

SKILLS TO SUCCEED ACADEMY



OVERVIEW

MAY 2020

WHO WE ARE

Accenture solves our client's toughest challenges by providing unmatched services in strategy, consulting, digital, technology, and operations.

We partner with more than 75% of the Fortune Global 500, driving innovation to improve the way the world works and lives.

With expertise across more than 40 industries and all business functions, we deliver transformational outcomes for a demanding new digital world.

509K+ Employees

In more than 200 cities in 55 countries

4K+ Clients

Including 95 of the Fortune Global 100 and more than 75% of the Fortune Global 500

5 Operating Groups

Communications, Media & Technology; Financial Services; Health & Public Service; Products; and Resources

2020 SKILLS TO SUCCEED GOALS

3M+

people build the skills they need to get a job or start a business

3.6M+

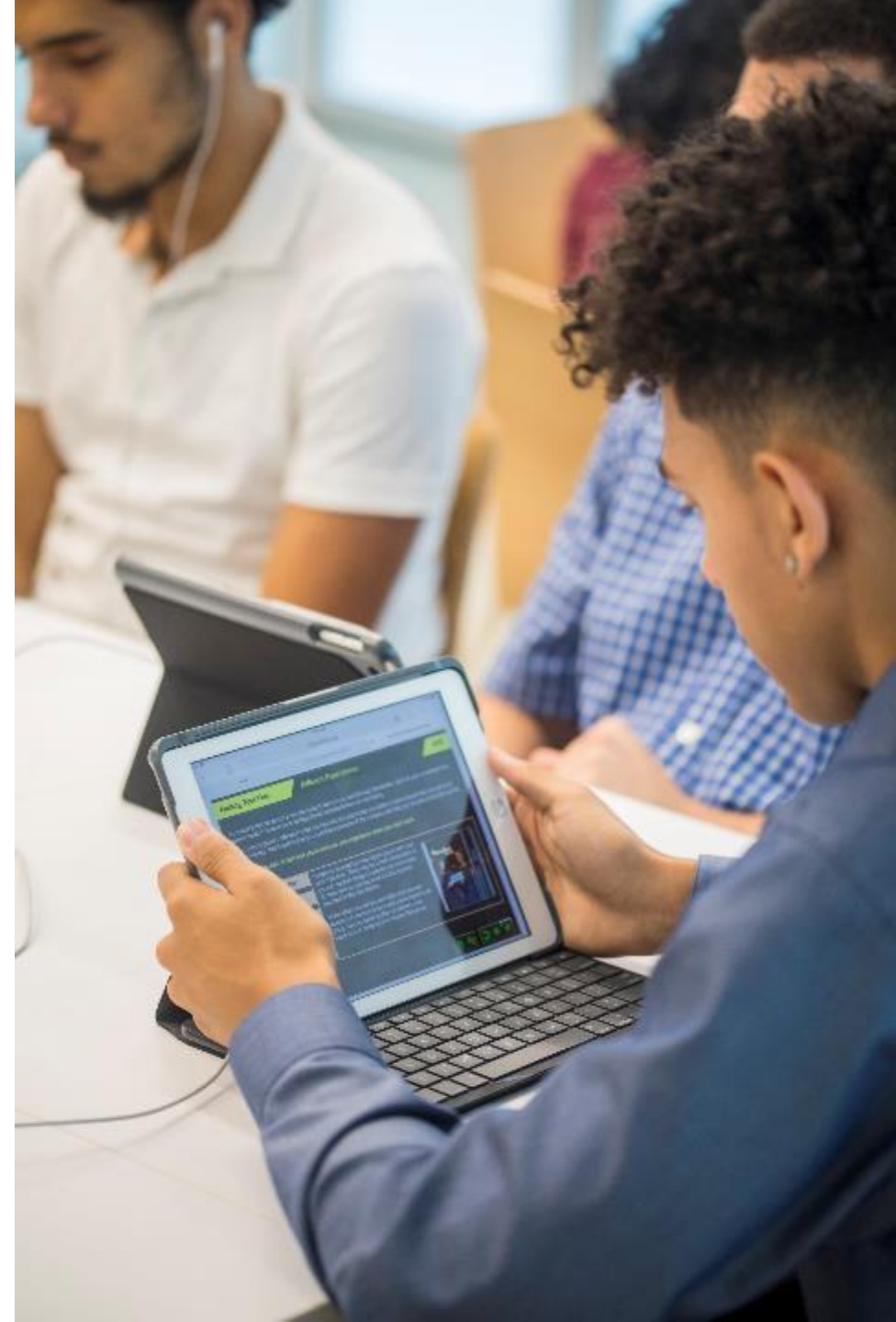
people equipped with skills to succeed toward our goal of 3M+ by 2020

200k+

people skilled through our digital learning asset Skills to Succeed Academy

80%+

indicate their employability skills have improved through the Skills to Succeed Academy



EMPLOYABILITY SKILLS THROUGH DIGITAL LEARNING

EMPLOYABILITY

- **Employers** expect candidates with not only technical skills, but also employability skills.
- **Organizations** are being asked to address the employability skills gap while simultaneously improving access, often with fewer resources.
- **Learners** need skills and confidence to plan their careers, obtain jobs, and succeed in employment.

DIGITAL LEARNING

- **Improved access** – can reach students who need anytime, anywhere learning
- **Cost effective and scalable** – can reach more people at a lower cost
- **Tailored** – can be focused on the skills a learner needs most
- **Efficient** – can go at own pace
- **Flexible delivery** – can learn new skills online only or blend of online/classroom/virtual

SKILLS TO SUCCEED ACADEMY VIDEO

Skills to Succeed Academy

Get help planning your career, getting a job and succeeding in employment with this free, friendly and fun training.

It has lots of useful information, real life scenarios and a flight simulator for job seekers to help your career take off.

CLICK TO FIND OUT MORE

ABOUT THE ACADEMY →

ALREADY REGISTERED? **LOG IN** →

REGISTER NOW

LEARNER REGISTRATION →

STAFF REGISTRATION →

“It motivated me to take control of my future.”

“I identified skills that I never knew I had!”

“It helped me to understand what employers are looking for.”

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<http://s2sacademy.org>

SKILLS TO SUCCEED ACADEMY HEADLINES

The Skills to Succeed Academy is a free, online learning program that builds the skills and confidence of people so they can make career choices, find a job and keep it.

- Designed for young jobseekers 16-24, but used with all ages.
- Created by Accenture, subject matter experts, and jobseekers themselves, to address barriers / mistakes in employment process.
- Engages learners with media-rich, immersive scenarios and interactive exercises.
- Flexible delivery approaches: in the classroom, individual self-study, with an advisor, or any combination.
- Easy to implement—no installation, configuration, or customization needed.
- 3 courses / 36 modules—about 15-30 minutes each; personalized learning experience.



S2S ACADEMY BENEFITS



Learners

- Access any time, any place.
- Learn and remember more via gamified, learn-by-doing approach.
- Learn in a safe environment with feedback and coaching.
- Personalize the training and select topics to meet immediate needs (modular).
- Build soft skills, hard skills, and digital literacy skills.



Advisors/Faculty

- Save time developing content and delivering foundational training.
- Free up time for more targeted coaching and advising.
- Personalize the training to each learner.



Organization

- Provide online employability training to your learners at no additional cost and no development effort.
- Build capacity within your organization.
- Complement existing programs.
- Reach new learners.
- Partner with Accenture.

36 HIGHLY INTERACTIVE, MEDIA-RICH MODULES ACROSS THREE COURSES



YOU AND YOUR CAREER
(6 modules)

Explore careers, consider interests, skills, motivation and style, and create an action plan.



GETTING A JOB
(20 modules)

Create and tailor a resume, make a good first impression, get ready for and succeed in interviews and make social media work for you.



SUCCESS IN WORK
(10 modules)

Prepare for a job and sustain a career.

A FLIGHT SIMULATOR FOR THE WORLD OF WORK

1

Learners meet young adults facing real-world career challenges.

2

Learners help navigate those challenges and make decisions in a safe environment.

3

A coach offers guidance and encouragement to learners.

4

Real career counselors, employers and job seekers share their challenges and tips for success.



SKILLS TO SUCCEED ACADEMY APPROACH

REALISTIC

- Characters and simulations are realistic and believable
- Appropriate vernacular
- Learn-by-doing approach

RELEVANT

- Training focused on jobseeker's common mistakes
- Enables people to take ownership of their careers
- Helps enhance conversations between jobseekers and advisors/instructor

ENGAGING

- Simulations/gaming technologies
- Strong focus on interactivity with an element of fun
- Available online and easily navigable
- Bite-sized courses



BLENDDED LEARNING

The SKILLS TO SUCCEED ACADEMY includes a blended curriculum of online and offline materials developed specifically for young adults. Training can be self-directed or taken in the classroom while guided by an advisor. In all forms of learning delivery, advisors can enhance the benefits of the Academy materials through active discussions of the Academy's content.



ONLINE MATERIALS

- Three courses
- Two types of modules

Performance Simulations (10/36)

- Learning by doing
- Simulated interactions
- Choice & consequences of action
- Virtual coach and feedback
- Reference zone

Computer Based Training (26/36)

- Interactive learning
- Multiple characters
- Videos
- Quizzes
- Feedback Surveys
- Activity Packs



OFFLINE MATERIALS

- Exercises
- Checklists
- Templates
- Action Plans



ADVISOR-LED ACTIVITIES

Discussion Sessions

- Discuss what has been learned
- Identify and work through participants' challenges
- Propose further actions

SUCCESS STORIES



Phillip, Tech Enthusiast

Background:

- Unemployed with minimal work experience. Didn't like college.
- Passion and aptitude for information technology.

S2S Academy:

- Attended 2-week Career Exploration course, which included S2S Academy modules such as Career Pursuit and Using the CAR Technique.
- Boosted his confidence in career planning and interviewing.

Results:

- Earned his Server Administration Fundamental certification and COMPTIA+ certification.
- Working as IT Tech Support.
- Pursuing additional IT Med certs.



Charles, High School Grad

Background:

- Diagnosed with Autism, BIF and ADHD.
- High school graduate with no work history or transferable skills.

S2S Academy:

- Worked with employment specialist and job skills trainers on the S2S Academy to assist with job skills, appropriate interview behavior, how to research jobs, and how to network.

Results:

- Received a job offer from a major retailer as a cart attendant.
- Receiving compliments from customers and coworkers.
- Working toward more independence.



Tony, Unemployed Adult

Background:

- Unemployed welder/laborer.
- Low point in job search; applying for anything to support his family.
- Low reading/writing skills.

S2S Academy:

- Wanted 1:1 job hunting help, but advisor had limited availability.
- Agreed to try the S2S Academy and took Getting a Job modules, to identify his skills, target job applications, and build interviewing skills.
- Liked the option to listen to audio/video vs. relying on reading.
- Met with career advisor for targeted coaching, after learning S2S basics.

Results:

- Leveraged advisor's limited time.
- Accepted a job offer with a construction supply company within several weeks.

DEMO

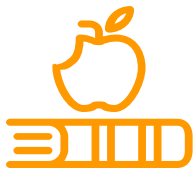
FLEXIBLE DELIVERY APPROACHES



DISTANCE LEARNING – Learners select modules to complete at their own pace or while in a virtual classroom



COMPUTER LAB - Training delivered in a classroom setting; each student has PC or tablet



HOMEWORK - Partial Advisor-led training in workshop, partial self-study training



CAREER CENTER - Advisor referral to the training, plus 1:1 coaching



PRESENTER - Advisor presents on a projector in front of the class; completes group report



DIFFERENT TYPES OF ORGANIZATIONS, AUDIENCES AND PROGRAMS

High Schools

Youth

Adults

Senior Citizens

Learners with
Intellectual
Disabilities

Veterans

Justice-Involved
Youth and Adults

Head Start Parents

TANF Recipients

Refugees

ESL Students

International Students

Certification Programs
(A+, CNA, etc.)

Senior Seminar

Employability Class

Employability Bootcamp

Transition/Reentry Program

Digital Skills Training

Rural Centers

Problem Solving Court

Summer Jobs Program

Soft Skills Course

First Year Experience

Career Technical Education

Internship Prep

Early College/Dual Enrollment

Career Center Workshops

For-Credit Courses

College Success Program

Career Center 1:1 Coaching

TRiO Programs

High School Equivalency (HSE)

Continuing Education

Community Outreach

Non Profits

Government Agencies

NEXT STEPS

WHAT ARE WE LOOKING FOR IN A PARTNER?

- 1** **Help us reach our goal of 150,000+ learners in 3 years:**
- **1,000+ learners / organization / year**
 - **Can consider smaller, highly motivated organizations**

- 2** **Demonstrate expertise and commitment to successfully roll out new initiatives in your organization**

- 3** **Help us promote the Skills to Succeed Academy:**
- **Learner and staff success stories (1/year)**
 - **Reference site for similar organizations**

ONBOARDING PROCESS



Engagement Phase

Inquiry and Confirmation

Due Diligence and Approval

Your organization gets a feel for the Academy and expresses your interest

- Demo and Discussion
- Demo IDs to Explore Academy
- Onboarding Questionnaire
- License Agreement



Enablement Phase

Discussion and Decisions

Training and Enablement

We supply all the materials for your organization to deliver the Academy, offering guidance along the way

- Establish Local Academy Champions
- Train the Trainer



Support Phase

Set Up

Governance Activities

We help your organization in your ongoing delivery of the Academy

- Set Up
- Reporting
- Periodic Progress Meetings
- Annual Results

QUESTIONS AND ANSWERS



NEXT MAX MINUTES...

MAX Minutes with Chris Young, Accenture

May 22, 2020, 9:00 AM

Young leads Accenture's South Market Unit and serves as a Senior Manager in its Public Sector Consulting Division. On May 22nd, he will discuss Accenture's recent work relating to COVID-19 and the federal stimulus packages and the budget realities for state and local governments.

ADDITIONAL **SUCCESS STORIES**

ADDITIONAL SUCCESS STORIES



Carlos, Justice-Involved Adult

Background:

- Unemployed with some work experience. Played football in college, but didn't finish his degree.
- Making the transition from prison to the community.

S2S Academy:

- Attended 8-week Job and Leadership Program, which included the Skills to Succeed Academy courses.
- Built new skills and reinforced existing skills. Getting a Job modules were really useful.

Results:

- Gained internship with global logistics company, which led to a well-paying, full-time corporate job.
- Developing a new mentorship program to pay it forward.



Matthew, Justice-Involved Adult

Background:

- Experienced with carpentry, concrete finishing, welding and home building.
- Making the transition from prison to the community.

S2S Academy:

- Built communication skills.
- Learned the importance of preparing for job interviews—skills, work history, appearance, eye contact, etc.

Results:

- Working toward GED.
- Working toward Commercial Drivers License.



Giles, Justice-Involved Adult

Background:

- Entered criminal justice system 39 years ago at 17 years old.
- “I never gained skills on how to handle myself during a job interview or present a good resume.”

S2S Academy:

- Completed all Skills to Succeed modules to learn techniques to communicate during an interview and write a good resume.
- Enjoyed the S2S Academy, especially all of the characters.

Results:

- Gained skills and confidence to seek employment and conduct himself during an interview.
- Began an internship with Re-Start, a local auto repair ministry.

ADDITIONAL SUCCESS STORIES



Alana, High School Student

Background:

- High school senior with undefined career interests.

S2S Academy:

- Participated in 5-week summer boot camp that leveraged the S2S Academy for career exploration, job readiness, building interview skills, resume development, and networking.

Results:

- Inspired by the S2S Academy to improve time management, organization, and communication skills.
- More confident in her interviewing skills and better prepared for researching career interests.
- Identified skills and motivations to determine the best career fit.



Stephanie, Program Lead

Background:

- Program coordinator for ECI.

S2S Academy:

- Integrated S2S Academy into ECI's 5-week summer boot camp. Selected modules to align with boot camp goals.

Results:

- Impressed with how seamlessly the Academy could be introduced to students. Allowed her students to engage in useful career and self exploration:
 - *"They can see themselves in the Academy characters; it gives a real life experience."*
 - *"Very user-friendly. Very fun and relatable."*
- Wants to implement the S2S Academy at nine other Early College Initiative programs.



Kenloy, Advisor/Instructor

Background:

- Instructor for Early College Initiative HS.

S2S Academy:

- Facilitated 20 S2S Academy modules during ECI's 5-week summer boot camp.

Results:

- Saved him time to leverage existing Academy modules instead of creating new materials.
- Content and context was on target:
 - *"It was concise, interactive, and entertaining."*
 - *"It creates a real narrative that makes students buy into the activities. The real scenarios make it relatable."*
 - *"Having diversity within the modules was a plus! Different representations of race and gender was important. Students saw themselves in the modules."*

ADDITIONAL SUCCESS STORIES



Yasmar, CTE Student

Background:

- Medical Assistant Student

S2S Academy:

- Completed Getting a Job modules.

Results:

- Increased knowledge of interviewing and professional conduct and applied those concepts to her interview.
- Used knowledge and skills from the Academy, plus targeted coaching from advisor, to successfully gain an internship and then a part-time position.



Bernard, CTE Student

Background:

- Retired after 40 years of work experience, including 20 with the Navy.
- Reentering the workforce and seeking Commercial Drivers License.

S2S Academy:

- Took 20 modules to refresh his employability skills and found the modules on job applications, resumes, and interviews especially beneficial.

Results:

- Overcame discomfort of completing online job applications.
- Improved his resume.
- Feels better prepared for interviews—able to sell his skills without appearing overconfident.
- Completing CDL program and seeking employment in Fall of 2019.



Jameka, CTE Faculty

Background:

- Facilitates career readiness prerequisite for CTE students: CDL, cosmetology, massage therapy and others.

S2S Academy:

- Incorporated 17 modules into the existing 4-week curriculum—taken in class or as homework.

Results:

- Reported that students enjoy using the Academy: “*engaging, relevant, and interactive.*”
- Enjoyed the virtual coach, who provides guidance and rationale for correct/incorrect choices.
- Improved quality of resumes and cover letters.
- Freed up time for 1:1 coaching with students who were struggling.