



# *The Role of the Compliance Officer as Psychologist*

Presented by Jonathan Bowdler



**The BIG  
Compliance  
Conversation**

# Welcome

## Objectives

- To make you think a little differently
- Maybe to perhaps surprise you a little
- To change your behaviour?

## What I will not be doing

- Mentioning Freud or Jung
- Practising any psychoanalysis on you!

# Introduction

*“Why Psychologist? Don’t we have enough to do already!”*

## What is a Compliance Officer?



- A Compliance Officer is a **human being**
- A Director is a **human being** (allegedly)
- A Regulator is a **human being** (see above...)
- Etcetera...

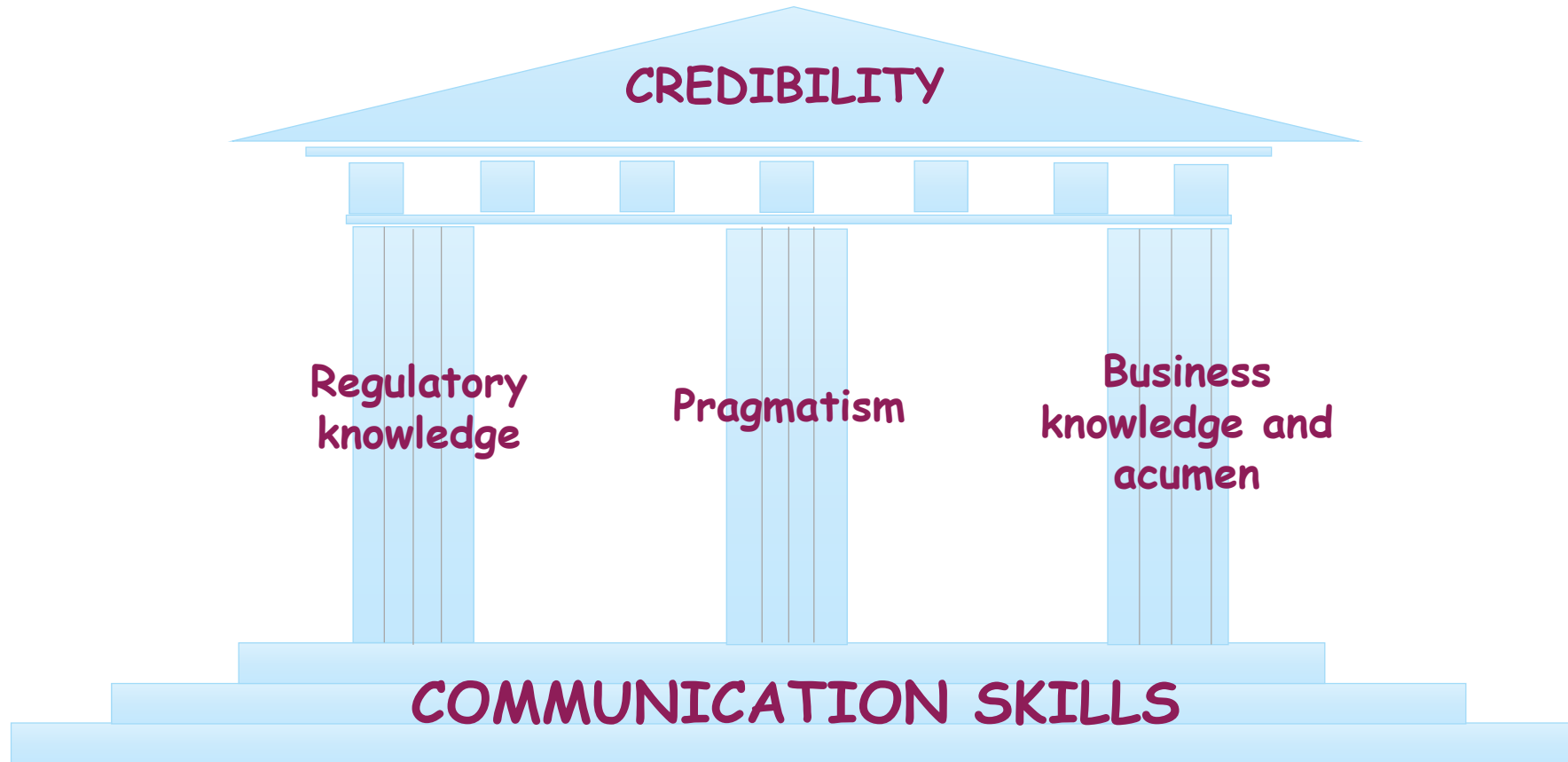
***“I'm only human  
Of flesh and blood I'm made  
Human  
Born to make mistakes”***

*The Human League, 1986*

# Where Psychology Fits In



# Key Skills/Attributes of a Compliance Officer



# What about you?

- Analyse your own skills and attributes
- Play to your strengths
- Develop those areas you need to
  - For your current role and your next one
- Get a role that plays to your strengths and that you enjoy!

# **The role of the compliance professional**

- To advise, both proactively and reactively
- To educate, so that the business can make better informed decisions
- To provide assurance and raise concerns
- To manage stakeholder expectations, both internally and externally

**All of the above require excellent communication and understanding skills**



# Psychology for Dummies

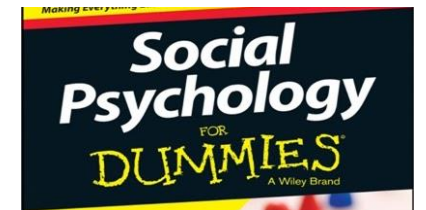
## **Oxford English Dictionary definition of psychology:**

The scientific study of the human mind and its functions, especially those affecting behaviour in a given context.


**Individual and group psychology** traits, and their causes, are very different

**Occupational psychology** investigates how people perform at work in order to develop an understanding of how organisations function.

**Social psychology** is a study of how the behaviour and thoughts of people are influenced by the behaviour an/or presence of others.

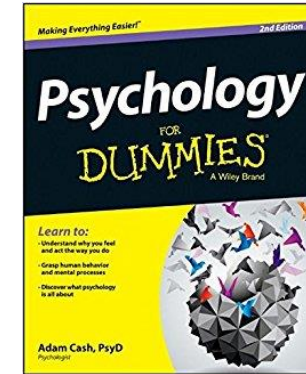


# Six of the basics in the workplace

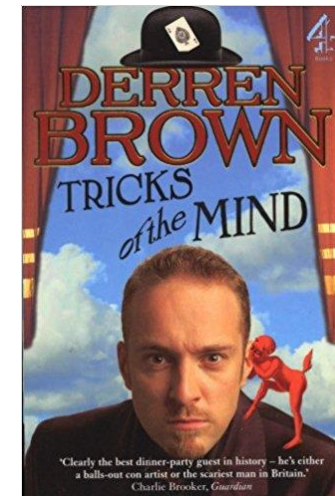
1. The difference between accountability and responsibility.
2. Laws and rules are rational. People are not!
3. Why does anyone do anything?
4. The importance of reward.
5. Always ask **WHY?** and 
6. Listen. Properly.

# What Next?

- Further reading
  - A basic psychology text
  - FCA Occasional Papers 24 and 25
    - Creating and sustaining cultures of compliance
    - Incentivising Compliance with Financial Regulation
  - Tricks of the Mind (Derren Brown)



- Stop and think
  - Why?
  - So what?



**End of presentation**