

Financial Aid Administrator Web Based Training Opportunities May 2018

Title	Description	Provided By	Date	Time - HST	Registration Link
Using Behavior-based Interviewing to Hire the Right Staff	The success of any company, organization or department is tied to having the right people in the right positions. To ensure you fit the pieces of the puzzle together, incorporating behavior-based questions during an interview can help you better understand how a potential candidate would react in a given situation. There is a theory that the most accurate predictor of future performance is how someone behaved during a similar situation in the past. Your strategy should include identifying the required skillset for the position, great questions, and evaluation criteria. Join us as we help you predict behaviors of a job candidate by learning how to ask behavior-based questions and evaluate the answers.	GHELC	05/01/18	9:00 a.m. - 10:15 a.m.	https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents
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	05/02/18	9:00 a.m. - 10:15 a.m.	https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents
Should I Consolidate? Pluses and Minuses of the Direct Consolidation Loan	Answering student questions about the Direct Consolidation Loan is not always the easiest thing to do. Students often have complex situations but seek simple answers to assist them in making the best choice either to get out of default, regain eligibility, or to save the most money in repayment. As a financial aid administrator, knowing the pluses and minuses of loan consolidation can assist your students with making a wise decision about repayment.	GHELC	05/03/18	6:00 a.m. - 7:15 a.m.	https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents

Winning the Race: How to Set and Keep Your Goals	<p>Setting goals is a great way to make a positive change in your life. Goals give us a sense of meaning and purpose because usually they are tied to self-improvement such as losing weight, saving money, or running a marathon. Having goals give us a sense of meaning and purpose because usually they are tied to self-improvement such as losing weight, saving money, or running a marathon. However, goal setting is only part of the equation-- accomplishing the goal is the other. Busy lives, lack of motivation, and lost interest are some of the top reasons why people don't stick with their goals. Whether you've had success with goal setting or not, this webinar can help you to make a fresh start and figure out ways to finish what you've started. We will discuss how to establish meaningful goals. ways to better utilize willpower, and strategies for winning the race.</p>	GHELC	05/03/18	9:00 a.m. - 10:15 a.m.	https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents
The ROI of Financial Education	<p>Financial education, why does it matter? Let's address the real questions. What is the real ROI of offering financial education to your students and why is it a key to the success of your students?</p>	ECMC	05/09/18	7:00 a.m. - 8:00 a.m.	https://www.ecmc.org/schools/training.html
Checks and Balances: Help Students Budget More and Borrow Less	<p>Budgeting is not fun but it is crucial to financial success. Do you know how to teach your students to budget wisely for long term financial health? During this session we'll show you ways to encourage your students to budget carefully, manage spending, and prepare for financial emergencies. We'll also provide resources that you can share with your students to help them develop responsible money skills.</p>	GHELC	05/09/18	9:00 a.m. - 10:15 a.m.	https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents
Sharpening Your Skills for Tough Conversations	<p>Having tough conversations, whether it's with your staff, co-workers, or students, are never easy. They can make us feel nervous, stressed, or troubled--however tough conversations are inevitable in every work environment. Your ability to diffuse anger and frustration during tough conversations and create a problem-solving approach is an important skill to have. During this webinar we'll help you sharpen your skills for handling tough conversations positively and effectively with proven techniques. With the right preparation and mindset, you'll feel more confident in your ability to handle every conversation that comes your way.</p>	GHELC	05/10/18	6:00 a.m. - 7:15 a.m.	https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents

<p>How to Create Financial Wellness and Default Management Programs without Spending a Dime</p>	<p>Lack of resources is one of the biggest hurdles for schools to implement financial wellness and/or default management programs. You don't have let financial restraints continue as your stumbling block. We have identified free resources--from free apps to help students budget their money to free tools to conduct outreach to delinquent borrowers. Save time and money by attending this webinar to learn about free resources from different organizations, including Great Lakes. We'll show programs and tools you can use without spending a dime.</p>	<p>GHELC</p>	<p>05/15/18</p>	<p>6:00 a.m. - 7:15 a.m.</p>	<p>https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents</p>
<p>Strategies to Strengthen Your Team through Staff Engagement</p>	<p>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.</p>	<p>GHELC</p>	<p>05/15/18</p>	<p>9:00 a.m. - 10:15 a.m.</p>	<p>https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents</p>
<p>Federal Update with Scott Miller</p>	<p>This session will provide an overview of what is happening in Washington DC, with specific focus on student aid programs and funding. We will cover the recent federal budget deal and the progress Congress has made towards reauthorizing the Higher Education Act.</p>	<p>PHEAA</p>	<p>05/17/18</p>	<p>8:00 a.m. - 9:00 a.m.</p>	<p>https://fedloanservicing.webex.com/mw3100/mywebex/default.do?siteurl=fedloanservicing</p>
<p>Sharpening Your Skills for Tough Conversations</p>	<p>Having tough conversations, whether it's with your staff, co-workers, or students, are never easy. They can make us feel nervous, stressed, or troubled--however tough conversations are inevitable in every work environment. Your ability to diffuse anger and frustration during tough conversations and create a problem-solving approach is an important skill to have. During this webinar we'll help you sharpen your skills for handling tough conversations positively and effectively with proven techniques. With the right preparation and mindset, you'll feel more confident in your ability to handle every conversation that comes your way.</p>	<p>GHELC</p>	<p>05/17/18</p>	<p>9:00 a.m. - 10:15 a.m.</p>	<p>https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents</p>

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	05/22/18	6:00 a.m. - 7:15 a.m.	https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents
Student loan counseling strategies	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.	ECMC	05/23/18	7:00 a.m. - 8:00 a.m.	https://www.ecmc.org/schools/training.html
Bridging the Intergenerational Communication Gap	Good communication is the foundation to any team, department, or organization. With it, people absorb and comprehend messages from management, value differences, and there is stronger cohesion throughout the team. Without it, there is a lack of trust, misunderstandings occur, and a climate of low morale exists. Getting everyone on the same page isn't always easy, particularly within intergenerational work environments and the varied ways people communicate. Join this interactive webinar to better understand strategies that can lead to real improvements in employee communication, motivation, and productivity.	GHELC	05/24/18	6:00 a.m. - 7:15 a.m.	https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents
Entrance/Exit Counseling - Exceeding the Requirements	Join us as we provide an overview of how to increase the success of your entrance and exit counseling sessions to help guide borrowers to successful borrowing and repayment. We'll discuss best practices, what's new for counseling and what other schools are doing to enhance the counseling experience.	PHEAA	05/24/18	8:00 a.m. - 9:00 a.m.	https://fedloanservicing.webex.com/mw3100/mywebex/default.do?siteurl=fedloanservicing
Identity theft and steps to take to repair your credit	Identity theft happens every two seconds in this country and to people of all ages—from infants to the elderly. Join us for simple tips to avoid identity theft along with important steps to repair your credit.	ECMC	05/30/18	7:00 a.m. - 8:00 a.m.	https://www.ecmc.org/schools/training.html