SKILLS TO SUCCEED
LEARNING EXCHANGE
LISC WEBINARS

CITIZENSHIP
LEARNING EXCHANGE TEAM

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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.

<table>
<thead>
<tr>
<th><strong>Job Seeker Mobile</strong></th>
<th>Pre</th>
<th>Career Planning</th>
<th>Resume and Cover Letter Writing</th>
<th>In-Person Networking</th>
<th>Online Networking</th>
<th>Interviewing</th>
<th>Post</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1st Job Mobile: Starting your Career</strong></td>
<td>Pre</td>
<td>Professionalism and Work Ethic</td>
<td>Writing Techniques</td>
<td>Business Communication</td>
<td>Verbal Communication</td>
<td>Time &amp; Task Management</td>
<td>Teamwork</td>
</tr>
<tr>
<td><strong>Digital Literacy Enhanced</strong></td>
<td>Pre</td>
<td>Computer Basics</td>
<td>Windows Basics</td>
<td>Internet Basics</td>
<td>Internet Explorer</td>
<td>Google Chrome</td>
<td>Microsoft Outlook</td>
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<tr>
<td><strong>IT Customer Support</strong></td>
<td>Pre</td>
<td>Exploring the IT Industry</td>
<td>Customer Service and Communication</td>
<td>IT Task &amp; Time Management</td>
<td>Problem Solving &amp; Troubleshooting</td>
<td>IT General Concepts</td>
<td>Computer Anatomy</td>
</tr>
<tr>
<td><strong>Health Technology &amp; Administration</strong></td>
<td>Pre</td>
<td>Exploring the Industry</td>
<td>Medical Terminology</td>
<td>Customer Service and Communication</td>
<td>Time and Task Management</td>
<td>Healthcare Legislation</td>
<td>Medical Records</td>
</tr>
<tr>
<td><strong>Retail Industry Fundamentals</strong></td>
<td>Pre</td>
<td>Retail Industry Fundamentals</td>
<td>Basic Work Fundamentals</td>
<td>Business of Retail</td>
<td>Customer Focus</td>
<td>Selling</td>
<td>Getting and Keeping Jobs in Retail</td>
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<tr>
<td><strong>Mental Health Work Readiness</strong></td>
<td>Pre</td>
<td>Mental Health 101</td>
<td>Mental Health 102</td>
<td>Choosing to Disclose</td>
<td>Breaking the Stigma</td>
<td>The Job Search</td>
<td>Cover Letters, Resumes &amp; Interviews</td>
</tr>
<tr>
<td><strong>Big Data &amp; Using Excel</strong></td>
<td>Pre</td>
<td>Introduction</td>
<td>Formatting &amp; Displaying Data</td>
<td>Working with Data</td>
<td>Formulas</td>
<td>Functions</td>
<td>Logic</td>
</tr>
</tbody>
</table>

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1) Online only 2) Classroom only
# BLENDED LEARNING: JOB SEEKER MOBILE*

<table>
<thead>
<tr>
<th>Pre</th>
<th>Career Planning</th>
<th>Resume and Cover Letter Writing</th>
<th>In-Person Networking</th>
<th>Online Networking</th>
<th>Interviewing</th>
<th>Post</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Career Planning (10 min)</td>
<td>Starting Your Resume (15 min)</td>
<td>Networking Techniques (15 min)</td>
<td>Using Social Media Professionally (10 min)</td>
<td>Types of Interviews (15 min)</td>
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<tr>
<td></td>
<td>Career Assessment (Pick One) (30 min)</td>
<td>Finalize your Resume (10 min)</td>
<td>Expand your Network (10 min)</td>
<td>Online Professional Profile (10 min)</td>
<td>The Interview Process (10 min)</td>
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<tr>
<td></td>
<td>Career Planning (90 mins)</td>
<td>Introduction to Cover Letters (10 min)</td>
<td>In-Person Networking (90 mins)</td>
<td>LinkedIn Webinars (60 min)</td>
<td>Interviewing (90 mins)</td>
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<tr>
<td></td>
<td>Resume and Cover Letters (90 mins)</td>
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<td></td>
<td>Online Networking (90 mins)</td>
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</tbody>
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*Courses available on Smartphones, Tablets or PCs.
MOBILE NETWORKING TECHNIQUES

https://youtu.be/Q1IznyN8NAY