Skills to Succeed Learning Exchange

accenture

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 in that 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 **141 online** and **smartphone courses** and resources covering Foundational Skills, Career Planning and Job Search, Professional Skills, and Job Tracks. Most online courses are just 15 minutes long, and learners can access them anytime, anyplace.

- **Instructors** can download easy-to-prep materials and facilitate **74 interactive workshops**.
- **Partners** have the **flexibility** to use one of our 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

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

1) Online only   2) Classroom only

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.

HOW CAN I FIND OUT MORE?

For more information or a demonstration, contact:
US: michelle.riek@accenture.com
Canada: luke.a.speers@accenture.com

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

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

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

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)

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

Retail Industry Fundamentals
- Retail Industry Overview
- Retail Soft Skills
- Tips and Tricks to Succeed at Work
- Company & Product Knowledge
- 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

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 & External Organizations
- Various External Resources
- US Corporate Citizenship

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