

Financial Aid Administrator Web Based Training Opportunities July 2018

Title	Description	Provided By	Date	Time - HST	Registration Link
Customer-Centric Service in the Aid Office: Raising the Bar with Comprehensive Training	Quality customer service in the aid office is critical to your institution. Do you know how to train your team to provide a customer-centric approach? Comprehensive customer service tools empower your staff to engage with students, solve problems proactively, and improve results. A solid training program is critical to this effort. Come to this session to learn how to build and implement a customer centric training program in your office.	GHELC	07/03/18	6:00 a.m. - 7:15 a.m.	https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents
US Department of Education Update	<ul style="list-style-type: none"> • Regulatory Reform Agenda • Borrower Defense to Repayment • Gainful Employment • Perkins Wind-Down • Perkins Liquidation • Year-Round Pell <p>Guest Speaker Brian Smith Office of Post-secondary Education US Department of Education</p>	Second Alliance	07/05/18	8:00 a.m. - 9:00 a.m.	http://www.secondalliance.com/events/
A Survival Guide to Stress: Identifying, Managing, and Thriving	Stress is a part of our lives and there's no getting around it. It has become a common problem in the American workplace and at home. Life without some challenges would be dull but unresolved or too much stress can play havoc with our health, wallets, and lives. The key is to learn how to identify, manage, and thrive with it. This session will provide you with important tips for handling stress, preventing burnout, and striking a balance.	GHELC	07/05/18	9:00 a.m. - 10:15 a.m.	https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents

Guiding the Leaders of Tomorrow through Effective Mentoring	Mentoring is more than just teaching someone ways in which regulations are administered or how to best work with students. Mentors groom new leaders to be the visionaries of tomorrow encouraging their success. Leaders learn best from developing sound principles, solid knowledge of the industry and strong collegial relationships. Active engagement, professional development and the right resources are necessary to nurture and bring out a person's full potential. Join this session to learn about mentoring relationships and how to foster one that's beneficial for both parties.	GHELC	07/11/18	9:00 a.m. - 10:15 a.m.	https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents
Five Ways Student Loans Impact Credit	When your students borrow federal loans, do they understand the impact it will have on their credit profiles? Unfortunately, many students don't--but they should. Actions taken on their loans during repayment will determine whether they'll have a favorable or unfavorable credit history. Making good decisions can result in them being able to get job, car, or home but poor ones can diminish their options. Join us as we have identified the five ways student loans impact credit and what borrowers can do to make to turn their debt into a major asset in building a good credit report.	GHELC	07/12/18	6:00 a.m. - 7:15 a.m.	https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents
Income Driven Repayment Plans	In this session we will provide an overview of the Income-Driven Repayment Plans. We'll cover the eligibility requirements, discuss the pros and cons, as well as explore strategies for explaining repayment plans to your student borrowers.	PHEAA	07/12/18	8:00 a.m. - 9:00 a.m.	https://fedloanservicing.webex.com/mw3100/mywebex/default.do?siteurl=fedloanservicing
College Cost Meter™: Introducing a Student Debt Letter When It's Not Mandated	You wouldn't apply for auto loan without first knowing whether or not you can afford to repay it--yet many students borrow for college without doing the same. Great Lakes has an easy-to-use and affordable solution to help you educate your students. College Cost Meter™ is a versatile tool that produces the correspondence you need to inform students of their existing indebtedness and potential future payments. When students receive indebtedness insight they have been known to borrow more conservatively, adjust their major, improve class selection, and graduate more quickly. Join us to learn more about this easy-to-use and cost effective tool.	GHELC	07/12/18	9:00 a.m. - 10:15 a.m.	https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents

Diversity in the Workplace: Benefits, Challenges, and Solutions	Diversity is those human qualities that are different from our own and outside the group to which we belong. It's important to understand how these dimensions affect performance, motivation, success, and interactions with others. A diverse workplace can bring about challenges as well as tremendous benefits. Join this enlightening session as we address issues and solutions that can make our workplaces even more diverse and dynamic.	GHELC	07/24/18	6:00 a.m. - 7:15 a.m.	https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents
Supervising Student Employees: Tools of the Trade	Student employees are a vital resource for your office but a challenge to supervise. Do you have the tools needed to effectively manage your student workers to achieve optimal success? Because they are part-time, with varying schedules, and diverse attitudes towards employment and academics, student employees provide you with unique supervisory challenges. Attend this session to learn tools to help you better supervise your student employees and help them achieve success for your office and their future careers.	GHELC	07/24/18	9:00 a.m. - 10:15 a.m.	https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents
Strategies to Strengthen Your Team through Staff Engagement	How do you keep your team happy and motivated? Happy employees have been shown to be up to 20% more effective in the workplace than unhappy employees. Join this informative session as we discuss the ways in which employee retention, organizational growth and office morale are all linked to employee engagement. To give their best each day, staff need to believe in the institution's mission and goals and feel proud to be a contributing factor to its success. Your people are your greatest asset.	GHELC	07/26/18	6:00 a.m. - 7:15 a.m.	https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents
Effective Income Driven Repayment Plan Counseling	Income-Driven Repayment (IDR) plans are designed to make student loan payments more manageable by reducing monthly payments. For many student loan borrowers, IDRs are the only way to successfully repay the student loan debt they've accrued. In this session we'll review the ABC's of effective IDR Counseling.	PHEAA	07/26/18	8:00 a.m. - 9:00 a.m.	https://fedloanservicing.webex.com/mw3100/mywebex/default.do?siteurl=fedloanservicing

<p>Time Management: Making the Most with the Hours You Have</p>	<p>Most professionals have more work to do than there are hours in a day--and like most, we try to manage time efficiently so that we can be productive. However, when you're understaffed, have tight deadlines, conflicting demands, and a never-ending list of tasks to complete, managing time can be challenging. You may find that 80 percent of your outcomes derive from 20 percent of your inputs. If so, then the 80/20 principle of time management can serve as valuable system to use for managing your day. Join us as we walk through this principle to learn how to make the most with the hours you have.</p>	<p>GHELC</p>	<p>07/26/18</p>	<p>9:00 a.m. - 10:15 a.m.</p>	<p>https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents</p>
<p>Student loan counseling strategies</p>	<p>Borrowing to pay for college is the easy part. But choosing the best repayment options can range from merely confusing to downright complex. Join us as we review the repayment options available under each program. In this week's webinar, we will look at the pros and cons of available programs, strategies to reduce the total amount of interest paid over the life of the loan and options for keeping repayment affordable.</p>	<p>ECMC</p>	<p>07/27/18</p>	<p>7:00 a.m. - 08:00 a.m.</p>	<p>https://www.ecmc.org/schools/training.html</p>
<p>Emotional Intelligence: Making It Work for You</p>	<p>How well are you at identifying your own emotions? Do you know how to read the emotions of other people? These are questions that can determine your level of emotional intelligence (EQ)--which is the ability to understand and manage one's own emotions as well as those of others. By having a high EQ, you can manage conflict, improve relationships, make better decisions, and enhance communication. It can also have an impact on your physical and mental well-being as a result of reduced stress. The good news is that while some people naturally have a high level of emotional intelligence, for those that don't, the skills can be learned. Join us to learn how to identify your EQ and use it to drive decisions and behaviors, as well as identify the emotions of other people. Make your EQ work for you.</p>	<p>GHELC</p>	<p>07/31/18</p>	<p>9:00 a.m. - 10:15 a.m.</p>	<p>https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents</p>