

# LEAD STRONG

## SDBA Women in Banking Conference



Encourage • Support • Inspire

October 9-10, 2019 | Sioux Falls Convention Center, Sioux Falls, S.D.

# LEAD STRONG: Women in Banking Conference

OCTOBER 9-10, 2019 | SIOUX FALLS CONVENTION CENTER, SIOUX FALLS, S.D.

## ABOUT THE CONFERENCE

**LEAD STRONG: Women in Banking** is designed to encourage, support and inspire women to succeed in the workplace. This event will benefit all levels of staff interested in the enhancement and career growth of women in South Dakota banking.

## WEDNESDAY, OCTOBER 9, 2019

5:30–7:00 p.m.

### Networking Reception

Stop by Meeting Rooms 8-10 at the Sioux Falls Convention Center to connect with other attendees.

## THURSDAY, OCTOBER 10, 2019

8:00–8:30 a.m.

### Registration & Continental Breakfast

8:30–8:45 a.m.

### Welcome

8:45–9:30 a.m.

### Getting Noticed as a Potential Leader

**Dr. Suzi Kalsow**, *Vice President of Learning and Development, Bank Midwest, Spirit Lake, Iowa*



It is 2019, and women are not making the hoped-for gains in leadership positions in banking. What is the current data telling us? What can women do to improve their chances of moving up in the banking industry? It is time to not only get noticed but get promoted. Dr. Suzi Kalsow began her career as a middle school teacher and coach, which led to jobs as a curriculum director and regional education consultant. Her next move was to higher education as a graduate professor in leadership, field experiences director, dean of education, associate vice president of academic affairs, and vice president of academic affairs. Dr. Kalsow made the move to the banking industry in 2014, and is passionate about workplace culture and leadership training. She is teaching fundamentals of leadership at the Graduate School of Banking in Boulder, Colo.

9:30–10:15 a.m.

### The Future of Banking Is Conversational: Are You Ready for Snackable Service?

**Virginia Heyburn**, *VP of Thought Leadership, Fiserv, Naples, Fla.*



Today's customer is always-on and hyper-informed, favoring speed over design for their on-the-go, need-it-now lifestyles. Fintech companies are disrupting banks' traditional revenue models, and Gen Z is coming of age on a collision course with banks over technology. Banks must pursue conversational banking models that leverage critical advances in technology such as artificial intelligence, voice banking, chat bots and intelligent payment hubs. This session will explore next-level banking services that are conversational—offering mutual engagement—and how banks can prepare to deliver finely-tailored advice and services instantly. Virginia Heyburn advises C-Level executives on industry and consumer trends, business drivers and technology strategies that align with a faster pace of consumer and business innovation.

10:15–10:30 a.m.

### Break

10:30–11:15 a.m.

### Allergies & Airplanes: A Guide to Improving Your EQ

**Erika Klein**, *Learning and Development Officer, Fishback Financial Corporation, Brookings, S.D.*



Decades of research point to emotional intelligence (EQ) as the critical factor that sets star performers apart from the rest of the pack, even more so than IQ alone. So how do we harness the power of our emotions to rise to the top? Make sure your seat belts are fastened and all baggage is stored for this 30,000-foot view of EQ. After five years in the traditional banker role, Erika Klein followed her heart to the learning and development world, where she has spent the past seven years creating a culture of learning at First Bank & Trust. Whether through instilling the service culture through on-boarding coursework or designing and facilitating personal and professional development workshops, Klein is passionate about growth and helping others see through the roadblocks to becoming the best versions of themselves.

## TOP-LEVEL SPONSORS

- Ballard Spahr LLP
- First Interstate Bank
- First PREMIER Bank
- Dacotah Bank
- Bell Bank
- Full Throttle Living

## SERVICE PROJECT: Helpline Center (211)

The Helpline Center connects people across the state to resources and support and offers hope to those with thoughts of suicide. To help women in need, the SDBA will be collecting donations of unopened personal care items such as shampoo, body wash, deodorant, toothpaste and most importantly feminine hygiene products, which are expensive to buy. The Helpline Center will distribute the items to organizations that work with women, along with resource cards about 211. Also welcomed are cash donations to the Helpline Center, which the SDBA will collect.



11:15–12:00 p.m.

### **Diversity and Inclusion in Banking: Getting Up Close and Personal**

**Jamica Quillin**, *Office of Minority and Women Inclusion, Federal Reserve Bank of Minneapolis, Minn.*



This session will highlight areas for improvement in diversity and inclusion within financial services while highlighting programs working on moving the needle in the industry. Audience collaboration will be a part of the session. Jamica Quillin works for the Federal Reserve Bank of Minneapolis as assistant vice president and associate director of the Office of Minority and Women Inclusion. She oversees workforce and supplier diversity and is also responsible for the bank's recruiting efforts. Quillin previously worked for the Federal Reserve Bank of Chicago as the manager of strategic partnerships in its Office of Diversity and Inclusion. She served as program manager of the Financial Services Pipeline Initiative, in which 19 Chicago-based firms led efforts to increase the number of African Americans and Latinos in the financial services industry.

12:00–12:45 p.m.

### **Lunch & Overview of SDBA Opportunities**

12:45–1:30 p.m.

### **Liar, Liar, Pants on Fire**

**Traci Brown**, *Traci Brown, Inc., Boulder, Colo.*



Are you winning the game of "Two Truths and a Lie?" You play every day and don't even know it. Win the game with your clients, boss, team and prospects to dramatically improve your bottom line—and detect fraud before it happens. Do they really like your proposal? Do they like the job you did? Are they telling you the truth about their budget? How would your life change if you knew what those closest to you were doing and not saying? In this fast-paced session, you'll learn how to use Traci Brown's system to separate the lies from the truth in today's headlines—and in your own life. Brown is trained in the body language of deception detection right alongside the country's top law enforcement. She teaches lie, fraud and identity theft detection skills she's used to get to the truth in billion-dollar business deals, crimes and politics.

1:30–2:15 p.m.

### **Daring Leadership: It's Time to Drop the Armor and Lead with Courage**

**Lisa Brouwer**, *Full Throttle Living, Sioux Falls, S.D.*



Command and control. Weaponizing fear. Hustling for worthiness. It's armored leadership, and it's not serving us anymore. We desperately need leaders who are self-aware and committed to brave, wholehearted leadership. In this session, Lisa Brouwer will introduce the barriers that underpin brave leadership and explore four courage-building skills that are at the heart of daring leadership. Based upon the Dare to Lead™ work of Dr. Brené Brown, Brouwer will take a deep dive into what it takes to be a daring leader—rumbling with vulnerability, living into our values, braving trust and learning to rise. Twenty-two years of sales and leadership experience in one of the largest financial institutions in the U.S. has taught Brouwer what it takes to fuel success in a fast-paced, ever-changing business landscape.

2:15–2:30 p.m.

### **Break**

2:30–3:15 p.m.

### **Cashing in on Teambuilding**

**Marcia Schmitz and Sherry Kurtz-Anderson**, *Lead to Inspire, Sioux Falls, S.D.*



Teams that work well together can greatly increase workplace productivity and create a more cohesive company culture. Lead to Inspire shares strategies that will help your business CASH IN ON TEAMBUILDING. Participants will not only learn effective ways to enhance how their teams work together and collaborate on projects but will engage in hands-on learning. Teambuilding exercises and competitions help ensure pull through of the course content and materials. Marcia Schmitz and Sherry Kurtz-Anderson's careers have been immersed in leadership roles in communications, sales, health care, as well as a tech startup environment and now their own business.

3:15–4:15 p.m.

### **Calling All Girl Bankers**

**Natalie Bartholomew**, *Chief Administrative Officer, Grand Savings Bank, Bentonville, Ark.*



Being a woman in banking can be challenging. Natalie Bartholomew, career banker, working mom, chief administrative officer of Grand Savings Bank, and owner/author of The Girl Banker blog, will discuss ways for women to empower one another and break all the ceilings when it comes to being a woman in banking. Bartholomew is a career banker with experience in a variety of areas of banking including lending, deposit operations, culture building and marketing. She currently serves as the chief administrative officer and vice president of Grand Savings Bank. She launched The Girl Banker blog in November 2017 in hopes of creating a voice for women in banking and working moms. Bartholomew also has a passion for educating young women about the banking industry and highlighting those who started their careers at a young age.

4:15–4:30 p.m.

### **Wrap Up/Feedback**

# LEAD STRONG: Women in Banking Registration Form

OCTOBER 9-10, 2019 | SIOUX FALLS CONVENTION CENTER, SIOUX FALLS, S.D.

## LOCATION

**Sioux Falls Convention Center:** 1201 N. West Ave., Sioux Falls

A block of rooms has been reserved at the Sheraton Sioux Falls at 1211 N. West Ave. for the evening of Wednesday, Oct. 9. The rate is \$119 per room. Please contact the Sheraton at 605.331.0100 to make your reservation by Sept. 13, when the block will be released.

**REGISTRATION FEE** Fee includes the conference, lunch, breaks and reception.

**Member:** \$185 per person    **Non-Member:** \$235 per person

Bank \_\_\_\_\_ Contact Person \_\_\_\_\_

Address/City/State/Zip \_\_\_\_\_

Number of attendees that plan to attend the networking reception the evening of Oct. 9: \_\_\_\_\_

## Registrants' Names

1. Name \_\_\_\_\_ Title \_\_\_\_\_

Address/City/State/Zip \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

2. Name \_\_\_\_\_ Title \_\_\_\_\_

Address/City/State/Zip \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

3. Name \_\_\_\_\_ Title \_\_\_\_\_

Address/City/State/Zip \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

4. Name \_\_\_\_\_ Title \_\_\_\_\_

Address/City/State/Zip \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

## Submit Registration to South Dakota Bankers Association

**Mail:** PO Box 1081, Pierre, SD 57501    **Fax:** 605.224.7835    **Email:** jdyce@sdba.com    **Online:** www.sdba.com



**Total fees due:** \$ \_\_\_\_\_     Check enclosed.     Please send me an invoice.

Please bill credit card:     Visa     MasterCard     Discover     American Express

Card Holder's Name \_\_\_\_\_

Credit Card No. \_\_\_\_\_ CVV \_\_\_\_\_

Expiration \_\_\_\_\_ Zip Code \_\_\_\_\_

Authorized Signature \_\_\_\_\_

**Cancellation Policy:** 100% refund if canceled Oct. 2 or prior. 75% refund if canceled Oct. 3-5.

No refund if canceled Oct. 6 or later. Substitutions allowed at any time.

- **Attire:** The suggested attire is business casual. Bring a sweater or jacket as meeting room temperatures vary.
- **Special Food & Lactation Room Requests:** If you have a special request, contact Halley Lee at hlee@sdba.com or 605.224.1653.
- **Questions:** Contact the SDBA at 605.224.1653 or 800.726.7322 or visit www.sdba.com.