

Education and Industry Forum on Financial Services Industry Culture  
Meeting Minutes  
Federal Reserve Bank of New York  
Via videoconference  
Friday, December 4, 2020  
2:00 p.m. – 2:45 p.m.

Members present: Kerryann Benjamin, William Boulding, Emmanuelle Bury, Joanne Ciulla, David Kirshenbaum, Mark Higgins, Ingrid Keating, Jeremy Kress, Christina Skinner, Scott Stimpfel, Peg Sullivan, Jacqueline Welch

Federal Reserve Bank of New York (“New York Fed”): Toni Dechario, Jack Gutt, James Hennessy, Alex Leonard, Jacqueline McCormack, Thomas Noone, Maria Carmelita Recto

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Thomas Noone called the meeting to order at 2:00 p.m.

### **Case study updates**

The EIF published [six case studies](#) in October 2020, which were highlighted in a [public webinar](#) later that month. Mr. Noone reported that, following the release, the New York Fed received several offers from webinar attendees who are interested in collaborating with the EIF to write additional cases. Some of the proposed related topics include the increasing role of artificial intelligence, applying vague industry standards, and the effects of remote work environment on individual behavior and group culture.

### **Digital resources**

Members discussed the development of supplemental, digital resources to support the EIF’s case studies. Among other possibilities, the EIF explored producing video interviews of various senior industry leaders about how experienced bankers would look at the dilemmas presented in each of the cases. The purposes of these videos would be to add helpful content and promote the cases themselves. Plans for these videos have been stalled given the sudden pivot to remote work posture but the group plans to revisit them in 2021. Members also suggested to consider promoting the case studies on social media platforms.

### **Academic conference**

The EIF also revisited plans for launching an interdisciplinary academic conference. While the timing and format are uncertain, there is still considerable interest in creating a forum that offers perspectives on workplace behavior and culture from various disciplines such as neuroscience, behavioral science, philosophy, economics, and law. Topics may include the importance of creating psychological safety in the workplace and changes to leadership development. Members were asked to send discussion topics for further development in 2021.

### **Membership**

As the EIF’s portfolio continues to grow, the group is considering expanding its membership. The EIF plans to recruit new members in 2021.