



# Educational Programs

## Navigating Success: DEI Case Studies and Personal Insights into Unconscious Bias

November 14, 2023 – 9:00am PT/12:00pm ET  
One (1) RMAI Education Credit

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Join us for an enlightening webinar that delves into the world of Diversity, Equity, and Inclusion (DEI) through the lens of compelling real-life case studies and personal experiences within organizations and daily life. This webinar will not only highlight successful scenarios but also shed light on the role of unconscious bias in shaping these narratives.

In today's rapidly evolving workplace, fostering a diverse, equitable, and inclusive environment is crucial for organizational growth and success. The presenters will explore instances where DEI initiatives have yielded tangible positive results for employers. These real-world examples will provide attendees with practical insights and actionable strategies to implement within their own organizations.

Whether you are an HR professional, a manager, a diversity advocate, or simply someone interested in learning more about or promoting DEI in the workplace, this webinar will equip you with the knowledge and inspiration needed to drive positive change within your organization. Join us to explore the power of diversity, equity, and inclusion and discover how it can lead to success for your team and your business.

**Pricing: Member: Free**  
**Non – Member: \$94**

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### Course Presenters:



**Tonia Brown** is VP of Compliance for Solutions for Account Management where she responsible for the continued development and maintenance of SAM's compliance management system and vendor oversight program. Prior to joining Solutions for Account Management, Tonia was a Compliance Consultant for ARM Compliance Business Solutions and worked as the Executive Vice President at Automated Collection Services, Inc. Tonia is a Certified Receivables Compliance Professional (CRCP) and currently serves on the RMAI DEI Committee & 50-State Legislative Committee.



**Nana Osei**, is a Network Compliance Analyst at EverChain, a fintech company enabling consumer lenders to have visibility into their entire recovery cycle to optimize collections for efficiency and profitability – thereby protecting the consumer. As a former Executive Legal Assistant and Quality Analyst, Ms. Osei brings years of relevant compliance experience to the EverChain team.



**Dan Yakimenko**, with EXL, is a seasoned and result oriented Consumer Banking Credit, Risk and Collections Professional with over 20 years of successful risk-management, collections analytics and digital transformation experience in the USA, UK, Hungary and CIS countries, including managing positions in the leading collections agencies and international banks, such as Barclays and OTP Bank. In his current role, Dan is leading an advanced digital debt collections solution (EXL PayMentor™) that automates debt collections journey across all the communication channels by using Conversational and Generative AI and Deep Learning.