



Embassy Suites East Peoria - Conference Center
 100 Conference Center Dr, East Peoria, IL 61611 ([Directions](#))

Thursday, March 2	Event		Room/Location
11:00 a.m. – 6:00 p.m.	Registration Desk Open		Conf Center Lobby
12:30 p.m. – 1:45 p.m.	Opening General Session <ul style="list-style-type: none"> Volunteer of the Year Award Gian Paul Gonzalez (Keynote) – GOING ALL IN 		River G-J
1:45 p.m. – 2:45 p.m.	The Marketplace Grand Opening - Break with Exhibitors		River E-F
2:45 p.m. – 3:45 p.m.	Concurrent Sessions <ul style="list-style-type: none"> Bank Marketing <i>The Future of Digital Marketing, Brett Jackson, Systemax</i> Risk Management <i>Ten Tools Tantamount to A Triumphant Return to Terrific Times, Joe VanFleet, Howard & Howard Attorneys PLLC</i> Human Resources <i>Documentation Aggravations and Obligations, Angela Adams, HR Source</i> Leadership <i>Social Engineering: How Creating a Human Firewall Could Be Your Greatest Cybersecurity Asset, Tad Evans, Ironcore, Inc.</i> Lending <i>Managing Loan Growth & Credit Quality in Uncertain Times, David Ruffin, IntelliCredit</i> Retail <i>Reshaping Retail Banking: Branches of the Future and the Impact on Your Future Success, Kevin Blair, NewGround</i> Tech & Ops <i>5 Things I Learned about Negotiating with a Core Vendor after Working for a Core Vendor, Charlie Kelly, Remedy Consulting</i> 		Fon du Lac A-C Cole/Shertz Fon du Lac D-F River G-J River B River A River C-D
4:00 p.m. – 5:00 p.m.	Concurrent Sessions <ul style="list-style-type: none"> Bank Marketing <i>Voice of the Consumer: Attracting New Business to Your Bank, Steven Bruyn, Foresight Research</i> Risk Management <i>Current Compliance Topics and Trends that Impact Bank Strategy, Kathy Enbom, Wipfli LLP</i> Human Resources <i>Organizational Culture: A Key to a High Performing Bank, Barbara Low, Wipfli LLP</i> Leadership <i>Top Trends in Mobile Banking, Jim Perry, Market Insights, Inc.</i> Lending <i>Why Getting More from Your Loan Review Is Now Critical, David Ruffin, IntelliCredit</i> Retail <i>How to Grow Service Charge Revenue in the "No-Overdraft-Fee, Pay-Later" Environment, Robert C. Giltner, RCGILTNER Services, Inc.</i> Tech & Ops <i>Banking Crypto, Joe Silvia, Dickinson Wright PLLC</i> 		Fon du Lac A-C Cole/Shertz Fon du Lac D-F River G-J River B River A River C-D

Thursday, March 2	Event	Room/Location
5:00 p.m. – 6:00 p.m.	Marketplace Reception with Exhibitors	River E-F
6:30 p.m. – 8:30 p.m.	Illinois Bankers PAC Brews \$40 pp (refreshments, food, and transportation included)	Waters Edge Winery
8:30 p.m. – 10:30 p.m.	Hospitality Suite with KARAOKE and Games	Fon du Lac D-F
Friday, March 3	Event	Room/Location
6:00 a.m. – 9:00 a.m.	Breakfast Buffet for Embassy Suites Guests	Hotel Atrium
7:15 a.m. – 8:00 a.m.	Continental Breakfast	Conf Center Lobby
7:15 a.m. – 12:45 p.m.	Registration Desk Open	Conf Center Lobby
8:00 a.m. – 9:00 a.m.	Concurrent Sessions <ul style="list-style-type: none"> • Bank Marketing <i>Top Trends Transforming Retail Banking in 2023, Joe Sullivan, Market Insights, Inc.</i> • Risk Management <i>Managing Digital Assets in the “Great Resignation”, Marc Courey, Wipfli LLP</i> • Human Resources <i>What Got You Here Won’t Get You There: Gearing for Growth, Jenifer Snook, Haberfeld</i> • Leadership <i>Walking the Talk of Diversity, Equity and Inclusion - A Blueprint for Accelerating DE&I Progress, Jim Perry, Market Insights, Inc.</i> • Lending <i>Leading Your Banking Sales Team: 5 Keys to Success, Jack Kasel, Anthony Cole Training Group</i> • Retail <i>How to be the ONLY finance partner your customers will ever need, Joe Micallef, Grow Up Sales</i> • Tech & Ops <i>Everyday Automation in Financial Service, Matt Kramer, RSM US LLP</i> 	Fon du Lac A-C Cole/Shertz Fon du Lac D-F River G-J River B River A River C-D
9:00 a.m. – 9:30 a.m.	Marketplace Break with Exhibitors	River E-F
9:30 a.m. – 10:30 a.m.	Concurrent Sessions <ul style="list-style-type: none"> • Bank Marketing <i>Are you building your brand through the right channels?, Dailey Betz, Rivel, Inc</i> • Risk Management <i>Maximizing Margin Expansion in a Rising Rate Environment, Tim Keith, Strategic Resource Management, Inc.</i> • Human Resources <i>Current Compensation Challenges & Being Strategic With Compensation, Matt Brei, Blanchard Consulting Group</i> • Leadership <i>Capturing and Documenting Operational Knowledge, Robert Zondag, Wipfli LLP</i> • Lending <i>Be the Confident & Courageous Champion your Colleagues, Customers and Competitors will Admire, Joe Micallef, Grow Up Sales</i> • Retail <i>What You Think You Know Just Ain’t So – The Digital Divide, Jenifer Snook, Haberfeld</i> • Tech & Ops <i>The Evolving Role of the Technology Professional, Mark Scholl, Wipfli LLP</i> 	Fon du Lac A-C Cole/Shertz Fon du Lac D-F River G-J River B River A River C-D

Friday, March 3

Event

Room/Location

10:45 – 11:45 a.m.

Concurrent Sessions

- **Bank Marketing**
How to Be The “Top Gun” In Your Market, Joe Micallef, Grow Up Sales
- **Risk Management**
High Performance Banking – What Are the Numbers and What Drives Performance?, Tom Grottko & Stephanie White, Crowe
- **Human Resources**
2023 HR Survival Update, Michael Gifford/Emily Bennett, Howard & Howard
- **Leadership**
Smart Strategies for Succession Planning In & After the Great Resignation, Tom Blackwell, Angott Search Group
- **Lending**
Strategic Loan Growth, Tim Keith, Strategic Resource Management, Inc.
- **Retail**
Real Life Lessons, Corey Wrinn, Rivel Inc.
- **Tech & Ops**
A Day in the Life of Cybersecurity Incident Response, Scott Stevens, Integrity Technology Solutions

Fon du Lac A-C

Cole/Schertz

Fon du Lac D-F

River G-J

River B

River A

River C-D

11:45 a.m. – 12:45 p.m.

The Marketplace - Lunch with Exhibitors



River E-F

12:45 p.m. – 2:00 p.m.

Closing General Session

River G-J

- 22' Future Leaders Alliance Graduation
- [Kat Perkins](#) (Keynote) – **FEARLESS SUCCESS**

