

# MEMBER SPOTLIGHT



**Jeff Brown, VP – General Counsel, TELUS International**

**Years in-house: 21**

**Law School:** University of Michigan Law School, Ann Arbor

Meet ACC Colorado Board Member, Jeff Brown, VP – General Counsel at TELUS International.

**Please tell us a little bit about the company and your responsibilities there.** TELUS International is a digital customer experience company that designs, builds and delivers next-gen solutions for global and disruptive brands. Headquartered in Vancouver, we operate in more than 25 countries, with over 50,000 team members. As Vice-President of Law & Governance - G.C., I manage and develop a team of lawyers located in Asia, Europe, and Central America, and provide a full-range of legal services to the Board, its committees and the C-Suite, focused primarily on corporate secretariat, governance, customer contracts, M&A, and privacy.

**The best thing about my current job is ....**The variety, and the learning and professional growth that comes with it – facing and solving crazy new problems in a rapidly scaling global business.

**What I find to be most rewarding as in-house counsel is ...** Building teams and helping to develop the careers of other lawyers in other countries.

**The most challenging thing about my current job is ....**Convincing executives of the value of world-class corporate governance and employee empowerment. Everybody wants it their way, faster.

**Do you have any tips for in-house counsel that are new to their roles?** Read "The First 90 Days" by Michael Watkins, learn the business, and establish a fixed call / meeting cadence (weekly, monthly, quarterly, etc.) with a broad range of stakeholders in the business - the CEO, your boss, the head of sales, your direct reports, people in operations, IT, HR, finance. You should be on the phone / Zoom / Google Meet at least 1/2 of your day, keeping in touch with the business, solving problems, and seeing problems before they become problems. When travel comes back, visit the sites / plants / stores.



Jeff, wife, Joy, and daughters Courtney and Harper, and Lola (12 pounds of rabbit-chasing fury).

**A most important life lesson I've learned is** ...The calendar and the wallet do not lie. They reveal your priorities.

**I achieve work/life balance by** .....stealth, mostly. If you only have an hour, get in a short workout. If you only have 9 minutes, take a walk. If you have an afternoon, 18 holes of golf and a beer is very nice.

**My most pivotal career move was** ...Quitting HP (where I was stuck, professionally), and moving to Denver.

**If I were not practicing law, I would probably be** ...Struggling and failing to write the great American novel and working as a bartender on a beach.

**My favorite thing to do in my downtime is** ...Live music - preferably outdoors (Red Rocks!) or in a small venue.

**My last vacation was** ...Ireland.

**I'm currently reading** ... Shantaram, by Gregory David Roberts. It's about the exploits and adventures of an Aussie escaped convict in India.

**I could not live without** ...My family.

**People may be surprised to learn that I** ...am an enthusiastic, but untrained (some might say uncontrolled), dancer.

