

— 21st Annual —



UBA WOMEN IN BANKING

— CONFERENCE —

WELCOME



**Thank you for your
donations!**

Committee Members

- **Jamie Booth**, Altabank
- **Kari Brown**, American Express
- **Sylvia Carlson**, FinWise Bank
- **Hillary Crook**, Central Bank
- **Caelan Cooper**, FinWise Bank
- **Kelly Crane-Hale**, Bank of Utah
- **Lillian Ferreira**, CC Bank
- **Becky Funk**, Cache Valley Bank
- **Vikki Hawke**, Medallion Bank
- **Terrie Hyland**, Milestone Bank
- **Meagan Jolley**, SBSU
- **Lynette McElprang**, Zions Bank
- **Iriana Molina**, First Electronic Bank
- **Angela Richins**, First Utah Bank
- **Milla Schneider**, Comenity Capital
- **Toni Smith**, Zions Bank
- **Stacey Tronson**, WEX Bank
- **Martine Celestin**, Redemption Bank

Thank you!



mysherpas

Thank you!



**WOMEN'S
LEADERSHIP
INSTITUTE**

ELEVATING THE TALENTS OF WOMEN

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Thank you!



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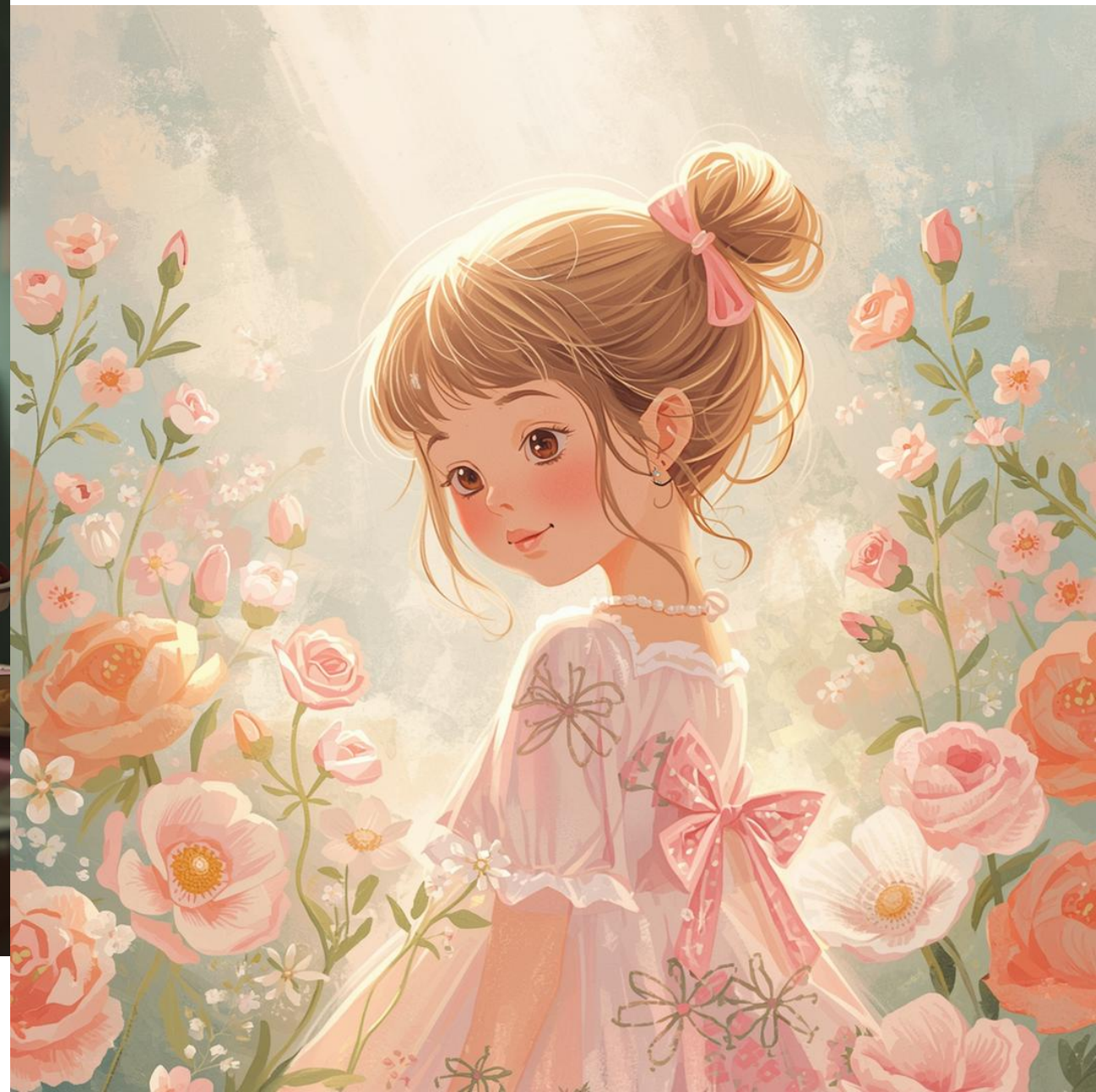
Deborah Ostreicher

Owner

Distinguished Communications



Deborah Ostreicher: Author, Advisor, Aviator









1. Conditioning







2. Non-verbals



Stance
Eye contact
Smiling
Nodding
Head tilt



Up speak
Voice quality
Pace

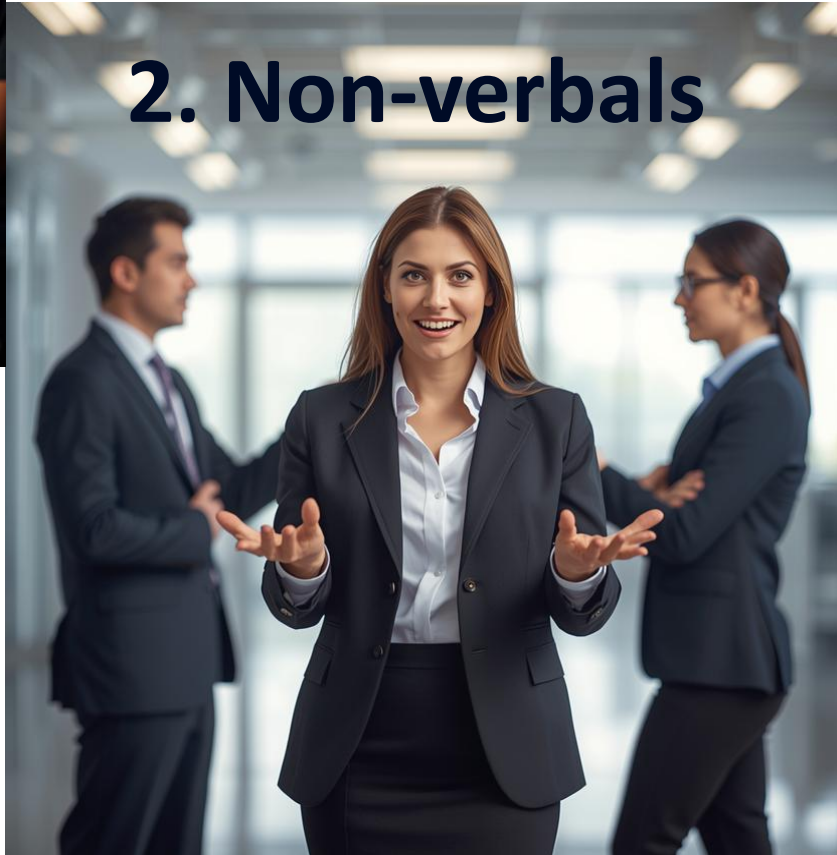




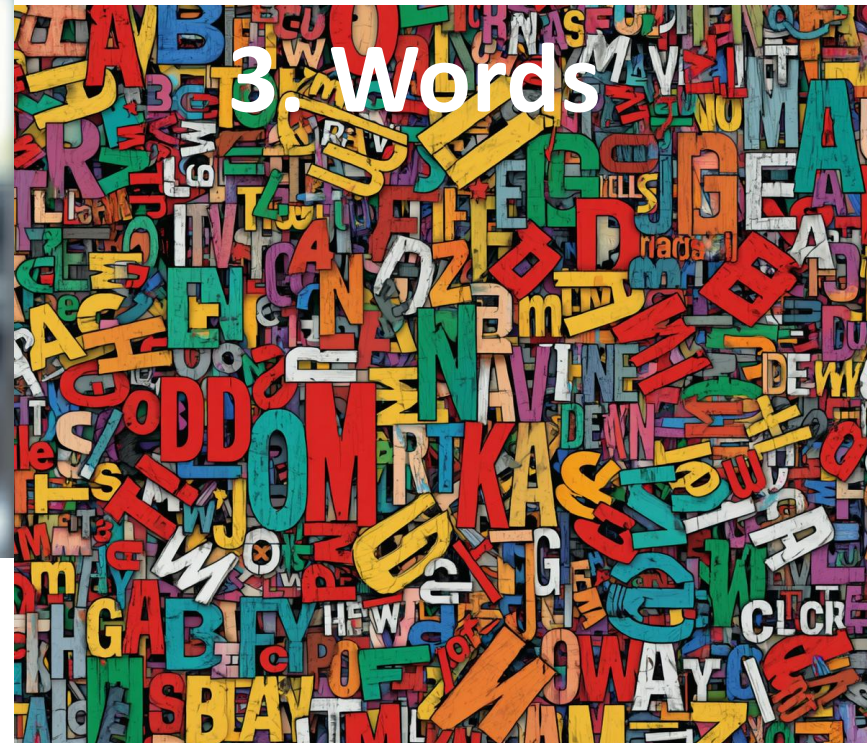
1. Conditioning



2. Non-verbals



3. Words





Distinguished Communications

CLEAR - CONCISE - COMPELLING



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Volunteerism

Panel Moderated by: Milla Schneider, Sr. Analyst Credit Management, Comenity Capital Bank



Kim Hannay
Optum Bank



Kathy Murdock Luke
UT Housing Corporation
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Dr Susan Madsen
Founder & Director
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Project

AT UTAH STATE UNIVERSITY

Utah Women & Leadership Project

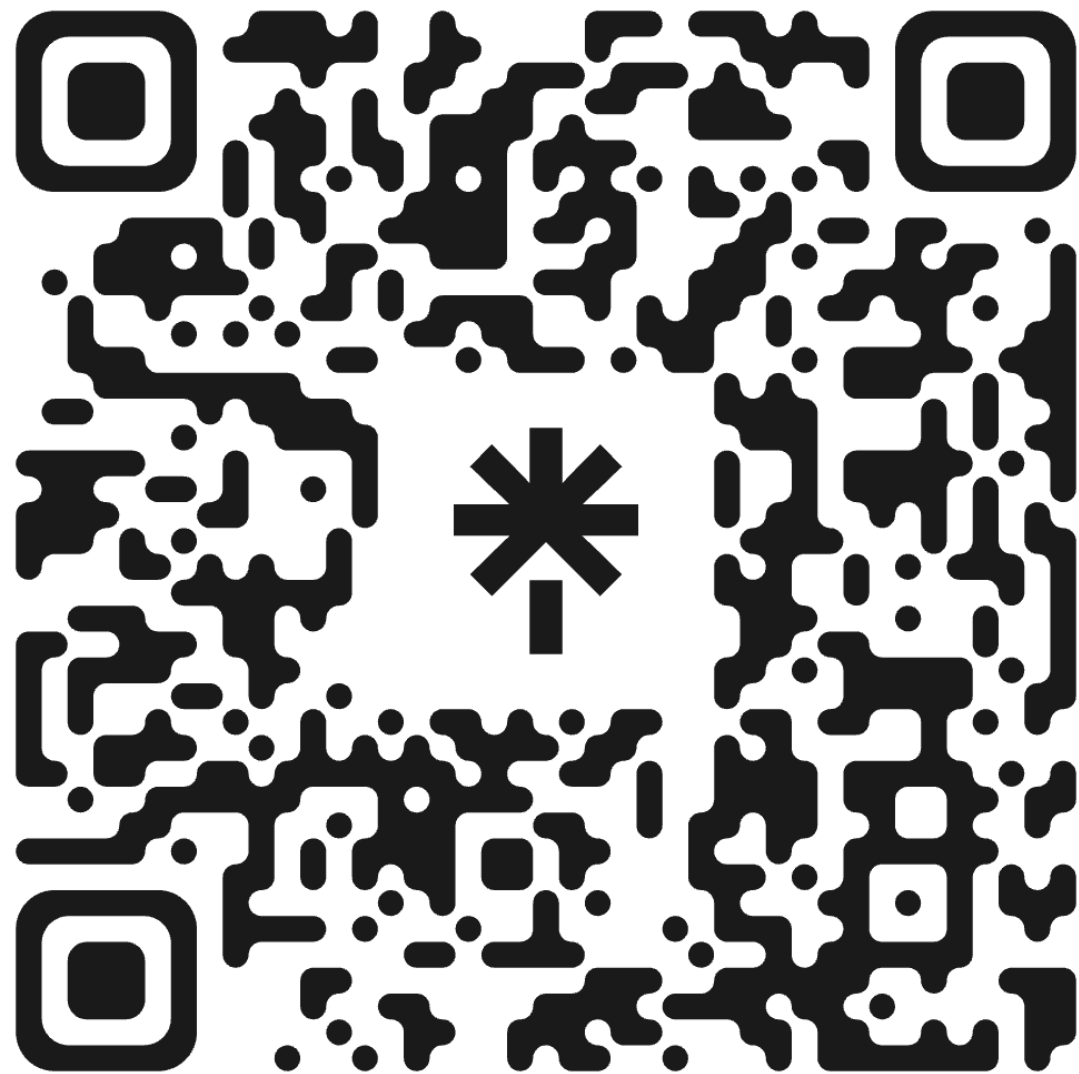
www.utwomen.org

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Women Lead Symposium

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Seantae Jackson

Co-Founder

Sandal Blue Foundation

the
Support
exchange



Seantae Jackson



We exchange to function.

Time + Talent → Money

Money → Products + Services

Support works the same way.

You're not bad at asking for help.

You were never taught the *system*.



Define the house.





Success does not fail because of lack of effort.

It fails because of
broken support systems.

Support is not charity.

It's infrastructure.

It's not that people don't care.

It's that the exchange isn't structured, it's not communicated, and it doesn't align with people's natural capacity.

support

styles



FIXERS

doing, fixing, executing
practical, tangible help



FEELERS

listening, encouraging, present
emotional, holding space

discover your
support *style*

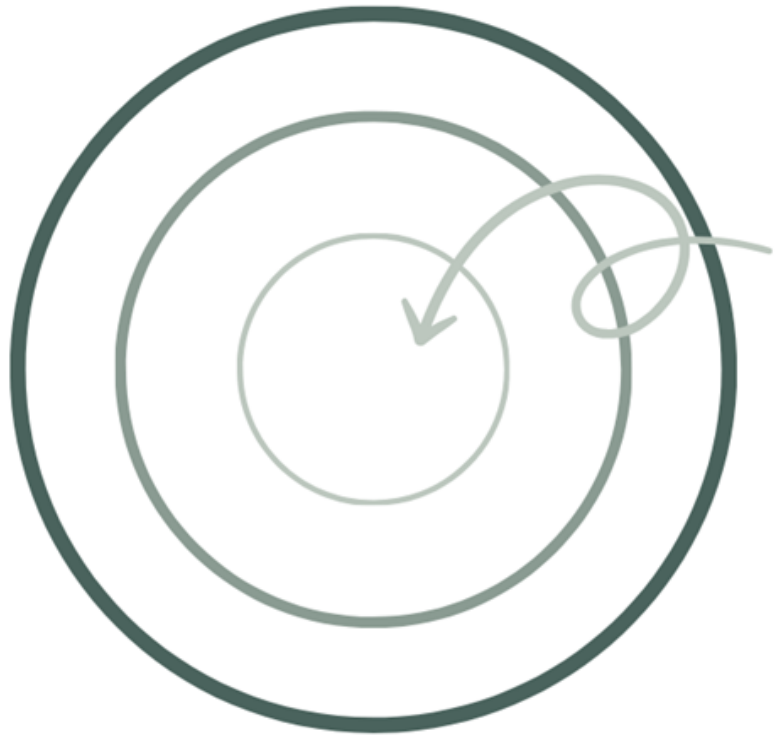


↻
scan to begin!

<https://forms.gle/Wb4vNrHEHJGkfF3v6>

Support Networks

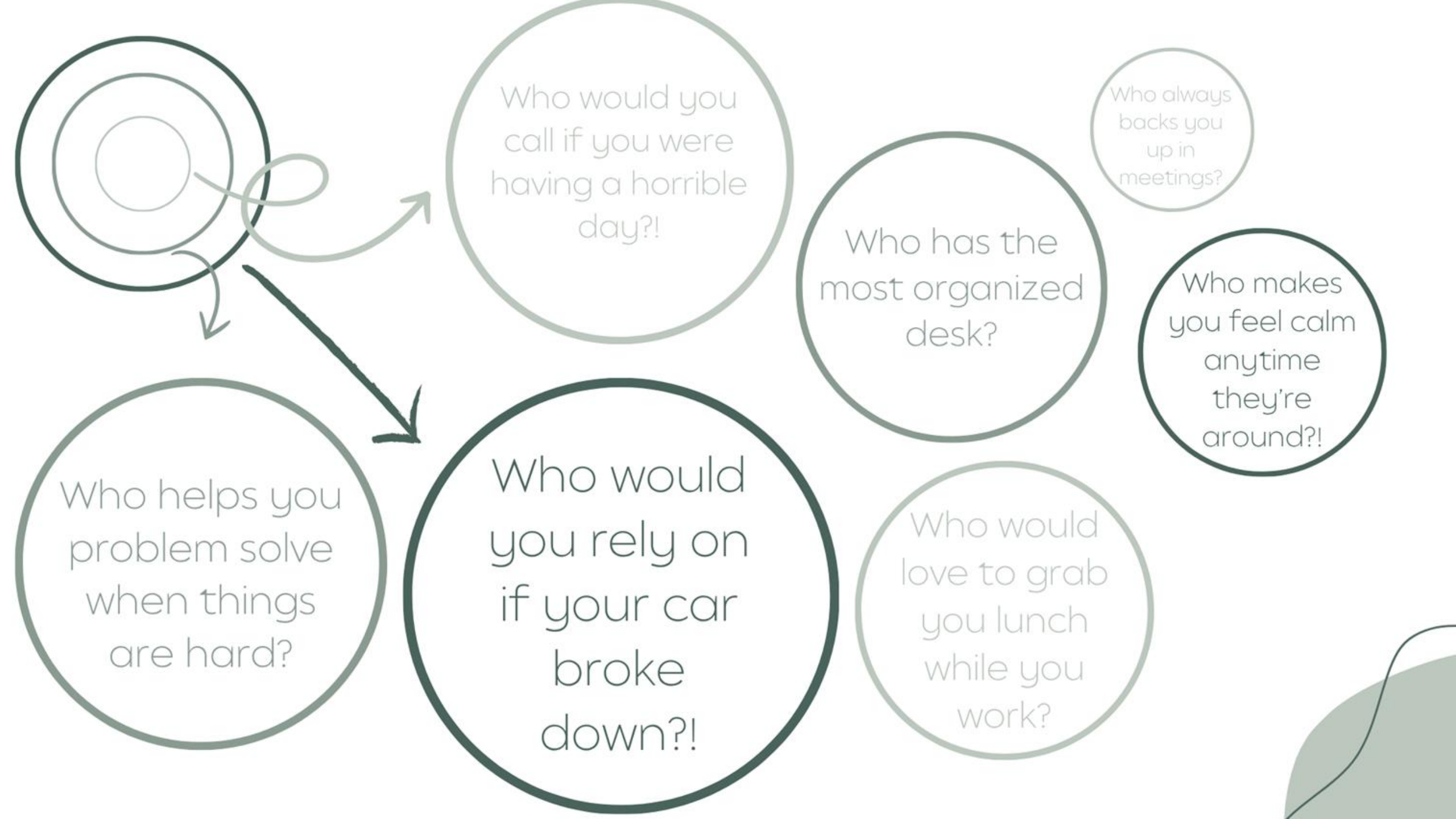
An UNBALANCED view of your support network.



Your closest supporters - the people you trust most and lean on regularly.

You must turn to them for everything!

Proximity or role does not equal balanced support.



BALANCED

Support Exchange

Awareness

Notice when you're giving too much or receiving too little. Pay attention to emotional and physical signals.



BALANCED



Take Action

Follow through on boundaries. Adjust- say no when needed, and find support that feels sustainable.

Communication

Say what you need and set limits with confidence. Use clear, kind language that respects both you and others.

You're overwhelmed – deadlines, home life, decisions.
You know you need support, but you don't want to burden anyone.



Define the house:

Awareness

Communication

Take Action

What do I actually need right now?

How could I ask for it?

Who could help naturally if I was clear?

Support doesn't work when it's implied.

It works when it's defined.



the support exchange *filter*

CAPACITY

What do I realistically have right now?

CLARITY

What would actually help?

CONSENT

Am I choosing this, or defaulting?

Imagine your team has a big project due next week, and a colleague comes to you asking for help. You're already swamped – deadlines, emails, client calls, home responsibilities – and you could help, but you're not sure how much you have to give or in what way.

Reframe with the Support Exchange Filter:

CAPACITY

I realistically have 30 minutes this afternoon to help with this.

CLARITY

What would actually help is if I could review the report and give quick notes, rather than take over the whole project.

CONSENT

I choose to help in this way, not just because I feel like I should.



Filtering doesn't stop support -
it makes it sustainable.

Want to keep the
support *flowing*?!

scan to share what's helpful



<https://forms.gle/thZ5SruaD2fh7STp9>

The Support Exchange

- 2 support styles: **FIXERS + FEELERS**
- Align your network with natural giving + receiving styles
- Balanced support:
 - Awareness  → Communication  → Action 
- Support Exchange Filter:
 - **CAPACITY + CLARITY + CONSENT**



iMessage
Yesterday 10:05 PM

hey cam this is bryn
i heard what happened and i am so
so sorry! i want you to know i'm here
for you to talk about it if you need
too or to get your mind off of it or
just to talk too whenever you need
me or if you just need a bud. i love
ya and i hope you get better and i
want you to know i'm praying for
you guys. love ya so much i'm here
for you

and also if you need to call or
facetime i've got you too

or if you just need space i
understand i just want you to know
i'm thinking about it

you*



Support isn't something you wait for.

It's something you
choose to *exchange*.



Narisa Dicken

Strategic Planning Manager
Zions Bank

AGENTIC AI CREATING TEAM EFFICIENCY

Presented by Narisa Dicken

VP, Strategic Planning Manager



Treasury Management Zions Bancorporation

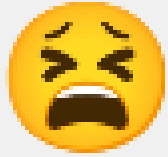
A NON-LINEAR JOURNEY: CURIOSITY AS A CAREER STRATEGY



BUILDING A BETTER TEAMMATE

WHAT'S THE DIFFERENCE?

AI vs Agentic AI	
 AI	Agentic AI 
✓ Answers questions when you ask	✓ Takes action on your behalf
✓ Reacts to prompts	✓ Acts with a goal in mind
✓ You tell it <i>what to do each time</i>	✓ You tell it <i>what you want</i> , and it figures out the steps
✓ Like a smart assistant that responds	✓ Like a helper that can plan and execute
✓ Example: "Summarize <i>this document</i> "	✓ Example: "Monitor this inbox and flag urgent issues"
✓ Stops when the task is done	✓ Keeps working until the goal is achieved
✓ Needs constant direction	✓ Works more independently



The **Old Way**: Manual searches, navigating multiple sites, or waiting for peer outreach.



The **Promise**: One place to ask a question and get an **instant**, accurate answer.

THE SEARCH FOR AN ANSWER

Where is the information?

AGENTIC AI CREATING TEAM EFFICIENCY

MEET SCOUT!



SCOUT AT WORK

I fetch accurate ANSWERS!



WHAT I DO BEST

- **Find procedures fast**
Step-by-step guidance from the Treasury Management Knowledge Base
- **Explain systems & changes**
How Treasury systems work, updates, and known issues
- **Support client work**
Documented checklists, requirements, and product
- **Summarize internal content**
Guides, project docs, and training materials
- **Help with emails**
Documented next steps + response drafting.

WHAT I DON'T DO

- I don't guess, infer, or give advice
- I only use approved internal sources
- If it's not documented, I'll say so and point you to the right SME

Scout = your Treasury Ops “fetch dog”
Fast. Precise. Grounded in what's documented.

THE IMPACT IN THE NUMBERS QUANTIFYING SUCCESS





THE REAL IMPACT ISN'T AI – IT'S
PEOPLE



TECHNOLOGY THAT LIFTS PEOPLE – WITH INTENTION

Ai works best when it amplifies
human expertise, judgement, and
confidence



Q & A

THANK YOU!



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