

## Compliance Today – April 2023

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### Meet Tina Tolliver: Ethics and compliance maximizer and achiever

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by Tina C. Toliver, MJ, CCEP, CHPC, CHCQM, PSRM, FABQAURP and Adam Turteltaub CHC, CCEP

**AT:** I want to start by addressing the first thing I noticed on your LinkedIn page, which is the sheer number of certifications you have: MJ, CCEP, CHPC, CHCQM, CHCRM, and FABQAURP. You are obviously a believer in certifications. What value do you believe they provide?

**TT:** Well Adam, that's a great place to begin. The value any certification brings to an individual shows they are an SME (subject matter expert) and hold competency in a specific trade, or line of knowledge, just like a degree. Obtaining certifications is not as easy as some people would imply. You must know the body of knowledge, how to put it into practice and have the wherewithal to speak to its content eloquently.

I heavily endorse certifications and expect people working in any field to obtain them. Certifications demonstrate competencies of your capabilities. They represent a person's dedication to their education and field of work. I personally would trust and follow a person who has an alphabet behind their name. Would we go to a specialist in any industry for guidance if they have nothing to represent or demonstrate their expertise? It's one of the first things I look for in any candidate who applies for any of my positions. It's the first thing I say I hire an individual who isn't credentialed: "get ready for a boot camp and becoming certified." It's an item in all our job descriptions. It shows me a person is serious about their career and ambition to move forward and be seen as an expert to everyone inside and outside your organization. I know I have been hired in previous roles because of my certifications. Being seen as an SME in compliance is huge. It earns you trust, respect, and supports you when others may be doubtful of your familiarity with certain subject matter.

**AT:** You are also committed to lifelong learning, not just for the certifications. You have earned several master's certificates. First, how do you find the time? I'm not being glib. It's just for many of us work and family obligations are so daunting it's hard to contemplate the investments of time that you have made.

**TT:** First, I find the time by being a very self-motivated professional. If you are a lifelong learner like me—which is what we all are or should be in the ethics, compliance, and risk world—you find the time. It becomes part of your everyday activities. Compliance professionals must read every day, absorb tons of information to ensure we are apprised of all matters heading our way. It is a real investment in yourself, and in the end, your family, your work, and you will be better for it. It's a self-disciplined thing. And I love what I do!

**AT:** How has all this education benefited your work in compliance?

**TT:** Let's be candid: unless you are Brad Pitt, to be successful in any field, education is key. Personally, education has made me a better, well-rounded person. Being well-rounded in ethics and compliance helps you tremendously when you are trying to convey a message, bring about change, share in a collaborative effort. Education builds character and self-respect, and then vicariously you become valued for all that you bring to the table. It has propelled my career path in many ways with better opportunities, broadened my field of knowledge to share the experiences with others in collaborative relationships, and becoming more creative in my design of ethics, compliance, and risk programs.

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