



SmartSessions® provide **free**, online training on important professional development, student success, and default management topics. Presented by certified trainers with decades of experience, our training sessions keep you a step ahead in an ever-changing world.
Register for your session(s) of choice by following the date link.

May | June | July 2023

Handling Unpleasant Conversations

Whether you're dealing with an aggrieved customer, a challenging colleague, or a distressed employee, there are times when conversations may not be pleasant. Handling them involves more than keeping a smile and maintaining a good attitude—it requires the use of strategies and practice. During this interactive session, we'll share proven techniques to help you prevent and manage unpleasant discussions.

Date: [Tuesday, May 16 at 2:00 p.m. CDT](#)

Five Ways Student Loans Impact Credit

When your students borrow federal loans, do they understand the impact it will have on their credit reports? Unfortunately, many students don't—but they should. The actions taken on their loans will determine whether they'll have a favorable or adverse credit history. Join us as we have identified the five ways federal student loans impact credit and what borrowers can do to build a good credit report.

Date: [Wednesday, May 24 at 2:00 p.m. CDT](#)

The Balancing Act of Work and Home

Maintaining a work-life balance isn't always easy, particularly when both are under the same roof. It's often a daily challenge to make time for work, family, friends, and self. The balancing act of work and home doesn't mean dividing hours evenly. Instead, it involves intentional planning and integration to ensure you have happiness and satisfaction with both. Attend this session if you're striving for improved balance.

Date: [Thursday, June 8 at 2:00 p.m. CDT](#)

Retooling Your Time Management to Work for You

Most of us have more work to do than there are hours in a day—and we try to manage time efficiently so that we can be productive. However, when you're understaffed, have conflicting demands, and a never-ending list of tasks to complete, managing time can be challenging. Attend this session to learn strategies for retooling your time management such as chunking, blocking, and the Eisenhower Principle.

Date: [Thursday, June 15 at 11:00 a.m. CDT](#)

A Deep Dive into Student Loan Repayment Assistance

Student Loan Repayment Assistance (SLRA) is one of the fastest-growing employee benefits. It's a strategic way to attract and retain top talent because it directly addresses the burden that student loan debt places on borrowers. Employers can make tax-free payments toward an

employee's student loans up to \$5,250 per year. Join us to learn more about SLRA, its impact on employees and employers, and key considerations when creating a program.

Date: [Tuesday, June 20 at 11:00 a.m. CDT](#)

The Great Repayment Restart

Student loan borrowers will be resuming repayment later this summer after a more than three year payment suspension. While the pause was necessary and helpful for those dealing with the financial impact of the pandemic the return to repayment will be equally challenging. Many borrowers will face uncertainties and confusion in deciphering how to move forward. During this session, we'll share the important details of the restart that borrowers should know.

Date: [Thursday, June 22 at 11:00 a.m. CDT](#)

Building Awareness of the Public Service Loan Forgiveness Program

Thousands of student loan borrowers are qualifying to have the remainder of their federal loan balance forgiven through the Public Service Loan Forgiveness (PSLF) Program. The key to receiving this benefit is understanding the specific requirements that must be met to qualify. During this session, we will share details of the program, how to apply, and actions to take to remain on track toward forgiveness eligibility. Our goal is to build awareness of the PSLF Program and share valuable resources to help borrowers achieve their goals.

Date: [Tuesday, July 11 at 2:00 p.m. CDT](#)

Using Behavior-based Interviewing to Hire the Right Staff

The success of an organization is tied to having the right people in the right positions. Incorporating behavior-based questions during an interview can help you better understand how a potential candidate would react in specific situations. Your strategy should include identifying the required skillset for the position, great questions, and evaluation criteria. Join us as we help you find the best job candidates by using behavior-based questions and evaluating answers.

Date: [Thursday, July 13 at 11:00 a.m. CDT](#)

Uniting Personalities for a Positive Work Environment

Everyone's perspective and behavior are based on their experiences, thoughts, and emotions. There are times when personalities clash, disagreements occur, and morale diminishes. Appreciating what makes a person "tick" can positively impact the workplace. Join us to enhance your understanding of personalities and ways to unite for better relationships at work.

Date: [Tuesday, July 25 at 11:00 a.m. CDT](#)

Enhancing Your Emotional Intelligence

How well do you recognize your emotions? Can you read the emotional cues of others? Are you able to control impulses and adapt to changes well? These questions can gauge your level of emotional intelligence (EI), which is the ability to understand and manage your emotions, as well as those around you. Join us to learn ways to enhance your EI skills and how they can be used to strengthen connections, manage conflict, and improve decision-making.

Date: [Wednesday, July 26 at 2:00 p.m. CDT](#)