in these programs received great content tailored to their jurisdiction. The Chapter hopes to do more programming across our geographic area during 2020 so stay tuned for additional programming in NH, ME, VT and RI.



ACC-Northeast Fall Program Recap

Corporate Counsel Institute: The Future of Privacy Law **November 13, 2019**

Sponsored by Ropes & Gray LLP

On November 13, 2019, the ACC Northeast Chapter and Ropes & Gray co-hosted an interactive half day program on privacy, cybersecurity, and emerging technologies in a rapidly evolving legal landscape. The program, which took place at Ropes & Gray's Boston office, brought together over 100 legal executives and business leaders from our chapter's membership, including from technology and life sciences companies. Topics included the newly enacted California Consumer Privacy Act (CCPA), best practices for managing shifting domestic and international data protection regulations, and frameworks for harnessing the power of emerging technologies while managing their risks. The program concluded with a fireside conversation with the General Counsel of Toast, a cloud-based restaurant technology company, who described Toast's compliance-by-design approach to privacy and new technologies, and how and why in-house legal departments must build a culture of compliance by obtaining business buy-in from the top.

The California Consumer Privacy Act, which was signed into law June 28, 2018, creates new disclosure obligations and rights for California residents, including the right to opt-out of "sales" of personal information. It has the potential to significantly impact the ability to buy, sell and use data containing information about California residents. The Act also provides for a private right of action with statutory damages, which increases the risk of class action litigation in the event of a security incident. Nevada recently passed a similar law and other states have similar bills pending. The most significant provisions of the Act became operational on January 1, 2020; however, the AG will not enforce the law until the earlier of July 1, 2020 or six-months after the AG issues applicable regulations. Companies doing business in California can take proactive steps now to prepare for the CCPA's implementation, such as data mapping, documenting the reasonableness of their security practices, increasing cyber defenses, reviewing cyber insurance policies, assessing third-party vendor risk and developing policies, procedure, contract provisions and training to ensure adherence to CCPA requirements.



An Insiders Guide: The first Year of in-house practice and beyond

November 14, 2019

Sponsored by the Next Gen Committee

In November, the Next Gen committee held a program at Nightshift Brewery in Everett. Our panelists hosted a fireside chat and shared secrets on how to prioritize your activities and have a successful transition to an in-house legal department. The panelists, who spanned different practice areas and different stages in career, discussed topics related to interacting with senior business leaders, establishing yourself in a new legal department, and managing work/life balance. Key takeaways included making sure to ask questions and taking initiative. Several of the panelists emphasized the importance of figuring out what works for you. The evening was rounded out by member networking and enjoying the brews on tap at Nightshift.



Law Students In-House Career Forum

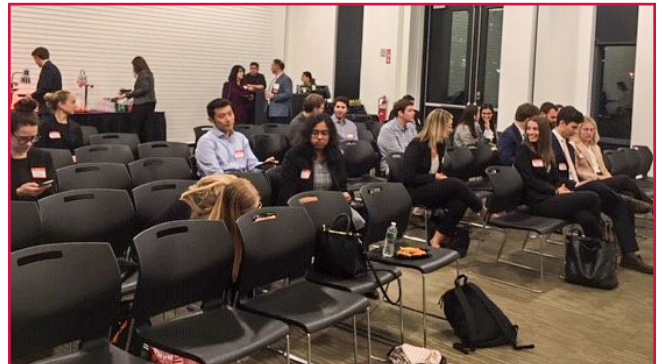
November 18, 2019

**Sponsored by
ACC Northeast Chapter**

What one thing do you know now that you wish you knew when you graduated law school? So was the question posed to panelists speaking to area law school students at Inhouse Career Night on November 18. From greater risk taking to a stint in government work, panelists had a host of recommendations for area law students in attendance.

With varying degrees of experience and career paths, each panelist discussed their path to their current role, provided recommendations for seeking in-house positions, and presented their views of in-house practice from a quality of life perspective. A law degree can open up many traditional and non-traditional career paths as evidenced by the panelists' career histories. In-house panelists reviewed the job options that can arise at law firms, in clerkships, public interest work, the government, and in corporate in-house law departments. The panelists candidly shared the benefits and challenges of practicing in-house versus at a law firm as well as what it takes to get there. Some of the unique ethical issues for the in-house practitioner were also discussed.

The panel included Donald Savery, Vice President & General Counsel, of Blue Cross Blue Shield of Massachusetts; Meredith Ainbinder, Deputy General Counsel, of Emerson College; and James P. Coughlin, Senior Managing Legal Counsel, Enterprise - US West of Dell.



Accelerate Change

December 4, 2019

Sponsored by the Diversity & Inclusion Committee (D & I) and Mintz

On December 4, 2019, Association of Corporate Counsel Northeast Chapter's Diversity and Inclusion Committee partnered with Mintz to host the panel discussion entitled "Accelerate Change." The panel was moderated by Shirley Leung, Business Columnist, The Boston Globe and the panel included Yalonda Howze, Member, Mintz; Michael O'Connor, General Counsel, MassMutual; Robin Walker, SVP, Chief Legal Officer, Stoke Therapeutics; and Jamie Whitney, SVP & Head of Legal: IMS and Corporate Transactions, State Street. The discussion was an opportunity for attendees to hear from leaders in the Boston legal community on practices to implement to enable progress with respect to hiring, retaining and developing diverse talent. The event commenced with a panel discussion, and segued into a break out session where attendees collaborated on drafting a list of recommendation on how to hire, retain and advance diverse talent in Boston's legal community.



Clinic-in-a-Box

December 5, 2019

Sponsored by the Pro Bono Committee and Mintz

On December 5, 2019, the Association of Corporate Counsel Northeast Chapter partnered with Mintz, Corporate Pro Bono, and Lawyers Clearinghouse for the ninth annual Clinic in a Box program. This year, 45 in-house attorneys participated in the program, which was held at Mintz's Boston office. Participants received CLE eligible training from Mintz attorneys on anti-harassment policies and crisis management. After completing the training, the in-house participants met with and counseled 16 non-profit organizations on drafting new workplace policies or revising existing policies, and provided guidance on relevant issues related to each organization's policies. Clinic in a Box has been held annually since 2011, and has trained more than 365 in-house attorneys to assist more than 116 non-profit organizations – legal assistance that these organizations otherwise may not have been able to receive.



Get on Board: The Personal & Professional Rewards of Serving on Non-Profit Boards

December 11, 2019

Sponsored by the Practice & Career Management Committee (P & CM)

On December 11, the ACC Northeast Chapter presented "Get on Board: The Personal & Professional Rewards of Serving on Non-Profit Boards." The program took place at District Hall in the Boston Seaport area. Jim Grace, Executive Director, Arts & Business Council of Greater Boston, facilitated an engaging roundtable discussion with panelists Marissa Murtagh, Vice President and Counsel, State Street; E. Abim Thomas, Vice President, Fidelity Investments; and Colin Van Dyke, Partner, Anderson & Krieger, LLP. They each described their experiences participating on non-profit boards and entertained numerous questions from an attentive audience. Topics included how to find and approach non-profit organizations, whether financial contributions are required, and the impact of board service on one's personal life and professional career, both in terms of time commitment and reputation. The lively discussion continued over wine and snacks.



COMMITTEE MEMBER/ VOLUNTEERS WANTED.

We are always looking for volunteers to help with our various committees and activities. Please let us know if you would be interested in volunteering a small amount of your time to help keep our chapter running strong. We will work with you to line you up with a project that interests you! Here is a list of our current committees and their chairpersons. Contact James Coughlin, NEXT GEN Committee for more information.

Communications Committee
Stephanie Lambert

Diversity & Inclusion Committee
Robin Walker

Membership Committee
Kathleen Burke

Next Gen Committee
James Coughlin

Practice & Career Management Committee
Sharon Kamowitz

Pro Bono/Community Service Committee
Christine Hughes

Programs Committee
Helen Tsingos

Women's Committee
Marisa Murtagh

LET US KNOW...

- What ideas do you have for program topics?
- How can we help you make the most of your ACC membership?
- Would you like to be more involved, serve on a Committee?
- Do you know someone interested in joining?
- Do you have some news you would like to share with your in-house colleagues?
- What types of networking event would you attend?
- Are you new to the area?

Email your comments to
juliesduffy@gmail.com

ACC Northeast's MOSAIC Program needs MENTORS

Our Chapter is paving the way for a new era of collaboration, community and self-investment. Join us as a mentor with MOSAIC Mentoring and be part this movement. All you need to do is share a few hours of your time every quarter with your mentee. In exchange you will feel a huge sense of fulfilment, you will be paying it forward and you can add it as a skill/experience to your resume. Please [sign up today!](#)



PRO BONO SPOTLIGHT

Discovering Justice

By Elizabeth A. Colombo

Discovering Justice is a civic education non-profit, empowering a rising generation of leaders. Our field trip program welcomes K-8 students from across MA to participate in interactive mock trials at the Moakley U.S. Courthouse in the Seaport. With support from our incredible volunteers, students think critically about the facts of a case, prepare oral arguments, and present before their peers in real courtrooms. Field trips run Tuesday-Friday from 10 am -12 pm at the courthouse. Volunteers must complete a one hour Discovering Justice Training Orientation before volunteering with students.



Register for one of our upcoming volunteer training sessions here:
<https://docs.google.com/forms/d/e/1FAIpQLSdNAd76ZLtFh0vkbrwZJFCr6J78uRFEeLaLDGB4Uo6asoShgg/viewform>

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ACC-Northeast

We would like to acknowledge and thank our 2020 sponsors

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Upcoming Events

Mark Your Calendar and Plan to attend:

ACC Northeast offers a variety of programs, webinars and events designed for our members' unique interests. Keep your eye on the Chapter Events calendar on the [website](#) and be sure to attend a few or ALL of the Chapter Programs happening in 2020.

March 3, 2020 from 1:00 pm - 2:00 pm
WEBINAR - *Building an e-Discovery Playbook for Your Legal Team*
Sponsored by FTI Technology

March 5, 2020 from 5:00 pm - 7:30 pm
PROGRAM - *Bridging the "GAAP": Simplifying Financial Accounting for In-house Counsel*
Sponsored by PwC

March 10, 2020 from 12:00 am - 1:30 pm
LUNCH/LEARN - *Upping Your Game: Five Principles for Enhancing Legal Department Efficiency and Effectiveness*
Sponsored by Apperio

March 11, 2020 from 1:00 pm - 2:00 pm
WEBINAR - *Doing Business in China*
Sponsored by Herbert Smith Freehills

March 25, 2020 from 5:00 pm - 8:00 pm
PROGRAM - *Adjusting Your Sails: Practical Tips for Navigating Corporate Transactions*
Sponsored by Morgan Lewis

Bring a Guest: Non ACC Members are allowed to attend one Program per year. Please invite your in-house friends and colleagues to any of the above.

Missed an Event or Webinar

Materials and/or recordings are uploaded one week after each event/webinar. For your convenience, they will be posted under "Resources" at the following link:

<https://www.acc.com/chapters-networks/chapters/northeast/resources>

[Home](#) | [Chapters & Networks](#) | [Chapters](#) | [Northeast](#)

Resources

ACC Northeast provides the resources you need to support a thriving in-house legal operation

ACC Association of
Corporate Counsel

Sullivan
SULLIVAN & WORCESTER

Join us March 19
for a *sure bet* on fun
and networking!

Please join us for ACC-Northeast's first Networking Event of 2020! Sullivan, one of the Chapter's long-time supporters, is hosting a Casino Night and Networking Reception with casino-style gaming* for ACC-Northeast Members and guests. We invite you to attend what promises to be a fun and lively evening with great entertainment and a relaxed atmosphere to network with colleagues and the legal community. Special prizes will be awarded at the end of the evening to recognize top scores and other achievements in our friendly competition — stay tuned for more details!



Thursday, March 19, 2020
5:00 - 5:30 pm: Registration
5:30 - 8:00 pm: Event

Sullivan
One Post Office Square
21st Floor
Boston, MA 02109

Register

*No legal tender will be exchanged at this event.

SUMMERFEST 2020
— will be —
Thursday July 15, 2020

Home Plate
Deck @
FENWAY
PARK

Details will to be sent out shortly

Share the Value of Membership



You know the value of ACC membership.

It saves you time and money, provides world-class professional development, and connects you with more than 40,000 in-house counsel around the world.

Invite your in-house friends and colleagues to become members of ACC by sharing how ACC made a difference in your career.

If interested, all membership information can be found at

www.acc.com/membership/benefits-membership.

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