



AI & Human Connection:

The New Power Partnership in Banking

Presented by

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Executive Coach | Author of *Tell Me...*

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Artificial Intelligence is changing banking faster than any technological advancement in recent memory.

Yet while institutions race to implement AI tools, a critical question remains:

How can banks leverage AI to become more efficient without sacrificing the personal relationships that have always been the foundation of trust, loyalty, and long-term growth?

In this dynamic keynote experience, Fred Reggie and John Munsell bring two seemingly opposite perspectives together to reveal a powerful truth:

The future of banking belongs neither to technology alone nor to relationship-building alone. It belongs to banks that successfully harmonize both.

Through engaging dialogue, practical examples, live demonstrations, and real-world banking applications, attendees will discover how AI can create the capacity needed to deepen customer relationships, strengthen service cultures, and enhance competitive advantage.

During This Session, You'll Explore:

- Why the most successful banks will use AI to enhance—not replace—the human experience.
- How AI can create meaningful capacity for bankers to spend more time where it matters most: with customers.
- The emerging gap between institutions that are merely adopting AI and those that are truly integrating it into their culture and operations.

- Why authentic human connection remains one of the few competitive advantages that cannot be automated.
- Practical ways community and regional banks can compete more effectively against larger institutions.
- The relationship between efficiency, trust, customer loyalty, and long-term growth.

Key Takeaways

Attendees will leave with:

- ✓ A clearer understanding of where AI can create immediate value within their institution.
- ✓ Insight into how technology can support stronger customer relationships rather than weaken them.
- ✓ Practical ideas for creating more meaningful customer interactions.
- ✓ A framework for balancing operational efficiency with relationship-driven banking.
- ✓ A renewed appreciation for the uniquely human skills that customers continue to value most.

Who Should Attend?

This session is designed for CEOs, Presidents, Senior Executives, Lending Leaders, Business Development Officers, and anyone responsible for shaping the future of banking within their organization.

One Question to Consider Before You Arrive

If AI could give every banker on your team an additional day of productive capacity each week, how would you choose to invest that time?

The answer may determine who wins the next decade of banking.

Join us as we explore how technology and human connection can work together to create a stronger future for bankers, customers, and communities alike.