

Financial Aid Administrator Web Based Training Opportunities October 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	10/02/18	9:00 a.m. - 10:15 a.m.	https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents
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	10/03/18	9:00 a.m. - 10:15 a.m.	https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents
Going Digital: Integrating Technology into Financial Wellness Programs	Is your financial wellness program engaging? Does it keep your student's interest and increase their desire to learn? Teaching financial literacy to tech-savvy students may be a bit of a challenge. Seminars and presentations may be suitable for some, while others may not find them as useful. Join us as we share way to integrate technology into financial wellness programs. We will discuss different vehicles to deliver information, online programs, and other ways to engage your tech-savvy students.	GHELC	10/04/18	6:00 a.m. - 7:15 a.m.	https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents

Sharpening Your Skills for Tough Conversations	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.	GHELC	10/04/18	9:00 a.m. - 10:15 a.m.	https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents
Understanding your money personality	A lot of people will tell you exactly how to manage your money. We all know that we should develop and live on a budget, watch our credit card habits and never go impulse shopping. Why do we do all of these things? We will help you recognize those behaviors and develop healthy habits for long-term financial wellbeing.	ECMC	10/05/18	7:00 a.m. - 8:00 a.m.	https://www.ecmc.org/schools/training.html
Public Service Loan Forgiveness	Join us as we provide an overview of the Public Service Loan Forgiveness program. As the sole servicer for Public Service Loan Forgiveness, we will review the eligibility requirements, the application process, borrower experience, and resources for our school partners.	PHEAA	10/11/18	8:00 a.m. - 9:00 a.m.	https://fedloanservicing.webex.com/mw3100/mywebex/default.do?siteurl=fedloanservicing
Yes, you are living beyond your means	Living beyond your means is pretty easy to do these days, especially since we live in a time when buying on credit—and having a YOLO mentality—has become the norm. But just because it seems normal, doesn't mean we aren't doing a real disservice to our current and future well-being. In this webinar, we will examine red flags that you're living a lifestyle you simply can't afford—and how to get back on track ASAP.	ECMC	10/12/18	7:00 a.m. - 8:00 a.m.	https://www.ecmc.org/schools/training.html
Student loan repayment options	What are the most common (and important) questions asked by student loan borrowers? In this workshop, we will cover the basics you need to provide when counseling your students, including when repayment starts, how to make payments, what are the repayment plan options, what to do if you have trouble making payments and more!	ECMC	10/19/18	7:00 a.m. - 8:00 a.m.	https://www.ecmc.org/schools/training.html

<p>Good is Good, but Why Be Average? Taking Your Customer Service to the Next Level</p>	<p>Good customer service has become the expectation in the higher education environments. It's the minimum of what students want from their school. So if good is good, how do you take your customer service to the next level? Most of your students and families want more than a friendly face. They expect to have their needs met through a wide variety of ways--and those needs extend beyond the classroom and into all areas of the institution. Your customer service should resonate a culture of excellence in order to recruit and retain your students. You can take it to another level by assessing your current service, identifying competencies, and creating specific goals for improvement. Join this participatory session to learn how.</p>	<p>GHELC</p>	<p>10/23/18</p>	<p>9:00 a.m. - 10:15 a.m.</p>	<p>https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents</p>
<p>Using Behavior-based Interviewing to Hire the Right Staff</p>	<p>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.</p>	<p>GHELC</p>	<p>10/24/18</p>	<p>9:00 a.m. - 10:15 a.m.</p>	<p>https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents</p>
<p>Promoting Financial Literacy on Your Campus</p>	<p>Financial literacy is an important component of Default Prevention and as a financial aid professional you may be one of the first professionals to counsel students on the important financial decisions they will be making in their life. In this session we will cover the necessary tools and practices to implement a successful financial literacy program on your campus.</p>	<p>PHEAA</p>	<p>10/25/18</p>	<p>8:00 a.m. - 9:00 a.m.</p>	<p>https://fedloanservicing.webex.com/mw3100/mywebex/default.do?siteurl=fedloanservicing</p>

<p>Challenges Facing Adult Learners</p>	<p>Adult learners comprise the largest portion of today's college student population, and that number is likely grow as college costs continue to increase. In addition to covering the cost of their education, support services for this group may not be easily identifiable. Adult learners also face the challenge of balancing school, work and family.</p> <p>This webinar will take a look at what it means to be an adult learner, how to address the typical obstacles that adult learners face, and resources for effective counseling of the new "traditional student".</p>	<p>ECMC</p>	<p>10/26/18</p>	<p>7:00 a.m. - 8:00 a.m.</p>	<p>https://www.ecmc.org/schools/training.html</p>
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