



Citizens Sessions

See the below for a description of each of our free sessions. To sign up, visit our website: citizensbank.com/faa.



Atomic Habits: Tiny Changes - Remarkable Results

Learn to break bad behaviors and create better ones by understanding the 4 laws of creating positive changes in your everyday life.



Building Resilience

Strengthen your inner resolve and ability to bounce back better than ever regardless of circumstances.



Focus Hacks: Simple Steps to Improve Your Attention

Improve your ability to give attention to the important things and reduce distractions with practical adjustments.



Transforming Customer Interactions

Create positive impressions by understanding the importance of customer service and improving skills to deal with difficult scenarios.



Think Outside of the Box: Turning Challenges into Opportunity

Explore the steps to meet the challenges of your work with a new approach.



Thriving in Change

Seize the opportunity to be resilient during times of transformation or disruption for you and your team.



7 Secrets to Leading a Productive Team

Develop your team by learning how to be a highly effective leader.



Team Success: Navigating and Resolving Dysfunctions

Achieve team success by understanding the causes of organizational politics and avoiding its pitfalls.



Unicorns are Real: Unlocking the Leader in You

Learn to become a successful leader: In this session you'll learn the 12 habits that will separate the best leaders from the rest.



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Conquering Burnout: Breaking the Cycle of Stress

Explore the science of stress and burnout and get practical strategies to manage and mitigate them.



Understanding Credit and Private Student Loan Underwriting

Provides insight on the impact of credit for private student loans along with the application and approval process.



Lender Lists: Best Practices

Learn the process and best practices to create an RFI and leverage the value of a preferred lender list.



Navigating Student Loan Repayment

An overview of both federal and private student loan repayment, consolidation, and refinance options.



New to Financial Aid? What You Need to Know

Learn the tools and resources to utilize in your day-to-day functions as a Financial Aid Administrator.



Student Loan Update 2025

This session will provide a high-level summary of the ever-changing student loan landscape for both Federal and Private loans.