

04/01/2019 9:30AM - 10:30AM

Talent Management, Deep Dive Workshop

Chesapeake 1-2

AI: Everyone is Talking About It But Who is Actually Using It in Consumer and Commercial Lending?

In this session you will learn:

- Machine learning scores and attributes to develop more predictive strategies;
- Applying machine learning to multi-data assets, including multi-year trended data to create powerful insights and;
- Speed of insight and business action through advances in modeling techniques.

Speaker(s):

Peter Maynard, *Senior Vice President, Global Capabilities, Equifax*

04/01/2019 12:15PM - 1:30PM

Small Business, Talent Management

Chesapeake G-I

Where to Look NOW: Talent Development & Retention

Banking has not been a “hot industry of choice” for a variety of reasons and many banks are running out of trained bankers. Meanwhile, pressure for higher productivity, faster, and lower costs are significant. All new hires carry an ROI on their heads. Expectations for “performance on quota” after six months in position can lead to significant attrition and an endless loop of new recruiting. How do we balance the cost of investment in training and coaching with the turnover rate we are experiencing? How can we develop business bankers and other sales colleagues faster and retain more of them?

In this session, you will learn:

- Best practices techniques from firms outside of financial services; and
- Example learning acceleration and retention strategies from CBA member banks – strategies for building the talent pipeline, developing team members, and retaining team members.

Attendees of this session may be eligible to earn 1.0 CPE credit in the field of study for Personnel/Human Resources.

Pre-requisites/Advance Preparation: None

Program Level: Basic

Delivery Method: Group Live

In accordance with the standards of the National Registry of CPE Sponsors, credit is granted based on a 50 minute hour.

Speaker(s):

Nick Miller, *President, Clarity Advantage Corporation*

Edmundo Hoffens, *Executive Vice President, Chief Talent Officer, IBERIABANK*

Lynetta Steed, *Senior Vice President*, Fifth Third Bank

Moderator:

Nick Miller, *President*, Clarity Advantage Corporation

04/01/2019 1:40PM - 2:40PM

Talent Management

Chesapeake 1-2

“Your” Reputation – A Draw or a Deterrent: A Discussion on Managing Reputational Risk

One’s reputation could be a draw or a deterrent for people whether prospective customers or employees. How should we think about Reputational Risk? What are the essential elements in managing it? How does one prepare employees to deliver on key products and services that reflects one’s brand in a highly regulated and challenging environment?

Join us for a lively discussion on:

- A framework to better understand reputational risk;
- Information on mitigating and managing it; and
- Best practices on preparing your employees.

Speaker(s):

Todd Barnhart, *Executive Vice President, Retail Distribution Executive*, PNC Financial Services Group

Christine Channels, *Chief Operating Officer, Consumer and Small Business*, Bank of America

Pierre Habis, *Managing Director, Head of Consumer Banking*, MUFG Union Bank

Jenny Rhodes, *Senior Vice President, Human Resources-Retail Distribution*, PNC

Moderator:

Jenny Rhodes, *Senior Vice President, Human Resources-Retail Distribution*, PNC Bank

04/02/2019 9:20AM - 10:20AM

Talent Management

Chesapeake 1-2

Roundtable: The Workforce of NOW

Talent management professionals across the financial services industry face similar trials and tribulations. This session provides a networking and knowledge sharing opportunity to help gain clarity and insights into the challenges you face.

04/02/2019 10:55AM - 11:55AM

Internal Audit, Talent Management

Chesapeake 4-5

Reworking the Revolution: How Organizations are Creating Workforce Agility in an AI World

Work is changing in profound new ways. Is the enterprise prepared to respond meaningfully, and at scale? Organizational sensing reveals only 12% of

organizations are truly agile. Organizations ability to rapidly pivot to future-relevant workforce strategies bears that out. HR has the opportunity to lead a revolution of agility by providing evidence-based decision support on new workforce options to business leaders throughout the organization.

In this session, you will learn:

- How to use data-driven insights to reshape the future workforce using the “4Bs” – Buy, Build, Borrow and Bot;
- How to optimize the opportunities to use AI and other technologies that augment people’s capabilities; and
- How reskilling people results in comprehensive workforce strategies and agile options that are relevant both now and in the future.

Speaker(s):

Michael Bazigos, *Senior Partner and Global Managing Director*, Accenture

Kelsey Lang, *Human Capital Management*, TCF Bank

04/02/2019 1:45PM - 2:45PM

Fair & Responsible Banking, Talent Management

National Harbor 6-7

Building More Diversity & Inclusion NOW

Multiple studies report the diversity of talent in entry and mid-level roles but then the lack of diversity in more senior leadership roles. How do you “pull” diversity throughout an organization so that it’s reflected at all levels of the organization?

In this session you will learn:

- The potential impact of recent legislative actions;
- The impact of unconscious bias on a company’s diversity & inclusion initiatives;
- Best practices utilized in building a more diverse organization.

Speaker(s):

Monica Sylvain, *Chief Diversity Officer*, IBERIABANK

Cassi Chandler, *Chief Executive Officer and Managing Partner*, Vigeo Alliance

Kelley Cornish, *Global Head of Diversity and Inclusion*, TD Bank

Maggie Murphy Maertz, *Strategy Planning Manager and Consultant Talent Planning & Development*, Wells Fargo Bank

Moderator:

Maggie Maertz, *Strategy Planning Manager and Consultant Talent Planning & Development*, Wells Fargo Bank

04/02/2019 3:15PM - 4:15PM

Talent Management

Chesapeake 1-2

Upskilling in the Digital Age

While technological breakthroughs in the form of AI and machine learning are multiplying in scope every day, human up-skilling largely remains a comparatively slower process. How do companies prepare employees for future roles and opportunities?

In this session you will learn:

- How to emphasize creativity within your workforce to drive innovation;
- How to adapt to new ways of learning to be relevant and employable in the industry; and
- Skills required of managers to ensure the right talent is being identified to engage in development activities.

Attendees of this session may be eligible to earn 1.0 CPE credit in the field of study for Personnel/Human Resources.

Pre-requisites/Advance Preparation: None

Program Level: Basic

Delivery Method: Group Live

In accordance with the standards of the National Registry of CPE Sponsors, credit is granted based on a 50 minute hour.

Speaker(s):

Logan Mulvey, *Chief Customer Officer, STRIVR*

Meredith Jaremchuck, *National Director of Programs, Year Up*

Sonia Storer, *Director of Talent Acquisition & Development, BBVA Compass*

John Jordan, *Managing Director, Head of Consumer Academy and Advisor Development, Bank of America*

Moderator:

John Jordan, *Managing Director, Head of Consumer Academy and Advisor Development, Bank of America*

04/02/2019 4:25PM - 5:25PM

Talent Management

Chesapeake 1-2

Roundtable: The Workforce of Tomorrow

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