

## Compliance Today – January 2021 Self-monitoring

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By John Falcetano

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A critical element of any effective compliance program is monitoring. As a service to our members, each month this column focuses on potential monitors for specific business lines or functions.

One thing many compliance professionals never think of monitoring is themselves. Since my first compliance conference more than 20 years ago, I have had the pleasure to interact with thousands of compliance professionals. One common trait compliance professionals seem to have is that they are constantly working, even when off the clock. Compliance professionals constantly worry about potential compliance concerns, employee complaints, hotline calls, compliance audit findings, pressure to perform, and a never-ending workload. Today, COVID-19 has been added to the list, and working remotely has become the new normal.

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