

**SWASFAA Leadership Development Tentative Agenda
November 13, 2019**

8:00 – 8:30 Breakfast

8:30 – 8:45 Welcome and Introductions

8:45 – 10:00 Conflict Management, Part 1

Whether you like it or not, conflict is a natural part of the workplace. How we handle conflict can make the difference between failure and success. In this interactive session, we will discuss various strategies for dealing with conflicts with customers and coworkers.

10:00 – 10:15 Break

10:15 – 10:45 Conflict Management, Part 2

In the second part of this session, we will look at some case studies that might arise in the Financial Aid Office. Participants will have an opportunity to work in small groups to arrive at successful solutions for dealing with the conflicts.

10:45 – 11:30 Ask the Director Panel

“How do you handle that?” If you are an aspiring leader in the Financial Aid Office, and you want to talk to experienced FA administrators about their approach to dealing with the good, the bad, and the ugly, this is your chance! During this session, a seasoned group of Financial Aid Directors will discuss best practices on handling various situations that arise in the Financial Aid Office.