



SKILLS TO SUCCEED

ACCENTURE SKILLS TO SUCCEED LEARNING EXCHANGE



The **Skills to Succeed Learning Exchange** helps people build the knowledge and skills to **get a job** and **succeed on their first job**. Developed with our non-profit partners, the Learning Exchange offers a **blend** of online or smartphone training to learn the basics, and then workshops to build deeper skills and receive coaching.

- **Learners** have access to **137 online** and **smartphone courses** and resources covering Foundational Skills, Career Planning and Job Search, Professional / 21st Century Skills, and Job Tracks. Most online courses are just 15 minutes long, and learners can access them anytime, anyplace.

- **Instructors** can download easy-to-prepare materials and facilitate **68 interactive workshops**.
- **Partners** have the **flexibility** to use one of our blended learning curricula below, or tailor a training plan to their programming. They can also monitor usage and impact **metrics**.

Job Seeker Mobile	Pre	Career Planning	Resume and Cover Letter Writing			In-Person Networking		Online Networking		Interviewing	Post		
1st Job Mobile: Starting your Career	Pre	Professionalism and Work Ethic	Writing Techniques		Business Communication		Verbal Communication		Time & Task Management	Teamwork	Post		
1st 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	
Entrepreneurship¹	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 Fundamentals²		Retail Industry Fundamentals		Basic Work Fundamentals		Business of Retail		Customer Focus		Selling	Getting and Keeping Jobs in Retail		
Big Data & Using Excel²		Introduction	Formatting & Displaying Data		Working with Data	Formulas	Functions	Logic	Data Validation & Conditional Formatting		Cell References & VLOOKUP		

1) Online only 2) Classroom only

WHAT ARE LEARNERS SAYING?

“ I enjoyed all the helpful tips. They weren't things that I would have thought of on my own. I feel like those tips can make the difference between looking really good for a job and just being mediocre.

This has increased my professionalism at the workplace and has honed my skills.

This will help me in my lifelong career journey.

I have an interview today, and it really helped me.



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.

HOW CAN I FIND OUT MORE?

For more information or a demonstration, contact:

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Foundational Skills

Math / Reading / Critical Thinking

- Core Skills Mastery

English as a 2nd Language

- English as a 2nd Language

Financial Literacy

- Financial Literacy - 1-3
- Money Basics
- Better Money Habits
- Completing I-9 & W-4 Forms

GED

- GED Preparation

Typing

- Typing



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

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

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
- 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

In-Person Networking

- mNetworking Techniques
- mExpand your Network

Online Networking

- mUsing Social Media Professionally
- mProfessional Online Profile
- LinkedIn Webinars
- LinkedIn for Veterans

Interviewing

- mTypes of Interviews
- mThe Interview Process
- Technical Interviews
- 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

● Knowledge is Power Program

● Accenture Open Education*

● LISC / Goodwill Community Foundation

● Accenture/ Futurepreneur / GCC

● Various External Resources

● US Corporate Citizenship

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