

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 isThe 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 ispreaching the gospel of following an established and agreed process for planning and executing: (a) negotiations; and (b) corporate governance. Everybody wants to do it their own way, without checking all of the boxes, which usually results in waste and inconsistency.

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 bystealth, 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.