



Blended Learning Series

Introduction to Blended Learning
and Accenture Learning Exchange

LSC **accenture** 

Housekeeping Items

- Webinar is being recorded and will be posted online within a week- <http://www.foc-network.org/webinar-archive.html>
- All lines will be muted for the duration of the webinar
- Send all your questions via chat
- Send additional questions to jguzman@lisc.org

Agenda

- Introductions
- What is Blended Learning?
- Accenture Learning Exchange
- Best Practices
- Upcoming Webinars

Learning Exchange Team



- Michelle Riek
- Program Manager



Cathleen Andres
Development Manager



Janelle Thompson
Course Developer & Operations

Blended Learning

Blended learning is an instructional model that combines traditional face to face instruction with online learning to maximize effectiveness.

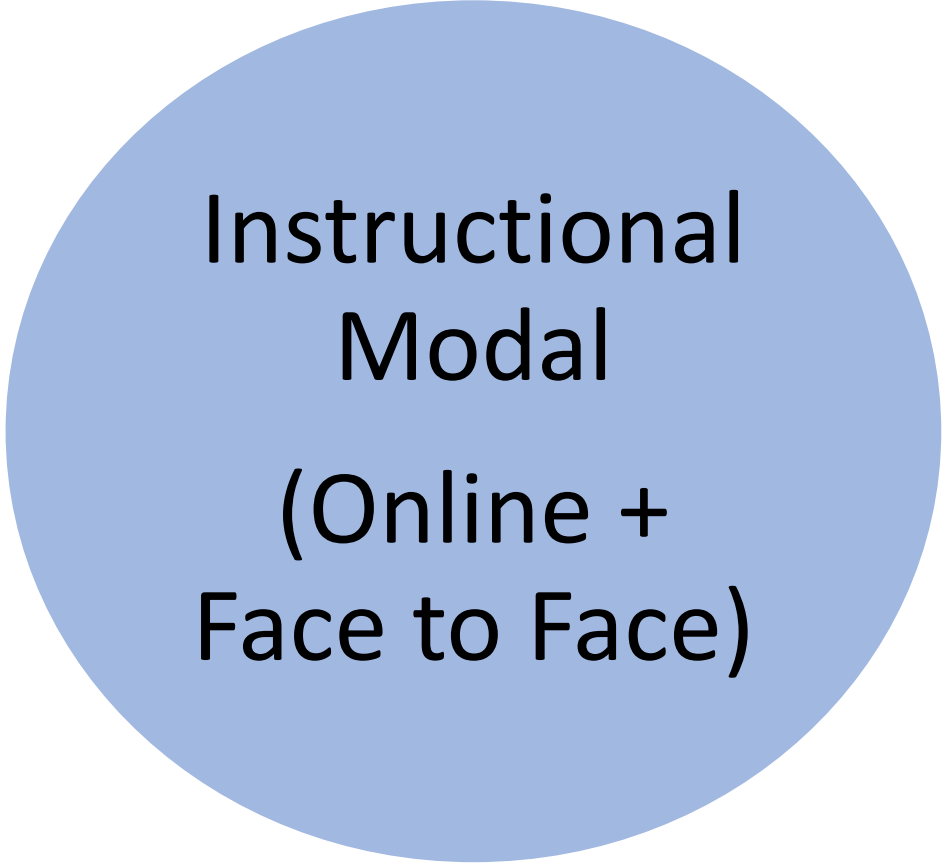


Other Benefits of Blended Learning


Research suggests that learners benefit from a blended learning approach due to greater accessibility for busy adult learners, leading to increased program retention.

- Flexibility- Self-paced and virtual
- Accessibility- Ability to revisit material/modules
- Improve Digital Literacy skills
- Cost Saving

Blended Learning vs Digital Literacy



Instructional
Modal
(Online +
Face to Face)



Skills need to
operate
technology

Employment/ Job Readiness Workshops

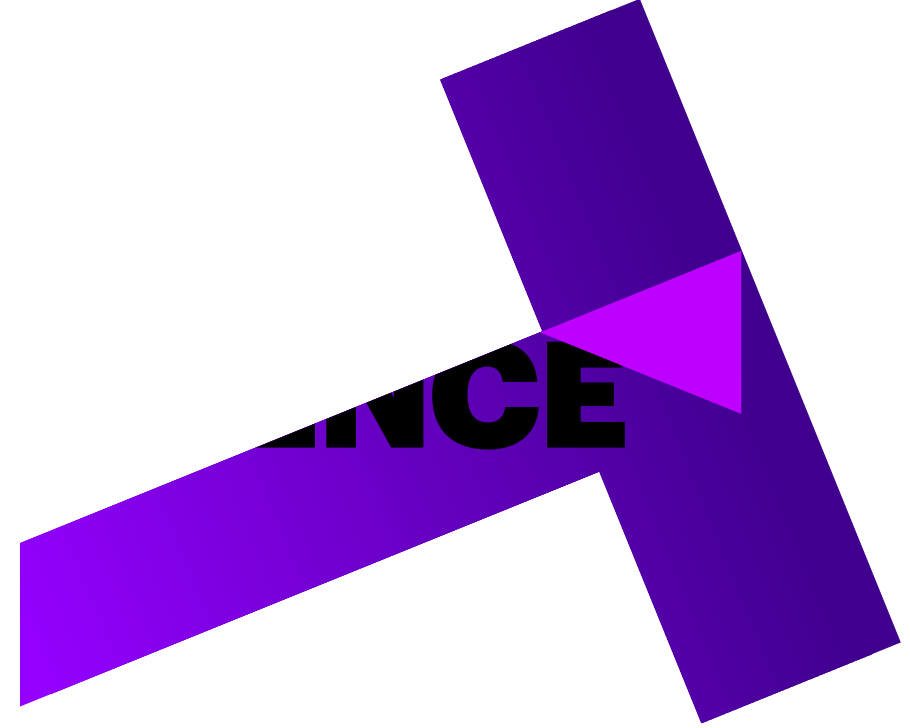
- Email Basics (practice sending professional emails)
- Introduction to Word (Formatting Resume)
- Job searching and applying online
- Career Planning

Financial Coaching

- Online banking or paying bills online (Internet Basics/ Cyber Security)
- Intro to Excel (budgeting)
- Ecommerce (Buying and Selling)



**CORPORATE
CITIZENSHIP**



SKILLS TO SUCCEED LEARNING EXCHANGE

LISC WEBINARS

accenture

WHAT IS THE LEARNING EXCHANGE?

**AWARD WINNING, ONLINE
LEARNING PLATFORM FOR NON-
PROFIT PARTNER ORGANIZATIONS
IN NORTH AMERICA**

100+ Partners

20K+ Learners

175K+ Course Completions

LEARNERS INCLUDE:

Opportunity Youth
Homeless Youth
High School Students
Community College
4-Year College Students

Recent Immigrants
Unemployed Adults
Formerly Incarcerated
Women's Shelter
Veterans

**141 ONLINE COURSES &
RESOURCES, 74 WORKSHOPS**

TOP 10 ONLINE COURSES:

1. Starting Your Resume
2. Finalize Your Resume
3. Career Planning
4. Introduction to Cover Letters
5. Using Social Media Professionally
6. Types of Interviews
7. The Interview Process
8. Networking Techniques
9. Professional Image
10. Professional Behaviors

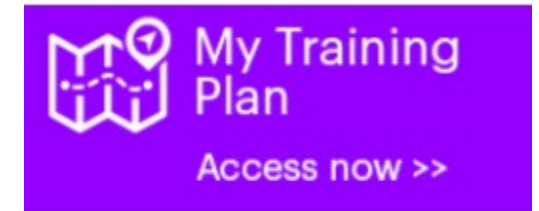
Learning EXCHANGE Curricula

The blended learning curricula provides a blend of online courses for building foundational knowledge and classroom workshops for practicing hands-on skills. The courses and curricula are FLEXIBLE; organizations can use one of the existing curriculum or tailor their own training plan.

Job Seeker Mobile	Pre	Career Planning			Resume and Cover Letter Writing			In-Person Networking		Online Networking			Interviewing	Post		
1 st Job Mobile: Starting your Career	Pre	Professionalism and Work Ethic			Writing Techniques		Business Communication		Verbal Communication		Time & Task Management			Teamwork	Post	
1 st Job: Growing in your Career	Pre	Customer Service		Conflict Management		Financial Literacy		Cross Cultural Diversity		Presentations: Plan & Create		Presentations: Deliver		Global Awareness	Capstone	Post
Digital Literacy Enhanced	Pre	Computer Basics	Windows Basics	Internet Basics	Internet Explorer	Google Chrome	Microsoft Outlook	Web-Based Email	Social Media	Microsoft Word	Microsoft PowerPoint	Microsoft Excel	Post			
IT Customer Support	Pre	Exploring the IT Industry		Customer Service and Communication			IT Task & Time Management		Problem Solving & Troubleshooting		IT General Concepts	Computer Anatomy	Internet Safety	IT Tasks	Post	
Health Technology & Administration	Pre	Exploring the Industry		Medical Terminology		Customer Service and Communication		Time and Task Management		Healthcare Legislation	Medical Records	Healthcare Payers	Diagnosis Codes	Procedure Codes	Post	
Entrepreneurship ¹	Pre	Becoming an Entrepreneur	Price, Profit and Cost	Business Financial Planning		Marketing your Business		Marketing Channels and Pricing		Running your Business		Protecting your Business		Creating your Business Plan		Post
Retail Industry Fundamentals ²		Retail Industry Fundamentals		Basic Work Fundamentals		Business of Retail			Customer Focus		Selling		Getting and Keeping Jobs in Retail			
Mental Health Work Readiness ²		Mental Health 101		Mental Health 102		Choosing to Disclose		Breaking the Stigma		The Job Search			Cover Letters, Resumes & Interviews			
Big Data & Using Excel ²		Introduction		Formatting & Displaying Data		Working with Data		Formulas	Functions	Logic	Data Validation & Conditional Formatting		Cell References & VLOOKUP			

LISC Training Plan

- Currently **33 courses in LISC Training Plan**; learners still have access to all online courses
- Learners can **track their progress**, **earn badges**, and **print a Certificate of Completion**.



My Training Plan

	Status	Completion date	Duration	Required/Recommended	Prerequisites	Progress	Information
DL - Pre Assessment	Completed	01/30/20	-	Required	-	100 %	?
DL - Computer Basics	Enrolled	-	120	Required	-	0 %	?
DL - Windows Basics	Enrolled	-	138	Required	-	0 %	?
DL - Internet Basics	Pending enrollment	-	108	Required	-	0 %	?
DL - Internet Explorer	Enrolled	-	70	Required	-	0 %	?
DL - Google Chrome	Pending enrollment	-	78	Required	-	0 %	?
DL - Microsoft Outlook	Pending enrollment	-	150	Required	-	0 %	?
DL - Web-based Email	Pending enrollment	-	90	Required	-	0 %	?
DL - Social Media	Pending enrollment	-	150	Required	-	0 %	?
DL - Microsoft Word	Pending enrollment	-	234	Required	-	0 %	?
DL - Microsoft PowerPoint	Pending enrollment	-	336	Required	-	0 %	?
DL - Microsoft Excel	Pending enrollment	-	285	Required	-	0 %	?
DL - Post Assessment	Pending enrollment	-	-	Required	-	0 %	?
IT CS - Pre Assessment	Pending enrollment	-	-	Required	-	0 %	?
IT CS - Customer Service and Communication	Pending enrollment	-	90	Required	-	0 %	?
IT CS - CRM Ticket Demonstrations and Simulations	Pending enrollment	-	-	Required	-	0 %	?
IT CS - IT Task and Time Management	Pending enrollment	-	80	Required	-	0 %	?
IT CS - Problem Solving and Troubleshooting	Pending enrollment	-	-	Required	-	0 %	?

My Certificate

My badges

- Complete 1 required courses ✓
- Complete 50% required courses ✓
- Complete 100% required courses ✓
- Complete feedback for 100% courses ✓

Bronze
 Silver
 Gold
 Platinum

Blended Learning: Digital Literacy Enhanced

Pre	Computer Basics	Windows Basics	Internet Basics	Internet Explorer	Google Chrome	Microsoft Outlook	Web-Based Email	Social Media	Microsoft Word	Microsoft Power Point	Microsoft Excel	Post
	Computer Basics (120 min)	Windows Basics (140 min)	Internet Basics (110 min)	Internet Explorer (70 min)	Google Chrome (80 min)	Microsoft Outlook (165 min)	Web-Based Email (90 min)	Social Media (150 min)	Microsoft Word (230 min)	Microsoft Power Point (340 min)	Microsoft Excel (285 min)	
	Computer Basics (1-6 hours)	Windows Basics (2-6 hours)	Internet Basics (2-6 hours)	Internet Explorer (2-4 hours)	Google Chrome (2-4 hours)	Microsoft Outlook (4-6 hours)	Web-Based Email (2-4 hours)	Social Media (4-8 hours)	Microsoft Word (5-12 hours)	Microsoft Power Point (5-12 hours)	Microsoft Excel (5-12 hours)	

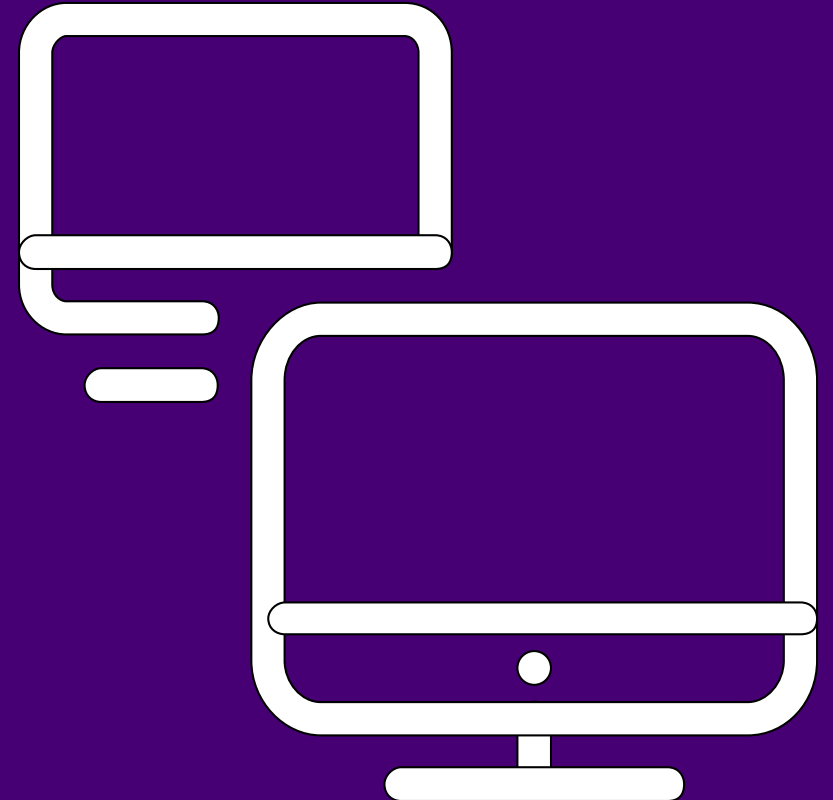
Note: This curriculum is tightly integrated between the online courses and classroom workshop materials that you must do both.

[Digital Literacy Faculty Prep Landing Page](#)

Online Learning
Classroom Learning
Assessment

Classroom time can vary by audience and activities covered.

DEMO



WHAT ARE THE KEY Benefits?

LEARNERS

- Single point of access to build employability knowledge and skills
- Anytime, anywhere access with online and mobile learning
- Safe environment to learn at own pace

NON-PROFIT PARTNERS

- Access to online and classroom training to complement their programs
- Flexibility to configure curriculum
- Track usage
- Extend reach and scale at lower cost

ACCENTURE

- Opportunity to share best-in-class content with our partners
- Reuse, efficiency
- Metrics on usage and satisfaction



Questions?





Foundational Skills

English as a 2nd Language

- English as a 2nd Language

Financial Literacy

- mEarning & Banking
- mBudgeting & Financial Goals
- mCredit & Debt
- Money Basics
- Better Money Habits
- Completing I-9 & W-4 Forms

GED

- GED Preparation

Typing

- Typing

Technology & Digital Literacy

- Technology Tutorials
- Microsoft Office Tutorials

Digital Literacy (Enhanced)

- Computer Basics
- Windows Basics
- Internet 101
- Internet Explorer
- Google Chrome
- Microsoft Outlook
- Web-based Email
- Social Media
- Microsoft Word
- Microsoft PowerPoint
- Microsoft Excel



Job Tracks

Entrepreneurship

- Becoming an Entrepreneur
- Price, Profit and Cost
- Business Financial Planning
- Marketing your Business
- Marketing Channels and Pricing
- Running your Business
- Protecting your Business
- Creating your Business Plan

Entrepreneurship Advanced

- Foundations of Innovation & Economics
- Financial Planning
- Marketing Your Innovation
- Running Your Innovation
- Health Impact Monitoring & Evaluation
- Fundraising For Your Innovation
- Creating Your Business Plan

Software Engineering Computing

- History of Computers
- The Internet
- Computing in the Business World
- Software Development Overview

Software Engineering

- Introduction to Software Engineering
- Plan and Analyze
- Design
- Build
- Test
- Package and Deploy
- Maintain
- A Final Review

IT Customer Support

- Customer Service and Communication
- CRM Tickets
- IT Task and Time Management
- Problem Solving and Troubleshooting
- IT General Concepts
- Computer Anatomy
- Internet Safety
- IT Tasks

Health and Technology Administration

- Medical Terminology
- Healthcare Customer Service & Communication
- Healthcare Task and Time Management
- Healthcare Legislation
- Medical Records
- Healthcare Payers
- Procedure Codes
- Diagnosis Codes

Retail Industry Fundamentals

- Online Assessments (Modules 1 – 15)



Career Planning and Job Search

Career Planning

- mCareer Planning
- Workshop Assessment
- ACT Profile
- My Next Move

Searching and Applying for Jobs

- Job Search
- Job Applications
- Indeed (Canada and US)
- Job Bank (Canada)
- Pay Scale (Canada)
- Salary Basics
- CareerOneStop

Resume and Cover Letters

- mStarting your Resume
- mFinalize your Resume
- mIntroduction to Cover Letters
- Workshop Assessment

In-Person Networking

- mNetworking Techniques
- mExpand your Network
- Workshop Assessment

Online Networking

- mUsing Social Media Professionally
- mProfessional Online Profile
- Workshop Assessment
- LinkedIn Tutorials
- LinkedIn for Veterans

Interviewing

- mTypes of Interviews
- mThe Interview Process
- Technical Interviews
- Workshop Assessment
- Interview Follow-ups

Overall

- Job Seeker Learning Board



Instructor Skills and Resources - Downloadable Workshops

Job Seeker

- Career Planning
- Resume and Cover Letter Writing
- In-Person Networking
- Online Networking
- Interviewing Skills

1st Job – Starting Your Career

- Professionalism and Work Ethic
- Writing Techniques
- Business Communication
- Verbal Communication
- Time and Task Management
- Teamwork

Digital Literacy

- Word
- Excel
- PowerPoint
- Outlook

1st Job – Growing in your Career

- Customer Service
- Conflict Management
- Financial Literacy
- Cross-Cultural Diversity
- Presentations: Plan and Create
- Presentations: Deliver
- Global Awareness
- Capstone

Cyber / IT Hot Topics

- STEM Overview, Cybersecurity, Internet of Things, Connected Car, Computation Thinking, Machine Learning, Cloud Computing, Mobility

IT Customer Support

- Exploring IT Industry
- Customer Service and Communication
- IT Task and Time Management
- Problem Solving and Troubleshooting
- General IT Concepts
- Computer Anatomy
- Internet Safety
- IT Tasks



Professional Skills

Adaptability

- Change is Good
- Staying Informed

Communication

- mKnowing your Audience
- mUsing Proper Grammar
- mWriting with Clarity
- mActive Listening
- mVerbal Communication
- mBusiness Communication Tools
- Communicating with Purpose*
- Introduction to Technical Writing
- Presentations
- Introduction to Business Meetings

Customer Service

- mCustomer Service Introduction
- mCustomer Service Excellence

Diversity and Cross-Cultural Awareness

- Valuing Diversity
- Cross-Cultural Understanding*
- Global Awareness

Problem Solving

- Introduction to Problem Solving*

Professionalism / Work Ethic

- mProfessional Image
- mProfessional Behaviors
- mEthics at Work

Self-Awareness and Self-Direction

- Positive Attitude
- Taking Initiative

Teamwork and Collaboration

- mTeamwork
- Managing Conflict in the Workplace*
- Sharing and Receiving Feedback

Integrity

- Integrity

Time Management

- mTime Management
- mTracking your Tasks
- Work-Life Balance

Overall

- 1st Job-Starting your Career Learning Board
- 1st Job-Growing your Career Learning Board

Digital Literacy (Enhanced)

- Computer Basics
- Windows Basics
- Internet Basics
- Internet Explorer
- Google Chrome
- Outlook
- Web-based Email
- Social Media
- Word
- PowerPoint
- Excel

Health Technology and Administration

- Exploring the Healthcare Industry
- Medical Terminology
- Healthcare Customer Svc & Comm
- Healthcare Task and Time Mgmt.
- Healthcare Legislation
- Medical Records
- Healthcare Payers
- Diagnosis Codes
- Procedure Codes

Big Data and Using Excel

- Big Data and Using Excel

Mental Health Curriculum

- Mental Health Work Readiness

- Knowledge is Power Program
- Accenture Open Education*
- LISC / Goodwill Community Foundation

- Accenture & External Organizations
- Various External Resources
- US Corporate Citizenship

- * Courses that have a 2nd version developed with Points of Light

Interested in utilizing to the Accenture Learning Exchange?

It is free to all FOC partners !

Complete the post-webinar survey or connect with your local program officer for more information.

Next in the Blended Learning Series

Register today ! – FOC-Network.

Flash! – 30 minute webinars

3/26 – Blended Learning Series: Job Seekers Curriculum

4/09 – Blended Learning Series: Financial Education

4/23 – Blended Learning Series: ABE/Bridges Curriculum

5/14 – Blended Learning Series: Entrepreneurship

6/04 – Blended Learning Series: Learning Exchange Reporting

Thank you !



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