



women's history month

CCWOMEN LEADERSHIP FORUM

MARCH 3 2026 | AUSTIN

CCWOMEN | WOMEN'S HISTORY MONTH

During Women's History Month, we celebrate the women who paved the way with their achievements and sacrifices—then envision a future where the next generation can reach even greater heights.

Our CCWomen Leadership Forum in Austin helped us kickstart important conversations about the challenges we face in the workplace today: burnout, constant pressure to innovate, and what it takes to move forward together. We also discussed how leaders continue to embody the change they want to see—from prioritizing inclusion in tech-heavy environments to empowering employees across generations. When our community gathers, it's only natural for inspiration to strike. Here are our top highlights from their sessions.

Thank you, CCWomen!





MOVING FORWARD TOGETHER



AMY FINLEY

SVP, Provider Services

PATIENTPOINT

“Somebody took a chance on me 20 years ago. I didn't have a perfect resume. I didn't check all the boxes, but someone saw something in me and actually took that time to invest in my growth. Now, as time has gone on, I feel that it's my duty to pay it forward and to empower other women in a similar way. So don't look for the perfect resume; look for potential.”

MENTORSHIP & GROWTH IN CUSTOMER CONTACT LEADERSHIP



LYNN SCHLESINGER

Head of Marketing and Communications
SILVER HILL HOSPITAL

“Advocacy runs up, down, and across an organization. Knowing how revenue is generated, how the business operates, and having someone advocate for you with that in mind becomes a powerful differentiator when you’re navigating difficult situations.”



CATRINA TATE

SVP, Retail Experience
VIBE CREDIT UNION

“I created the Catrina Tate Scholarship to help teen moms go to college, and I always agree to mentor any young women who receives it. I don’t set a hard limit on my capacity, but I ensure we’re aligned. If you’re willing to do the work, I’ll work alongside you.”



JENNIFER WOESSNER

Chief Talent and Retail Officer
VIBE CREDIT UNION

“Where do you want to be, and how can we help you get there? It’s so important that when we’re in important rooms, we say the names of the people we’re truly mentoring or seeing, or even just supporting, and actively helping their careers grow.”

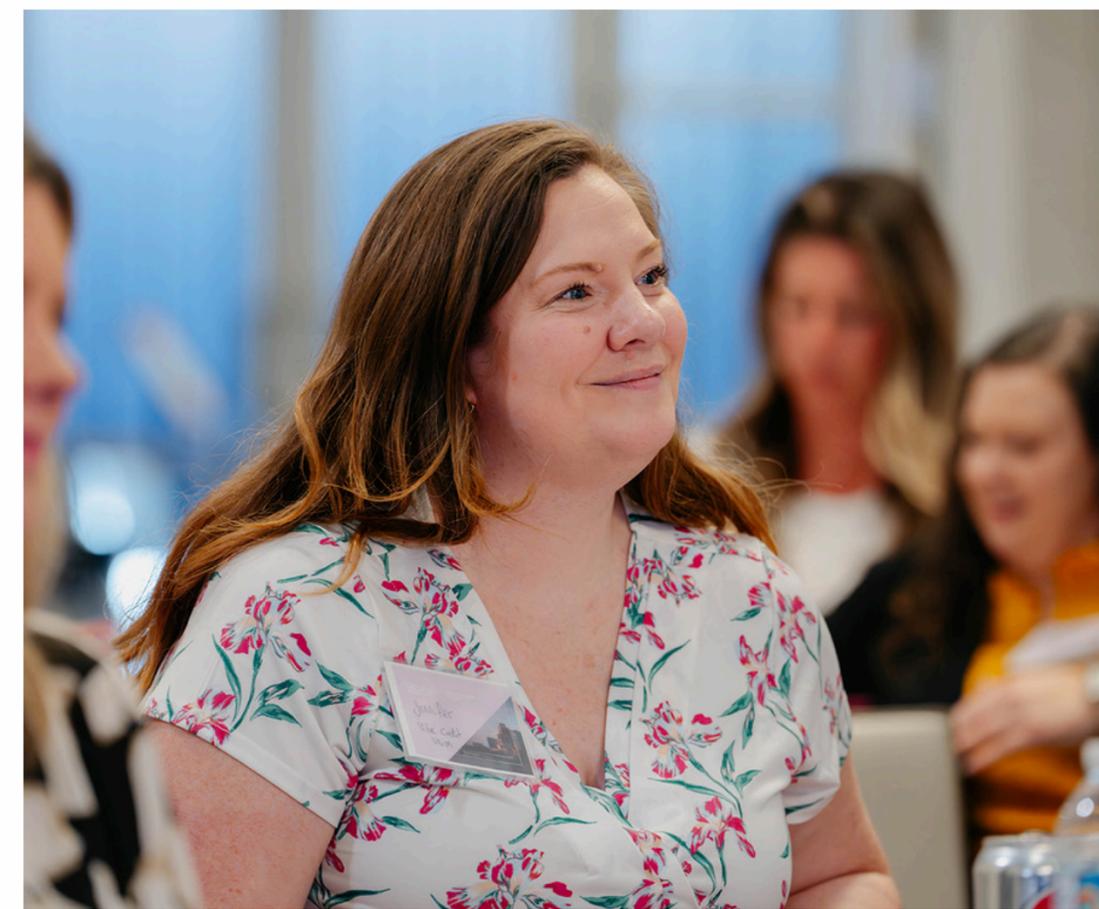
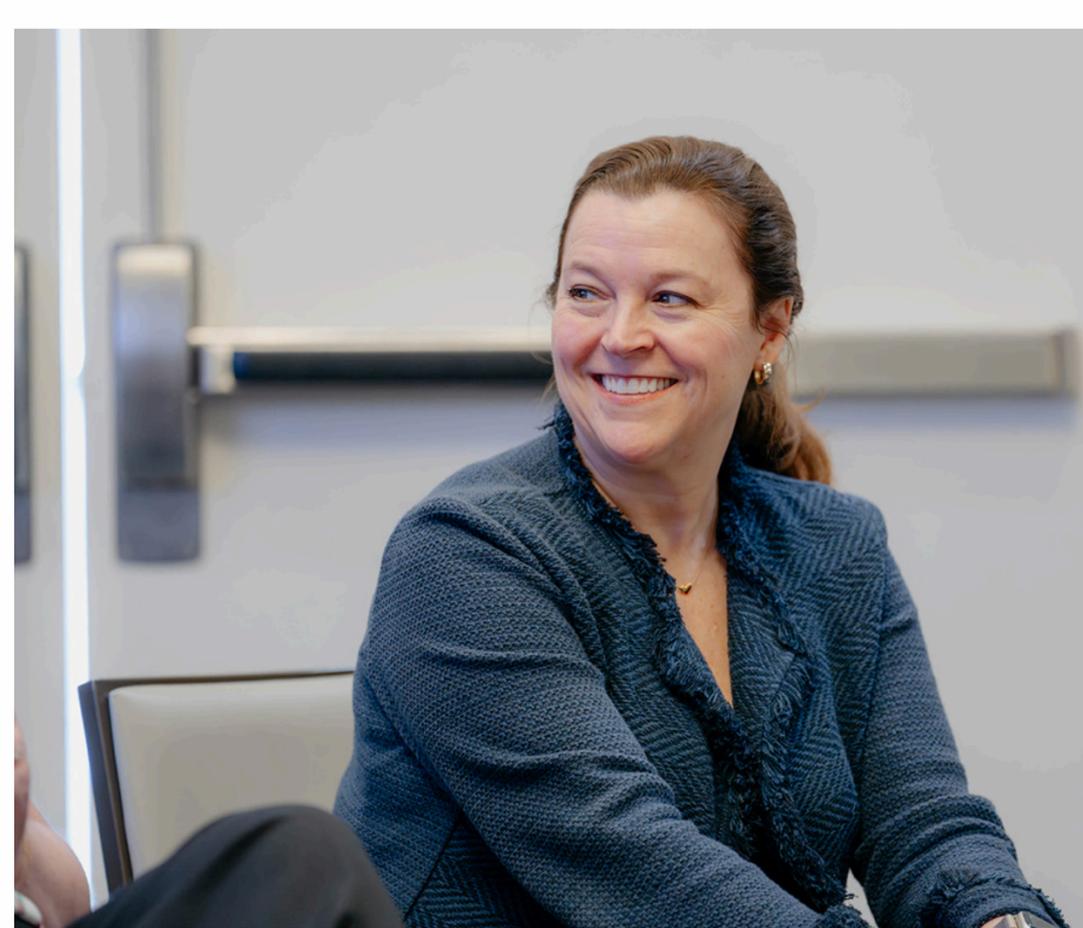
DRIVING INNOVATION & INCLUSION IN CUSTOMER CONTACT OPERATIONS



LINDSEY STRINGER

**VP of Technology and
Business Operations**
*NATIONAL MATH AND
SCIENCE INITIATIVE*

“How can leaders restructure and rethink who is doing what, when, where, why, and how, before bringing in a technology tool? By centering employees’ experiences and those of the people they serve and support, I can return to what’s in it for them. That ‘what’s in it for me, what’s in it for them’ mindset creates shared understanding, builds alliances, and fosters a deep recognition that I truly understand what they’re dealing with every day. I’m not coming in to slap something on or put a band-aid over the problem, but to genuinely empathize with what they’re navigating.”



THE NEXT CHAPTER FOR WOMEN IN CUSTOMER CONTACT LEADERSHIP



JAYSA BOYER

Head, Employer Engagement
ULTIMATE MEDICAL ACADEMY

“We were expected to climb the corporate ladder and do whatever we needed to do to get there. Today, we don’t necessarily see ladders; we see career rock walls, where many of our employees want to move laterally. They’re looking to find new skills. But that doesn’t mean they want to stop learning or stop growing. When we’re talking about empowering the next generation, we must look at where they are today—and meet them where they’re at.”



JENNIFER HANSON

Director, Customer Experience
ANDERSEN CORPORATION

“CX leadership sits at the intersection of customers and operations, data and emotion, and strategy and reality. Too often, as women leaders in that space, we feel the pressure to carry it all. But everyone is in a different place, and mentorship, community, and access to a voice of reason can be incredibly important, because communities built solely on hierarchy aren’t necessarily built on the same level of trust and honesty, just by the nature of the relationship.”

BUILDING RESILIENCE IN CUSTOMER CONTACT LEADERSHIP



REBECCA JONES
CX LEADER

“One of the things that strikes me about burnout is that it doesn't just live in your head. It doesn't just live in your emotions. It's a full body impact, and that's one of the reasons why the tools we'll talk about is about prioritizing your full-person wellness. Think about what signs are depleting you. What burnout signals do you recognize? What does that feel like for you? Where are you currently feeling depleted? Where is it coming from?”





WE'LL MEET YOU AT THE CITY OF LIGHTS.

WHEN: JUNE 23RD, 2026 WHERE: LAS VEGAS, NV

Mark your calendars—come June, we'll focus on the importance of centering humanity in our customer journeys, workforces, and communities. When leaders prioritize empathy, they develop solutions with a pulse. And time and time again, no matter the technological advancement, people gravitate toward what feels most alive.

Together, let's explore how to innovate responsibly and compassionately while holding onto belonging, personalization, and purpose. Our tools must never replace us—because our creativity and potential already lives within us.

We'll see you at CCW Las Vegas!

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