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Women's Leadership Conference
2025



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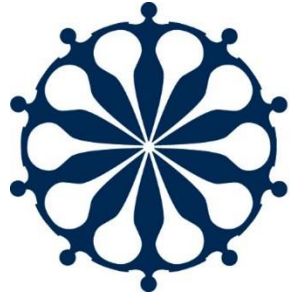
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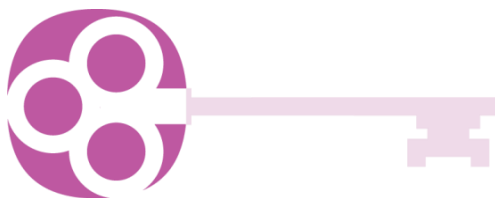
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A Three-Part Leadership Webinar Series

*Leader
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June 10th

*Power
of Yes*
Aug 5th

*Unmute
Your Life*
Sept 18th

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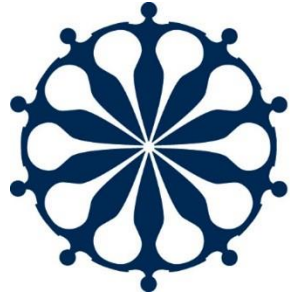
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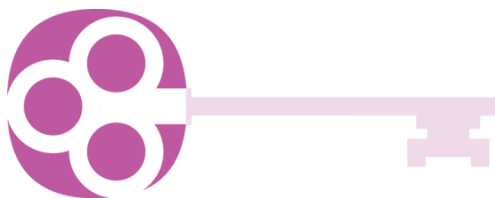


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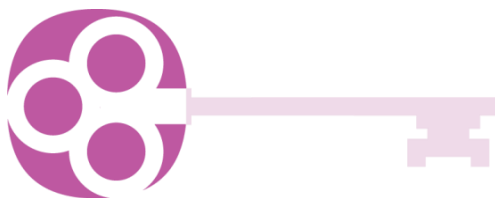


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Welcome!

Libby Calderone
President/CEO
Illinois Credit Union League

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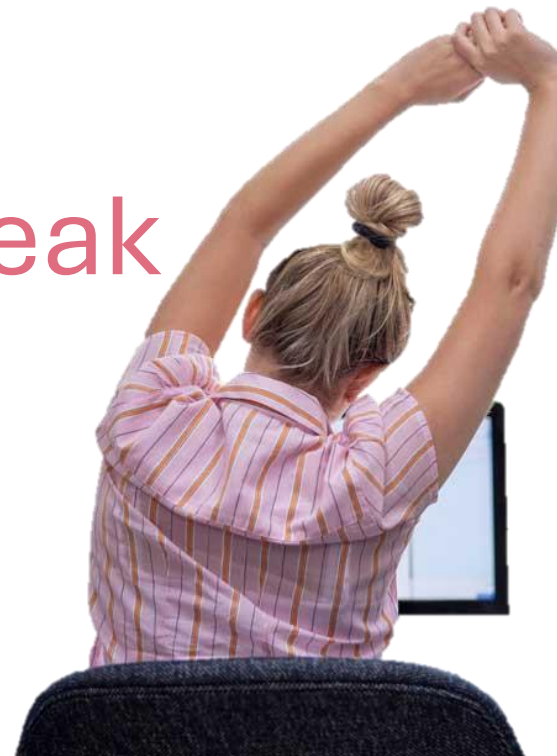
***“Tune Into Your Cues:
How to Avoid Cue-lessness and Turn Your
Interactions into a Superpower!”***



Kristen Bock
Body Language BluePrints



Stretch Break



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“The Importance of Using the 24-hour Rule”

Elizabeth Osborne
COO, Great Lakes Credit Union

The Power of the 24-Hour Rule

A Leadership Tool for Women

ENHANCING LEADERSHIP
THROUGH THOUGHTFUL
COMMUNICATION





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A Little About Me...

Elizabeth Osborne
COO, GLCU



Introduction to the 24-Hour Rule

Why This Matters

Social Norms & Silence

Women are often conditioned to “keep the peace” rather than speak up

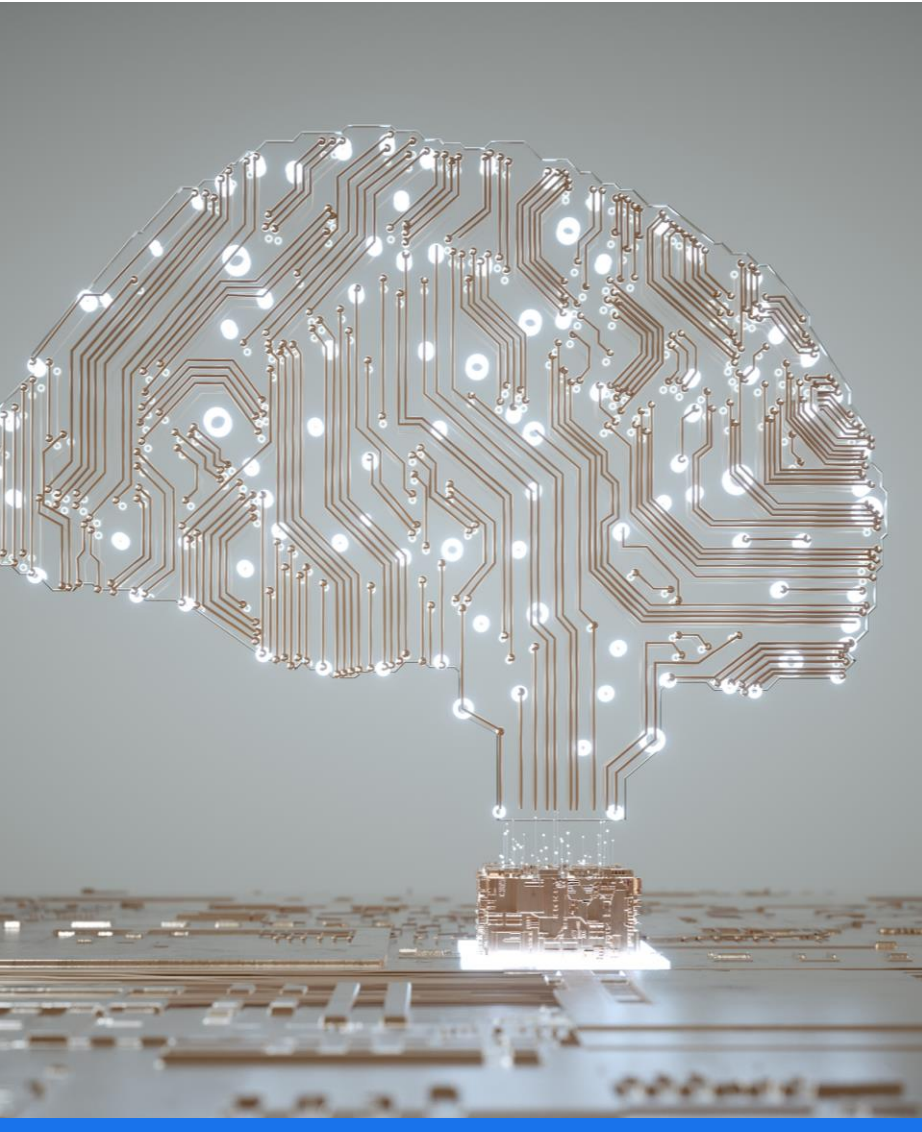
Consequences of Avoidance

Resentment builds, trust erodes, and your voice diminishes

Reframe It

Speaking up isn't confrontation – it's clarity and connection.





The Psychology Behind the 24-Hour Rule

Emotional Processing

24 hours gives space to cool off and clarify what really bothered you.

Confidence is not the absence of discomfort, its action despite discomfort.

Speak with clarity, not aggression.

Resolution brings relief and focus.

Feedback is a Gift!

SBI Model

Situation

What happened?

Behavior

What was done or said?

Impact

How did it affect you or others?

Your 24-Hour Rule Event (past, present or hypothetical)

SBI Model		
Situation	What happened?	<div></div> <div></div> <div></div> <div></div>
Behavior	What was done or said?	<div></div> <div></div> <div></div> <div></div>
Impact	How did it affect you or others?	<div></div> <div></div> <div></div> <div></div>



How to Practice the 24-Hour Rule

Checklist Before the Conversation

- ☐ Am I calm and clear?
- ☐ What outcome do I want?
- ☐ Can I assume good intent?

Script Starters

"I've been thinking about our conversation yesterday, and I wanted to share how I felt....."

"When you said _____, it landed in a way that surprised me."

"I have a lot of respect for you *name of person here*, and yesterday, I did not feel that you showed the same level of respect to me when we discussed....."

Body Language & Tone Tips

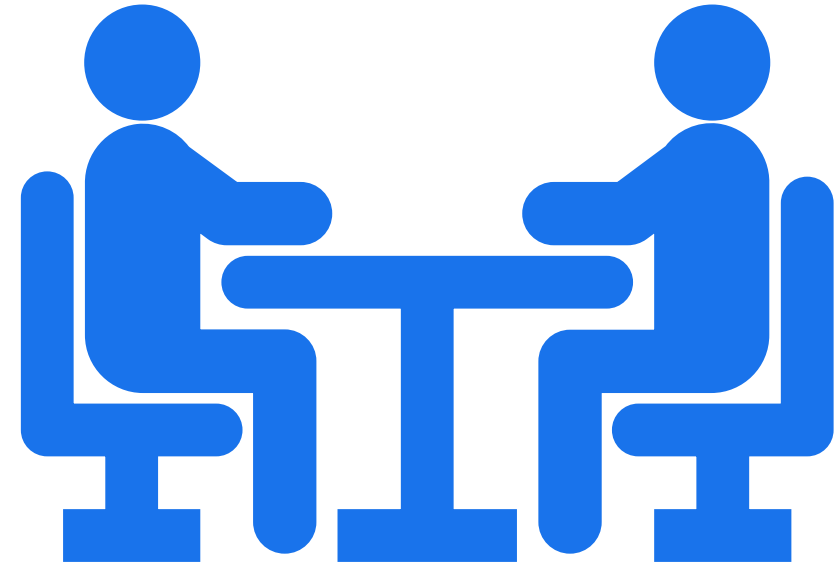
Calm, curious, and constructive. Look them in the eye.

Practice!

Find a Friend

Take Turns Practicing a Real or
Hypothetical Situation (use the SBI sheet)

Give Feedback



Don't wait for perfect, start with intentional.

Outcomes and Impact



Increased Trust
and Respect



Stronger
Leadership
Presence and
Confidence



Better team
dynamics

Modeling Behavior

As leaders, when we demonstrate the 24-Hour Rule, we build a culture of accountability and openness.





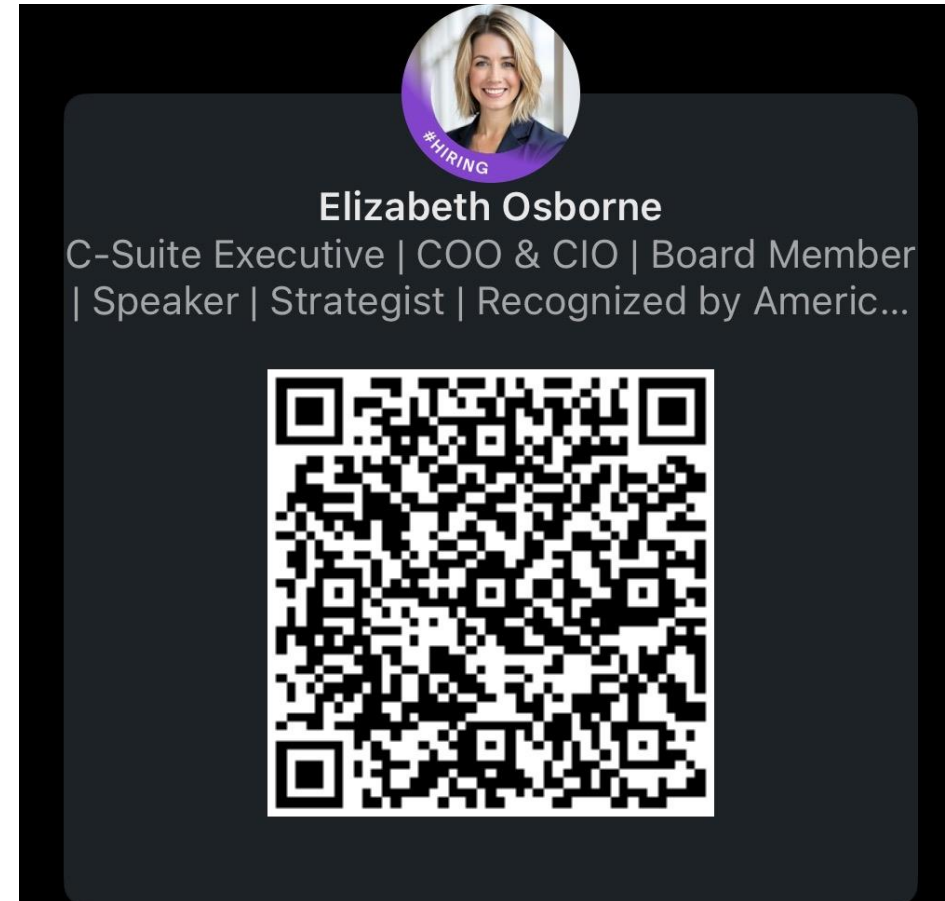
Challenge & Call to Action

Think of one conversation you haven't had but need to. Will you choose clarity over comfort?

Try the 24-Hour Rule once this week. Watch what shifts.


“You get in life what you have the courage to ask for.”
– Oprah Winfrey

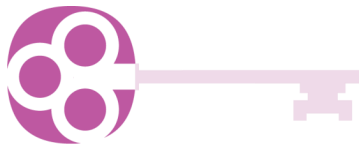
Connect with me!



A professional profile card for Elizabeth Osborne. At the top right is a circular headshot of a woman with blonde hair, wearing a dark blue top. Below the headshot is a purple circular badge with the white text "#HIRING". Underneath the badge, the name "Elizabeth Osborne" is written in bold white text. Below the name, her credentials are listed in white text: "C-Suite Executive | COO & CIO | Board Member | Speaker | Strategist | Recognized by Americ...". At the bottom center of the card is a large black and white QR code.

Elizabeth Osborne
C-Suite Executive | COO & CIO | Board Member
| Speaker | Strategist | Recognized by Americ...





Networking Break

15 minutes
Next Session 11:00 a.m.



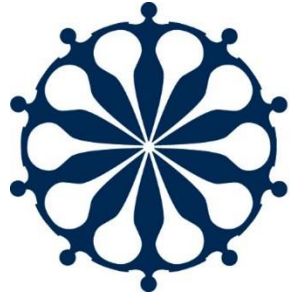
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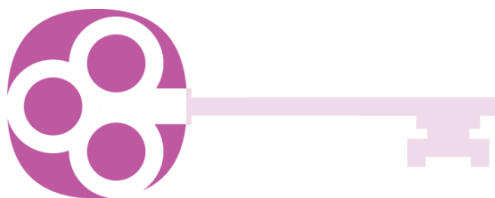


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Next Session 11:00 a.m.



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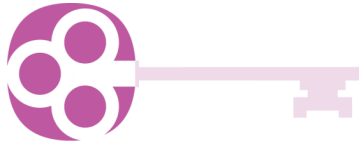


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15 minutes
Next Session 11:00 a.m.



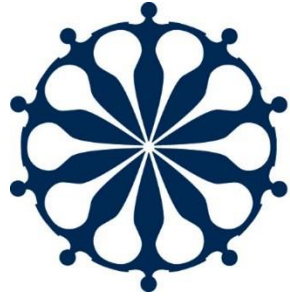
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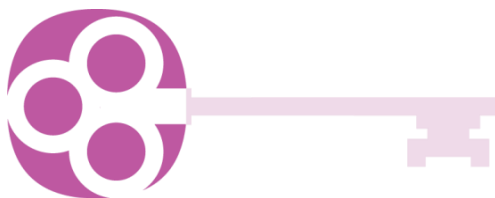


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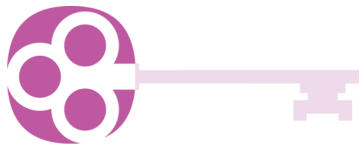
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15 minutes
Next Session 11:00 a.m.



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Next Session 11:00 a.m.



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*n*etworking Break

Next Session 11:00 am

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***“From Burnout to
Breakthrough:
Finding Healing, Growth & Success”***

Jennifer Pestikas
SVP, Chief Experience Officer, ALEC

BRAVE *Women* at Work

From Burnout To Breakthrough: Finding Healing, Growth & Success

...

Jennifer Pestikas

MAY 2025

Agenda

- My Burnout Story
- Burnout Symptoms
- The Healing Process
- Post Traumatic Growth
- Growth That Sustains Your Energy
- Resources & Next Steps

My Burnout Story: The Invisible Wall

Symptoms Of Burnout

- Inability to continue; disinterest in work
- Exhaustion; no energy
- Alienation from others
- Declining work performance
- Inability to concentrate
- Insomnia
- Self-doubt and helplessness
- Depression and anxiety
- Get sick more often
- Headaches
- Loss of appetite

The Causes Of Burnout

- Unmanageable Workload
- Toxic Work Environments
- Unclear Communication From Management On Expectations
- Your Own Expectations Are Too High
- Feeling Unrecognized Or Unrewarded
- Taking Too Much On Without Asking For Help
- Perfectionism or the Need to Be in Control

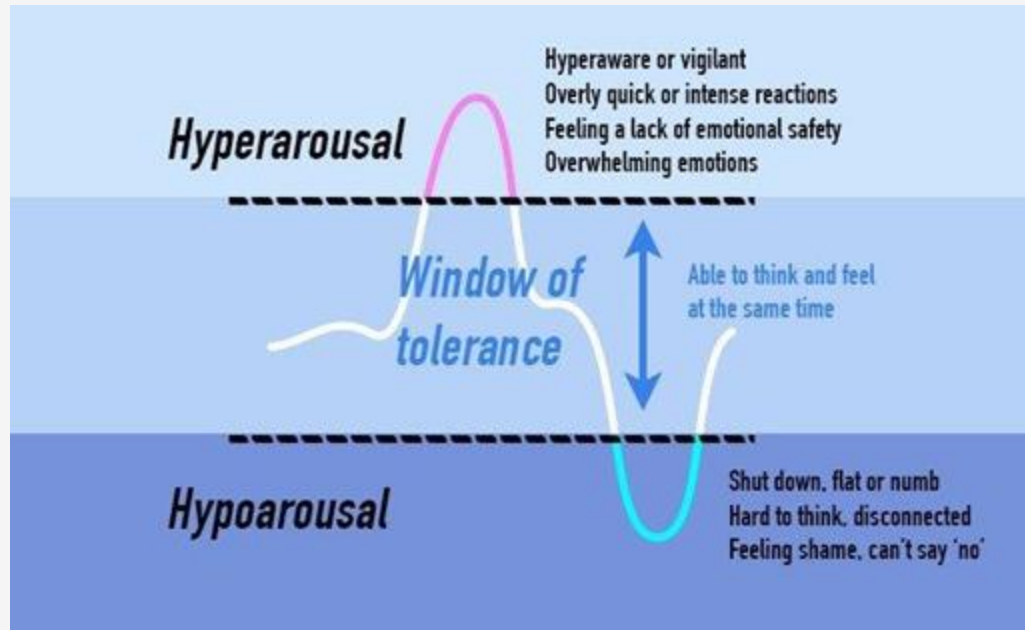
Burnout Quiz:

[HTTPS://WWW.PSYCHOLOGYTODAY.COM/US/TESTS/CAREER/BURNOUT-AT-WORK](https://www.psychologytoday.com/us/tests/career/burnout-at-work)

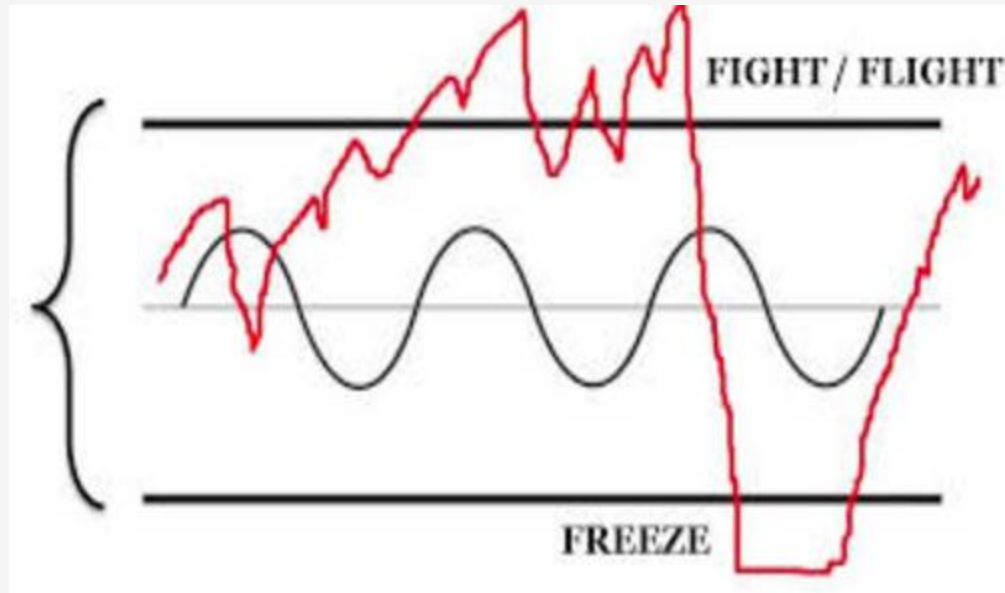


The Healing Process

Understanding The Nervous System



Understanding The Nervous System



Nervous System Response

- Fight
- Flight
- Freeze



Nervous System Healing Practices

- Meditation
- Havening
- Somatic Work
- Shaking
- Dancing
- Exercise

Don't Keep The Stress In The Body!



It All Comes Down To a Question.

What Are You Going To Do With Your Burnout, Trauma, Or Difficult Season?

Your Choices

- Stay stuck in the Fight, Flight, or Freeze cycle
- Remain in Post Traumatic Stress
- Move to Post Traumatic Growth
- Every person's journey is unique, and Post Traumatic Growth is not guaranteed.
- Most people get to the resilience stage.

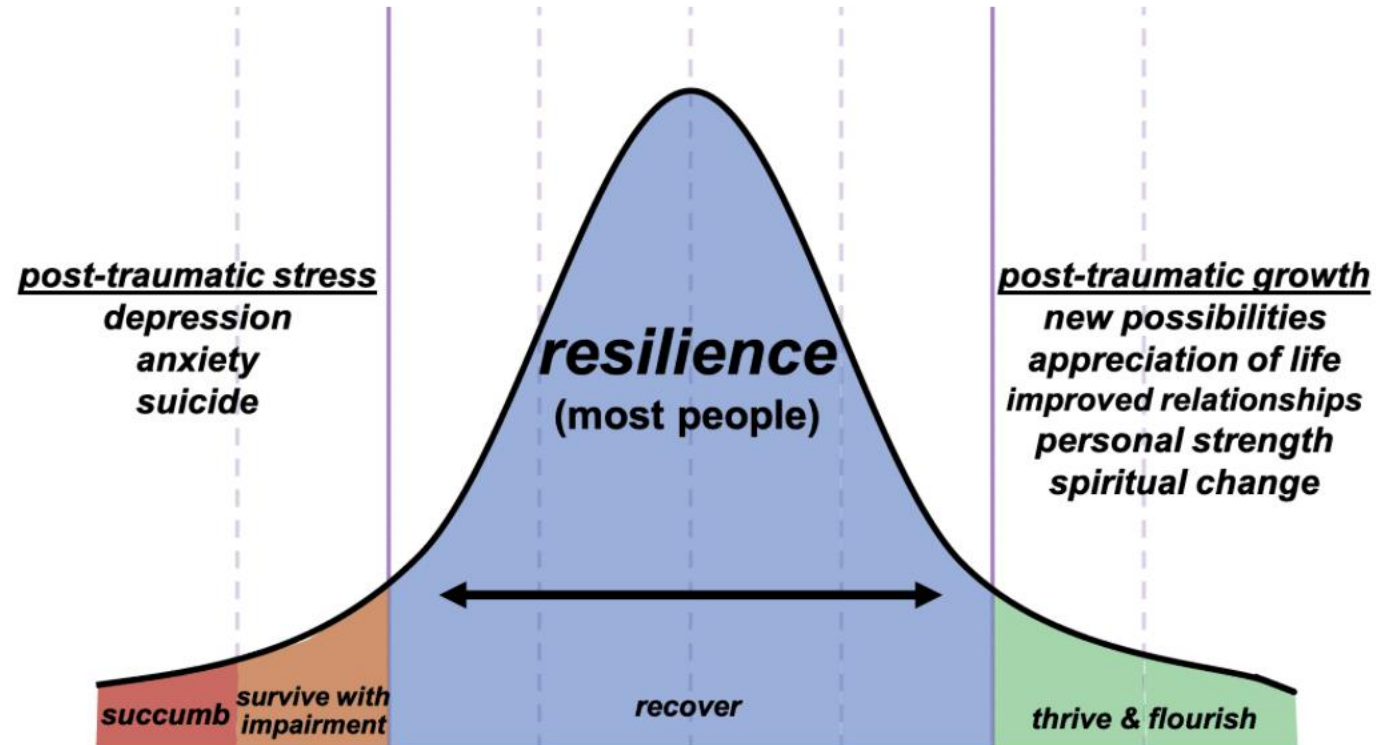


Post Traumatic Stress

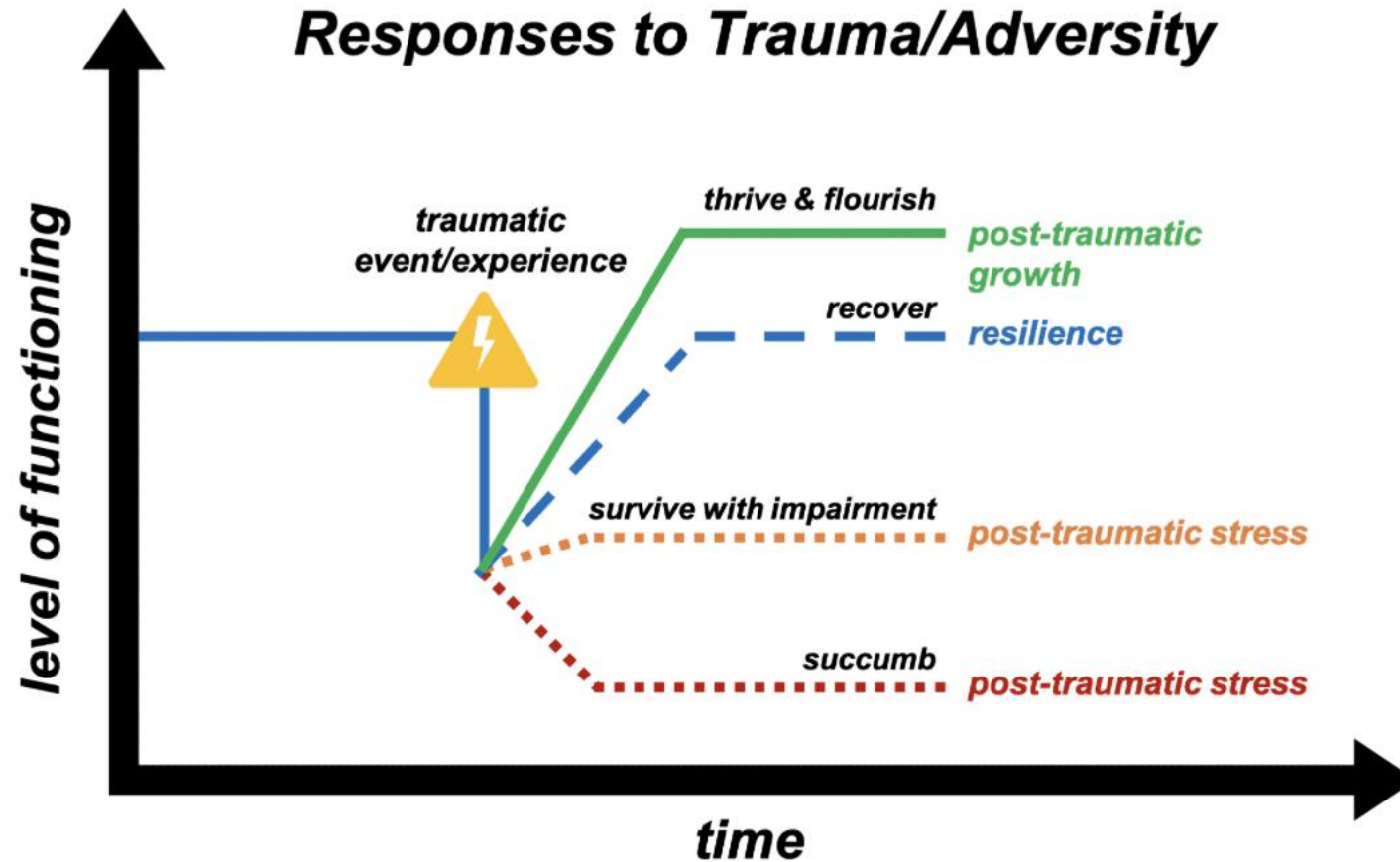
- Acknowledge The Stress
- Connect With Your Inner Circle
- Get Professional Support
- Develop Coping Mechanisms
 - Reframing
 - Mindfulness
 - Journaling

Post Traumatic Growth

- Reflecting on the experience
- Pivoting to the learning
- Leaning on current community and expanding your circle
- Coming to a new understanding
- Practicing gratitude



Resilience is the ability to adapt and bounce back from difficult situations without necessarily experiencing prolonged negative effects. Post-traumatic growth, on the other hand, is the positive psychological change that can occur as a result of struggling with a traumatic experience.



**"In some ways suffering
ceases to be suffering at the
moment it finds a meaning."**

- Viktor Frankl,

Man's Search for Meaning

What Fruit Did My Post Traumatic Growth Bear?

- Brave Women at Work Podcast
- Brave Women at Work Business – individual and group coaching
- Brave Women at Work Women's Anthology Series
- A business partnership
- A new community
- Difficult work to improve my personal relationships



Kintsugi



What Do I Know?

- I am grateful to be here sharing my story with you.
- I know that Post Traumatic Growth is not guaranteed.
- I know this journey is not linear.
- I know that it is my responsibility to manage my energy to avoid a secondary burnout.



Managing My Energy

- Doing my purpose work gives me rocket fuel
- I leverage:
 - Daily walks
 - Meditation
 - My faith
 - Work with my own coach and therapist
 - Tapping into my intuition
 - Taking solo trips
 - Leaning on my amazing family, friends, and network



RESOURCES:

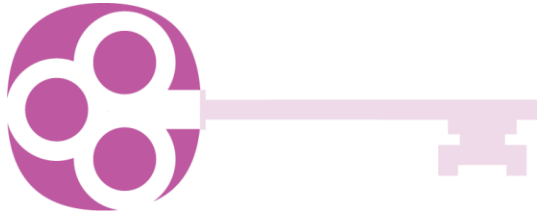
- BURNOUT QUIZ
- THE BODY KEEPS THE SCORE BY BESSEL VAN DER KOLK, MD
- PRIMAL TRUST
- POWER WITHIN HEALING

CONTACT ME

- WWW.BRAVEWOMENATWORK.COM
- HELLO@BRAVEWOMENATWORK.COM
- [LINKEDIN - Jennifer Pestikas | LinkedIn](#)

BRAVE *Women*
at **Work**

T H A N K Y O U



Lunch Break

Next Session 1:00 p.m.



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“Keys to Leadership” a Panel Discussion



Ana Montoya

Director of Marketing &
Communications,
Rock Valley CU



Barbara Mojica

Executive Director,
National Association
of Latino Credit Unions
& Professionals



Deborah Fears

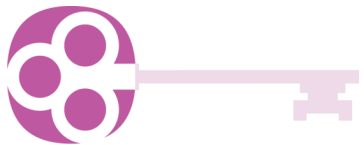
President/CEO,
Chicago Post Office
Employee CU



Libby Calderone

President/CEO,
ICUL & Envisant

Moderated by: Lexy Leezer, ICUL



Networking Break

15 minutes
Next Session 2:15 pm



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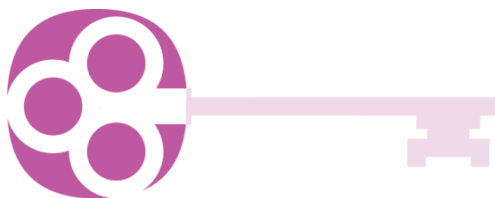


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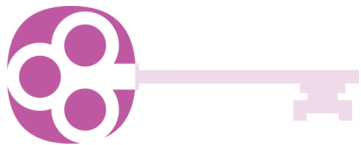
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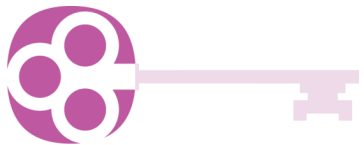


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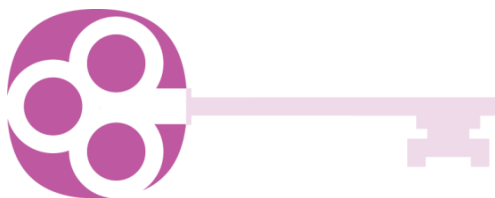


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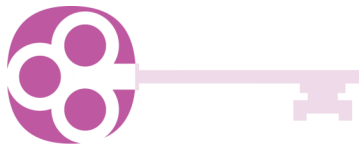


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“The Personal Financial Journey of Female Leaders”

Christine Johnson
Director, Retirement Solutions



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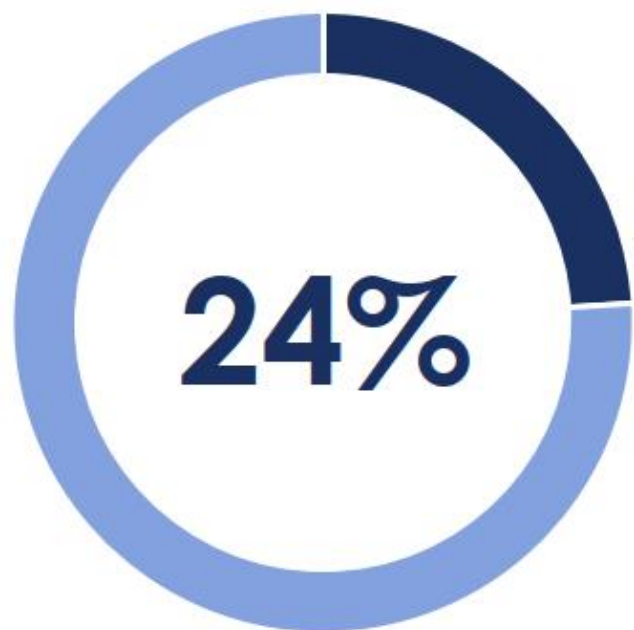
The personal financial journey of female credit union leaders

Christine Johnson, CCUE

Director, Retirement Solutions



The rising impact of the female leader



of credit
union CEOs
are now
female¹

¹ Credit Union Executive Society, Executive Compensation Survey, 2023



Double-edge sword of female leader traits and tendencies

Pro	Attributes	Con
Innovative	Entrepreneurial	Overworked
Culture of belonging	Selfless	Deprioritizing self
Drives growth	Hardest working	Personal sacrifice
Careful with capital	Risk averse	Shy with wealth



Risks are compounding



More years
means more
(costly) expenses



Delaying family
leads to need for
greater retirement
income



'She-cession' has
ongoing impact



Larger earnings
potential
creates bigger
opportunity cost



Fears block financial savvy

- "I'm too busy right now."
- "Wealth management doesn't apply to me."
- "There's no one I can trust with this."
- "I'll sound unintelligent."

What to look for in a financial professional

- Direct answers, efficient guidance
- Bold, decisive action steps
- Personal attention
- Choices reflective of personal values
- Plans in your language



Scaling personal success to the membership



Heal

lingering 'she-cession'
wounds



Earn

trust from diverse
member segments



Lead

more credit union employees
toward financial freedom

Three ways to start

1

**Partner with
financial
professionals**

2

**Launch an
investment
club**

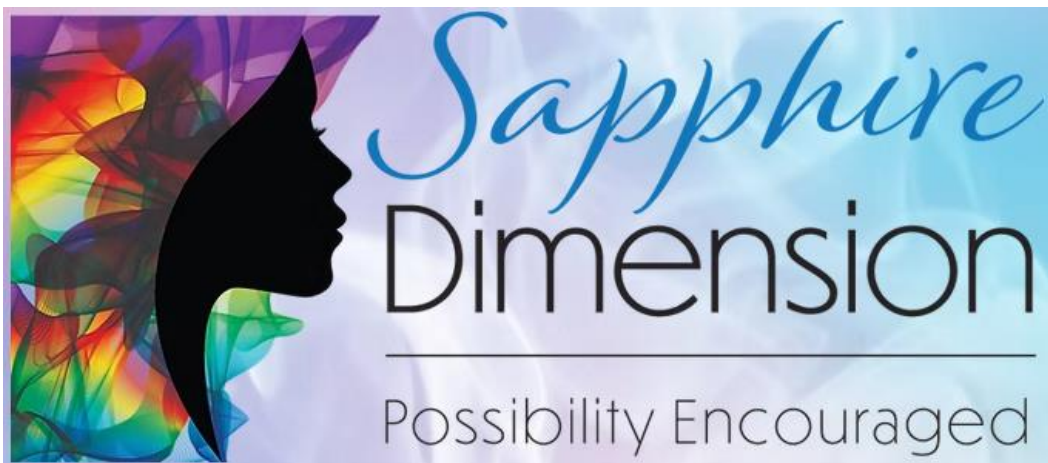
3

**Research wealth
management
programs**

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1 – to – 1 Woman

Mentoring Program

10 Mentors and 10 Mentees

Criteria for Participation:

- Caucasian C-Suite female, empathetic to racial disparity
- African American young adult female, in mid-management position
- Registration by June 27, 2025



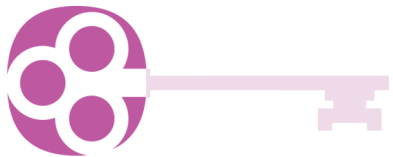
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Closing & Raffle Time



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