This June, your peers met in San Francisco to discuss:

**Client Journey and Agile**
- Engaging Waterfall-run areas like Compliance, Risk, and Legal
- Scaling initiatives with Agile through true client voice methodology
- Dealing with blockers

**The RM Value Proposition for the Future**
- Creating “remote nurturing” through centralized RM pods
- Profile of “RM of the Future” and alignment with next generation client
- Client engagement through video conferencing

**Game-Changing Offerings and Platforms**
- Creating integrated, open small business ecosystems: do you want to be a commodity supplier or a platform creator?
- Creating a treasury management offering aligned with small business

**The Power of Commercial Insights**
- How to create insight labs to enhance RM interactions
- Making insights for clients scalable and relevant

**Diverse and Inclusive Leadership**
- Need for robust pipelines but diverse pools alone not sufficient: who actually gets hired?
- Need for diversity metrics, tracking, and MBOs
- Making the performance argument to win over D&I sceptics
- Representation in top ranks meaningless without D&I throughout pyramid