

Louisiana Association of Student Financial Aid Administrator (LASFAA)



Presents the ...

## Financial Aid Support Staff Training (F.A.S.T.) Workshop



### “The 4-C’s”

“Continuity, Customers, Communication & Composure”

Tuesday, November 11, 2008

Location: ULL

8:00 a.m. – 3:30 p.m.

### Agenda

- 8:00 – 8:30 Check-In and Continental Breakfast
- 8:30 – 9:15 **Continuity:** The Financial Aid Process  
*Presenter: Ann Lockridge*
- 9:15 – 10:30 **Customers:** Effective Customer Service  
*Presenter: April Matessino & Jennifer Guhman*
- 10:30 – 10:45 ~ ~ ~ ~ ~ **Break** ~ ~ ~ ~ ~
- 10:45 – 11:45 **Communication:** Communicating with Diplomacy and Tact  
*Presenter: Paige Hendricks*
- 11:45 – 12:45 ~ ~ ~ ~ ~ **Lunch** ~ ~ ~ ~ ~
- 12:45 – 2:00 **Communication:** Non-Verbal Communication  
*Presenter: Denise Spellman*
- 2:00 – 3:15 **Composure:** Stress Management  
*Presenter: Ann Lockridge*
- 3:15 – 3:30 Questions, Answers, Comments and Evaluations

Registration Coming Soon