

Saturday, February 19th			
Time:	Session	Presenter(s)	Description
2:30pm - 3:15pm	Welcome & Introductions		
3:15pm - 4:15pm	Using Emotional Intelligence in your role as Financial Aid Director	Kathy Bailk	Directors of Financial Aid (DFA) are increasingly expected to be strategic and innovative in their work, whether that be increasing student success, growing enrollments, ensuring compliance or improving efficiency and services. Meeting these expectations requires DFAs to work with a broad range of students, staff, faculty, and various external constituencies. At the same time, DFAs must navigate fast paced environments, demanding schedules, increasing accountability expectations, declining or stagnated resources, and frustrating bureaucratic hurdles. These challenges can often lead to a range of emotions for DFAs and their teams that can include everything from feelings of frustration and disempowerment to surprise and elation. Working in an emotion-filled context requires a special set of skills. This session is to introduce the importance of using Emotional Intelligence (EI) within the DFA role. EI is the ability to actively regulate your emotions and the emotions of those around you through self-awareness, self-regulation, motivation, empathy, and social skills.
4:15pm - 4:30pm	BREAK		
4:30pm - 5:30pm	Building New Leaders	David Alexander & Brent Tener	What are traits of a potential leader? Let's explore how we as current leaders, can assist prospective leaders, to reach their maximum potential!
Sunday, February 20th			
Time:	Session	Presenter(s)	Description
7:30am - 8:30am	<i>Breakfast</i>		
8:30am - 9:45am	Exploring Bias Within the Financial Aid Office	Michael Burchett & Alicia Keaton	There is increased conversation surrounding hidden and implicit biases. In this interactive session, we will discuss biases, how they operate, and how they can unconsciously affect not only our own decisions, but the decisions of our staff members and our office policies.
9:45am - 10:00am	BREAK		
10:00am - 11:00am	Creating a Culture of Compliance: TIV Compliance Across the Institution	Elizabeth Milam & Sherika Charity	This session will focus on strategies to create a campus culture that is supportive of TIV compliance, which is the responsibility of the institution beyond the financial aid office. Reflecting on areas such as Consumer Information, the session will explore ways to increase trust and cooperation across campus partners.
11:00am - 12:00pm	Taking Care of Your Staff: Morale, Mentally, and Hybrid Schedules, oh my!	Melanie Gillespie	Managing team morale has proven to be a challenge for a busy director, but throw in mental health and remote working and you have a recipe like we have never seen before. Are they working efficiently? How are they mentally? Are they thinking about leaving? Can you create an environment to attract new talent as well as retain your seasoned folks? Come join us and get your toolkit full with ideas and techniques to help balance your team, without losing your mind.
12:00pm - 1:00pm	<i>Lunch</i>		