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**WHAT ARE LEARNERS SAYING?**

"Overall the training modules are very informative. My knowledge has increased significantly which will raise my level of confidence when I enter a professional setting."

"I gained so much knowledge on the work I must do to enter the career field I desire in the future."

"I enjoyed that the course made true-to-life connections using specific examples."

**WHAT IS SKILLS TO SUCCEED?**

By the end of 2020, we plan to equip more than 3 million people with the skills to get a job or build a business through our Skills to Succeed initiative. To learn more, read the Corporate Citizenship Report at [www.accenture.com/ccr](http://www.accenture.com/ccr).

**HOW CAN I FIND OUT MORE?**

For more information or a demonstration, contact:

**US:** michelle.riek@accenture.com

**Canada:** luke.a.speers@accenture.com

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### Foundational Skills

- English as a 2nd Language
- English as a 2nd Language
- Introduction to Workshops
- Protecting your Business
- Various External Resources
- Expand your Network
- US Corporate Citizenship
- Downloadable Workshops
- Healthcare Task and Time Mgmt.
- LinkedIn Tutorials
- Running Your Innovation
- Healthcare Payers
- Taking Initiative
- Computer Basics
- Introduction to Business Meetings
- PowerPoint
- Test
- Sharing and Receiving
- Healthcare Legislation
- Teamwork
- Salary Basics
- Career Planning
- Professional
- Problem Solving
- LinkedIn for Veterans
- Customer Service
- Product Sales
- Tips and Tricks to Succeed at Work
- Word
- The Internet
- Becoming an Entrepreneur
- Procedure Codes
- Word
- Technology Tutorials
- Foundations of Innovation & Economics
- Ethics at Work
- Credit
- Verbal Communication
- IT Task and Time Management
- Marketing Your Innovation
- Healthcare Payers
- IT General Concepts
- A Final Review
- Medical Records
- Business Communication
- Typing
- Money Basics
- Accenture & External Organizations
- 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
- Knowledge is Power Program
- Accenture Open Education
- LISC / Goodwill Community Foundation
- Various External Resources
- US Corporate Citizenship
- Courses that have a 2nd version developed with Points of Light
- *English as a 2nd Language
- *English as a 2nd Language
- *Introduction to Workshops
- *Protecting your Business
- *Various External Resources
- *Expand your Network
- *US Corporate Citizenship
- *Downloadable Workshops
- *Healthcare Task and Time Mgmt.
- *LinkedIn Tutorials
- *Running Your Innovation
- *Healthcare Payers
- *Taking Initiative
- *Computer Basics
- *Introduction to Business Meetings
- *Microsoft Excel
- *Windows Basics
- *Internet 101
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- *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

### Career Planning and Job Search

- **Instructor Skills and Resources - Downloadable Workshops**

#### Job Seeker

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

- **1st Job - Starting Your Career**
  - Professionalism and Work Ethic
  - Writing Techniques
  - Business Communication
  - Verbal Communication
  - Time and Task Management

- **Digital Literacy**
  - Word
  - Excel
  - PowerPoint
  - Outlook

- **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)

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

- **Retail Industry Fundamentals**
  - Retail Industry Overview
  - Retail Soft Skills
  - Tips and Tricks to Succeed at Work
  - Product & Knowledge Presentation
  - Communication
  - Teamwork
  - Problem Solving
  - Retail Tools and Technology
  - Customer Service
  - Product Sales
  - Inventory Tracking
  - Workplace Safety
  - Payment Procedures
  - Ready for your Retail Journey
  - Starting your New Job

- **Big Data and Using Excel**
  - Big Data and Using Excel

- **Mental Health Curriculum**
  - Mental Health Workforce Readiness

#### Professional Skills

- **Adaptability**
  - Change is Good
  - Staying Informed

- **Communication**
  - Knowing your Audience
  - Using Proper Grammar
  - Writing with Clarity
  - Active Listening
  - Verbal Communication
  - Business Communication Tools
  - Communicating with Purpose*
  - Introduction to Technical Writing Presentations
  - Introduction to Business Meetings

- **Customer Service**
  - Customer Service Introduction
  - Customer Service Excellence

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

- **Problem Solving**
  - Introduction to Problem Solving*
  - Professionalism / Work Ethic
  - Professional Image
  - Professional Behaviors
  - Ethics at Work
  - Self-Awareness and Self-Direction
  - Positive Attitude
  - Taking Initiative

- **Teamwork and Collaboration**
  - Teamwork
  - Managing Conflict in the Workplace*
  - Sharing and Receiving Feedback

- **Integrity**
  - Integrity

- **Time Management**
  - Time Management
  - Tracking your Tasks
  - Work-Life Balance

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

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