



# Citizens Sessions

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