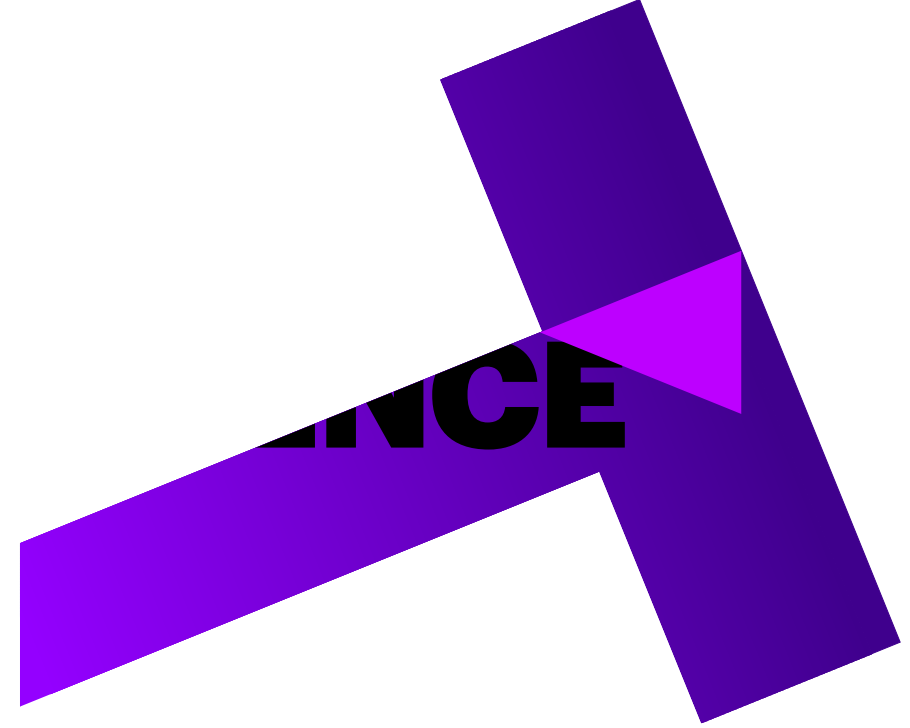




**CORPORATE
CITIZENSHIP**



SKILLS TO SUCCEED LEARNING EXCHANGE

LISC WEBINARS



WHAT IS THE LEARNING EXCHANGE?

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

100+ Partners

23K+ Learners

200K+ 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	
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		

FINANCIAL LITERACY CURRICULUM

There are three online courses to introduce financial literacy basics such as banking, budgeting, credit and debt. Then, there's a classroom workshop to provide an opportunity to analyze a budget.

Online Courses:

1. Earning & Banking

- Explain different parts of a pay stub
- Highlight benefits of banking
- Discuss how to open up a bank account

2. Budgeting & Financial Goals

- Share what a budget is
- Discuss how to create a budget
- Create SMART financial goals
- Explain how to adjust budget as income, expenses and goals change

3. Credit & Debt

- Define credit and debt
- Explain “good credit” and how to build it
- Understand your credit score

Instructor-led Workshop:

- Discuss SMART financial goals and financial planning
- **Activity:** Financial Planning. Learner documents their own financial goal, needs vs. wants, sticking with a budget, etc.
- Explain 5 steps in creating a financial budget
- **Activity:** Financial Budget. Learner reviews scenario, analyzes “Jerome’s” paycheck and spending habits and determines how to get him back on track and create a plan

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
- mManaging 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

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 Work 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