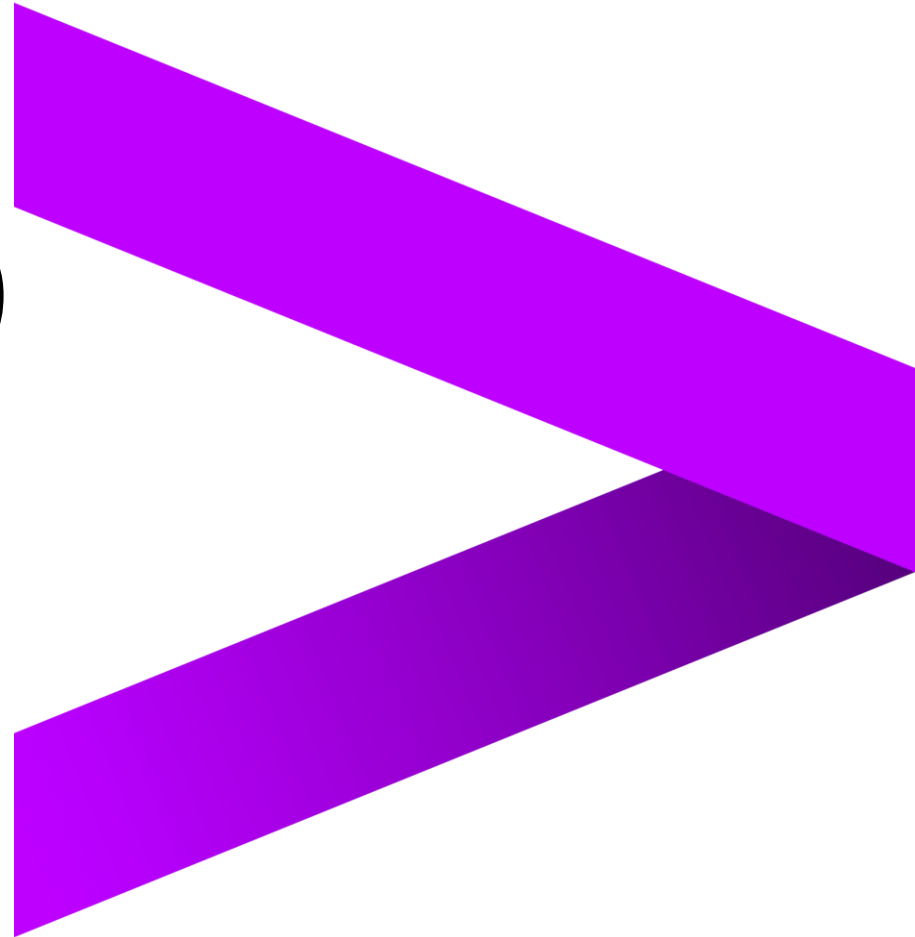




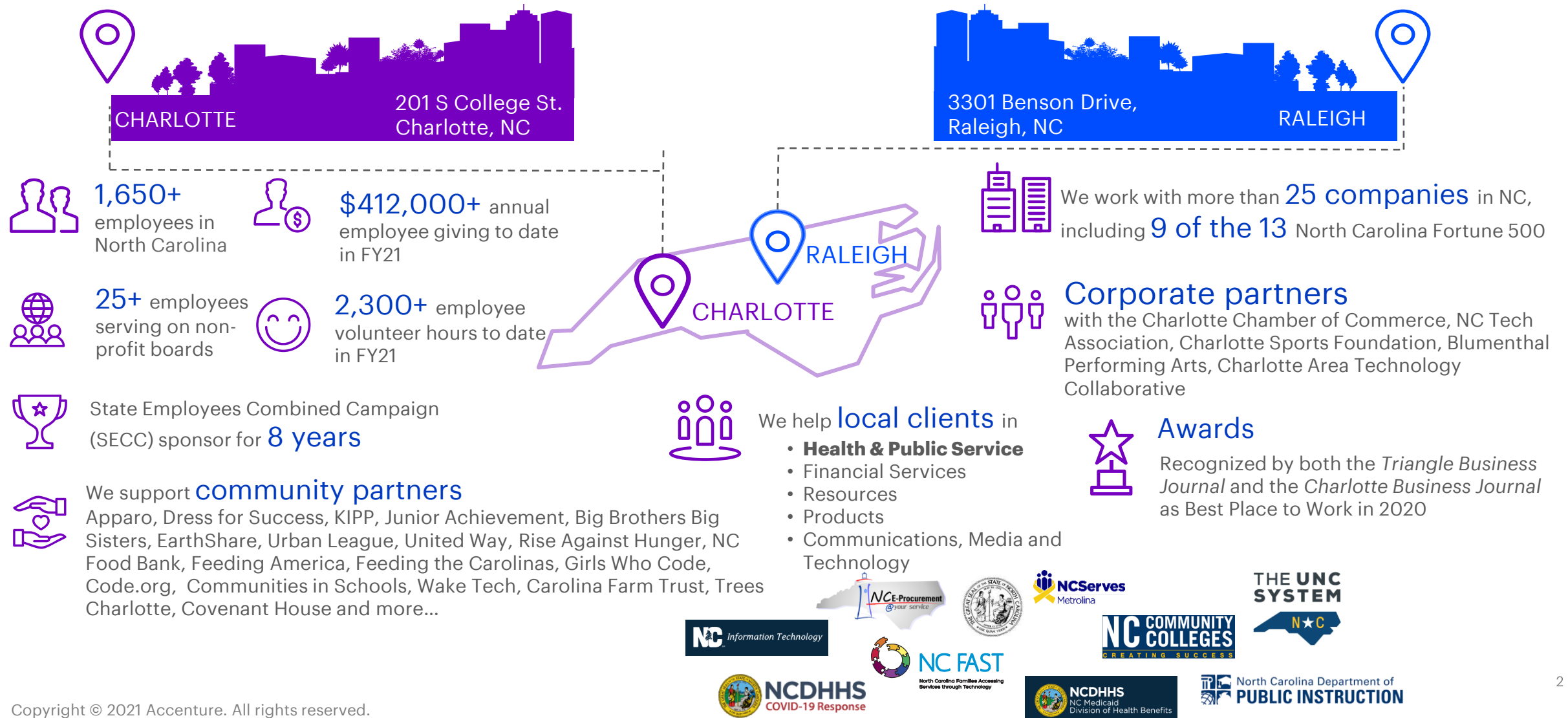
# SKILLS TO SUCCEED ACADEMY



Overview 2021

# ACCENTURE IN NORTH CAROLINA

Accenture is passionate about improving the way the people of North Carolina work and live.



# SKILLS TO SUCCEED ACADEMY HIGHLIGHTS

The Skills to Succeed (S2S) Academy is a free, online learning program developed by Accenture that builds the **skills** and **confidence** of people so they can make career choices, find a job and keep it.

**4.6M+**

people equipped by Accenture with skills to succeed globally

**225k+**

people skilled through our digital learning asset Skills to Succeed Academy globally

**150k+**

our Skills to Succeed Academy goal for learners skilled in the United States

The Skills to Succeed Academy offers 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)

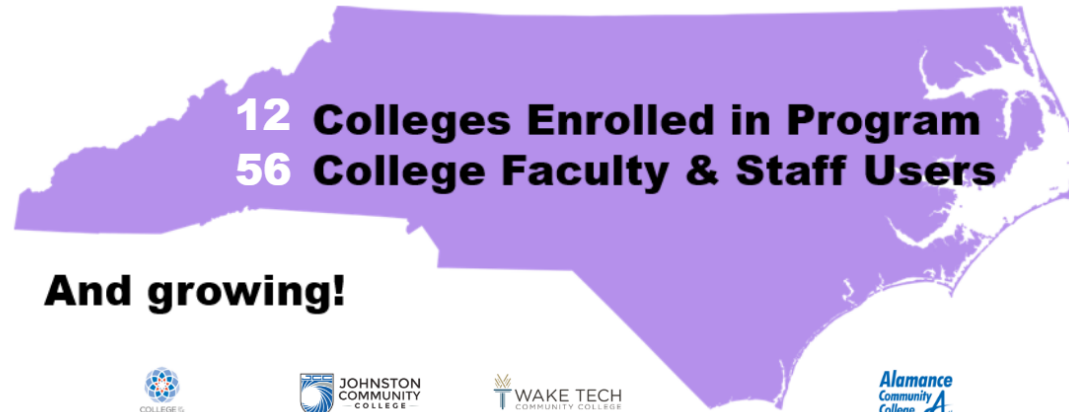
Create and tailor a resume, make a good first impression, get ready for and succeed in interviews and make social media work for you.



**SUCCESS IN WORK**  
(10 modules)

Prepare for a job and sustain a career.

# SKILLS TO SUCCEED ACADEMY ACROSS NC COMMUNITY COLLEGES



**And growing!**



**Across the NC Community College system...**

**1,542** Learners have completed 1+ modules  
**9,303** Modules Completed  
**5,521** Training Hours Completed  
**4.1/5** Average Module Quality Score from Learners

**Being Implemented at NC Community Colleges for the following Programs and Courses**

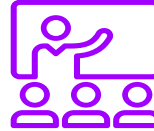
- **Human Resource Development (HRD)**
- **Career Pathways**
- **Small Business Center**
- **College Career Services Center**
- **With Existing Career Assessment Tools**
- **Curriculum Courses (COM-110, ENG-114)**
- **Pathways to Employment (PTE) Courses**
- **Middle/High School Partnerships**
- **College & Career Promise (ACA-122, OST-286)**
- **Early College**
- **High School Career Coach**
- **Cooperative Innovative High Schools**
- **TRiO Programs**

# ACCENTURE S2S ACADEMY BENEFITS



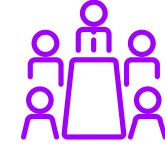
## LEARNERS

- 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.



## ADVISOR/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.

# DIFFERENT TYPES OF ORGANIZATIONS, AUDIENCES AND PROGRAMS ENROLLED

## High Schools

Youth

WIOA Youth Programs

First Year Experience

Adults

Vocational Rehab

Career Technical Education

## Colleges

Senior Citizens

Career Counselling

Internship Prep

Learners with  
Intellectual  
Disabilities

Certification Programs  
(A+, CNA, etc.)

Early College/Dual Enrollment

## Non-Profits

Veterans

Senior Seminar

Career Center Workshops

Transition/Reentry Program

For-Credit Courses

## Government Agencies

Justice-Involved  
Youth and Adults

Employability Class

College Success Program

Head Start Parents

Employability Bootcamp

Career Center 1:1 Coaching

TANF Recipients

Digital Skills Training

TRiO Programs

Refugees

Rural Centers

High School Equivalency (HSE)

ESL Students

Problem Solving Court

Continuing Education

International Students

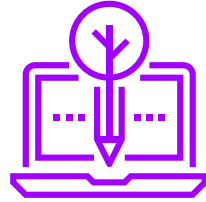
Summer Jobs Program

Community Outreach

Soft Skills Course

# BLENDED 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

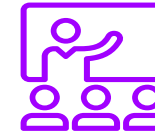
### Computer Based Training (26/36)

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



## ACTIVITY PACKS

- Exercises
- Checklists
- Templates
- Action Plans



## ADVISOR-LED ACTIVITIES

### Discussion Sessions

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

# 3 COURSES / 36 MODULES

\* Performance Simulation

## CHOOSE A CAREER

- ❑ 1-[Lila's Dilemma](#) – Understand the importance of career exploration\*
- ❑ 2-[Career Pursuit](#) – Start your career exploration
- ❑ 3-[Why Do You Want to Be A...?](#) – Consider influences in career choices
- ❑ 4-[What Makes You Tick?](#) – Consider your skills, interests, motivation, and style
- ❑ 5-[Find Your Future](#) – Do your research
- ❑ 6-[Get Some Experience](#) – Create an action plan and get experience

## GETTING A JOB

- ❑ 1-[Grizzly Hotels](#) – Practice face-to-face interview 1\*
- ❑ 2-[Your Training Journey](#) – Understand steps to get a job
- ❑ 3-[Who Can Help You?](#) – Begin your job search
- ❑ 4-[Jenny and Sam](#) – Learn how advisors can help\*
- ❑ 5-[Identify Your Skills](#) – Identify your transferrable skills
- ❑ 6-[Create Your Resume](#) – Create your resume
- ❑ 7-[Work Your Network](#) – Learn how to network\*
- ❑ 8-[Do Your Research](#) – Research careers and jobs, email
- ❑ 9-[To Apply or Not to Apply?](#) – Understand job postings
- ❑ 10-[Test Drive the CAR Technique](#) – Use Context-Action-Result
- ❑ 11-[The Selection Process](#) – Understand the selection process
- ❑ 12-[The Call Out of the Blue](#) – Practice phone interviews\*
- ❑ 13-[Tailor Your Resume](#) – Tailor your resume to the job
- ❑ 14-[The Application Form](#) – Fill out applications
- ❑ 15-[A Better Cover Letter](#) – Create your cover letter
- ❑ 16-[Prepare for Your Interview](#) – Prepare for your interview
- ❑ 17-[Sam and FuturoSystems](#) – Practice face-to-face interview 2\*
- ❑ 18-[Ace Your Interview](#) – Additional interview tips
- ❑ 19-[The Pearly Bank Panel](#) – Practice panel interview\*
- ❑ 20-[Online Professional Presence](#) – Build your online presence

## SUCCESS IN WORK

- ❑ 1-[The Night Before](#) – Prepare for the first day of work\*
- ❑ 2-[Getting on Track](#) – Learn key tips for success
- ❑ 3-[Ready...Steady...Prep!](#) – Consider a job offer and next steps
- ❑ 4-[Welcome to Dizzy Heights](#) – Make good decisions when starting a job\*
- ❑ 5-[Finding Your Feet](#) – Make a good first impression
- ❑ 6-[Getting to Know You](#) – Get along with coworkers
- ❑ 7-[Knowing Your Job](#) – Set goals, get feedback, and build skills and professional behaviors
- ❑ 8-[Having the Right Attitude](#) – Have the right attitude at work
- ❑ 9-[Life at Dizzy Heights](#) – Learn how to be successful on the job\*
- ❑ 10-[Using Your Skills to Succeed](#) – Stay motivated and continue growing



# 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



Sam



Lila



Karen



Daniel



Bryan



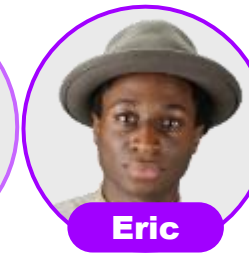
Claire



Angela



Rose



Eric



Luis

# SUGGESTIONS FOR NORTH CAROLINA

## Programs Where S2S is Being Implemented

- **Human Resource Development (HRD)**
- **Career Pathways**
- **Small Business Center**
- **College Career Services Center**
- **With Existing Career Assessment Tools**
- **Curriculum Courses (COM-110, ENG-114)**
- **Pathways to Employment (PTE) Courses**
- **Middle/High School Partnerships**
- **College & Career Promise (ACA-122, OST-286)**
- **Early College**
- **High School Career Coach**
- **Cooperative Innovative High Schools**
- **TRiO Programming**

## Community College Lessons Learned

- **5%-10%** of enrolled population is suggested target audience for first year of Academy use
- **Incorporate Required Learning** of specific modules for students as part of a first-year experience or first contact with career services and advising
- **Use with Workforce Continuing Education** for non-credit adult learners as a value-add or required soft-skills training
- **Use with College Student Success Courses**, can be used with Career Path or Transfer Path courses

# APPENDIX

# NCCC CASE STUDY: WAKE TECH



## Human Resources Development Program Wake Tech Community College

### Program Type

Workforce Continuing Education

### Developed By

Community College

### Logistics

Piloted in HRD courses during Spring term. Looking to incorporate into labor market and pathways strategic plan; looking to build into Career Pathways at the end of Workforce Continuing Education programs in fall.

#### **Job Search Fundamentals Course, HRD-3002**

- Group Session Demo Conducted Virtually via Zoom, students instructed to create accounts, then modules & related activity packs were part of instructor led course 1/week

#### **Pathways to a Medical Coding Career, HRD-3004**

- Modules assigned virtually via Moodle, students completed independently

#### **Career Success Strategies Course, HRD-3001**

- Modules were assigned and completed face-to-face on designated date

### Program Components

Skills to Succeed Academy Resources Used:

- HRD-3002: Getting a Job, Modules 1, 6, 16-19 focused on Identifying Skills and Interviewing, paired with attending Toastmasters meeting
- HRD-3004: Choose a Career, Module 3, Getting a Job, Module 7, some students completed additional modules
- HRD-3001: Getting a Job, Modules 16-19, focused on Interviewing, students also practiced elevator speeches, participated in mock interviews and worked on resumes in class

# NCCC CASE STUDY: WAKE TECH



## Human Resources Development Program Wake Tech Community College

### Rewards and Recognition

- HRD-3002: First 5 students to register were recognized in class, gave away journal and pen from StepUp Ministry
- HRD-3004: Received completed grade for course
- HRD-3001: Progress summary was required to be sent to instructor

### Feedback

*"The students really loved how interactive and engaging the content was. Some students even did more modules than assigned for fun/learning purposes" – Seema P. Shekhar, HRD Instructor*

*"Overall, I feel that the software is user friendly with good information and the feedback from the students has been positive." – Pam Knott, HRD Instructor*

*"Students were interested in modules and appreciated having an opportunity to work thru modules independently, by their timeline and to follow up with in-class discussion." – Maxine Terry, HRD Instructor*

#### *Selected Wake Tech HRD Learner Feedback*

*"[The course] really made me feel like [I] have a chance to start a career even as a middle-aged man."*

*"Yes, this training course helped me. [One thing I learned about networking is that anyone in your life can be a resource.] I need to think about who else I need to add to my LinkedIn account."*

# NCCC CASE STUDY: SOUTHEASTERN



## CTE Program Southeastern Community College

### Program Type

Curriculum

### Developed By

Community College

### Logistics

30 Learners completed 10 modules from Getting a Job Course via self-study

### Program Components

- Learners completed the 10 modules included in the Success in Work Course as a part of OST-286, Professional Development Course.
  - Virtual for last 3 weeks of semester, assigned 10 modules via Moodle LMS with quick start guide and video explaining registration
- Pilot for future use in Pathways to Employment (PTE) courses in Fall, will be used as a measurement tool and outcome assessment for QEP.
  - 4 PTE courses, will be delivered in a hybrid model
- Southeastern also evaluating using first course in S2S Academy in Onboarding as a part of QEP as well

### Rewards and Recognition

- Certificate for completion of the course; also asked to report module completion

### Feedback

Learners gave great reviews to Skills to Succeed Academy modules in end of course reflections.

**Average Confidence Score:** 4.3/5

**Average Competence Score:** 4.3/5

**Average Quality Score:** 4.3/5

- **First Year Experience**

- Students discover their Holland Code and then choose a Skills to Succeed Academy module:
  - Find Your Future OR
  - Get Some Experience
- One module required, but students continued to explore the Academy and take 2-3 additional modules
- Benefits:
  - Employer advisory board enthusiastic about the Skills to Succeed Academy
  - Every single student introduced to the Skills to Succeed Academy

- **Soft Skills Workshop**

- **Student Leadership Academy**



I feel I've actually learned more about myself and my strengths to help me with college.



I was able to see qualities I didn't know were strengths.



I am now more confident in my career choice.



## • CTE Programs

- CDL, Cosmetology, Massage Therapy, and others
  - Integrated 17 modules into 4-week soft skills curriculum, in class or as homework
  - Benefits: improved quality of resumes and cover letters; freed up time for 1:1 coaching with students who were struggling
- ## • QEP – integrated into classes to help students with communication, punctuality and other employability skills



Once they get into it, they find themselves fully immersed. They start going in and looking at other modules that they weren't assigned.

## • Dual Credit

- Students at 5 high schools
- Teach Interviewing (Getting a Job 1) during classroom sessions

## • Other Classes/Programs

- Learning Frameworks Class
- Continuing Education – Dental Assisting and Phlebotomy
- Upward Bound
- STRIVE
- Paralegal Program



Students have really enjoyed Sam's interview with Grizzly Hotels. They relate with Sam and have found themselves in that same situation before and now know what NOT to do.

## • First Year Experience

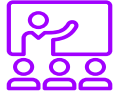
- Require one of three modules depending on where they are in their career journey:
    - Choose a Career
    - Get a Job
    - Success in Work
  - Integrated with Canvas
- ## • Other Classes/Programs
- Dual Enrollment
  - CTE
  - Community Outreach: Foster Care, Single Mothers, Justice-Involved Youth, others



Students and clients tell us they have an increased sense of preparedness and confidence in job seeking and professional development.



# SUCCESS STORIES – COMMUNITY COLLEGE



## Caryl, Adjunct Instructor

### Background:

- Adjunct instructor for undergraduate students enrolled in Management 110 course

### S2S Academy Experience:

- Integrated Getting a Job and Success in Work modules into the curriculum.

### Results:

- Helped students to think realistically about their strengths, interests, and skills.
- Helped them identify their transferable skills from their real-life experiences.
- Enjoyed the realistic scenarios, which brought the content to life and led to spirited classroom discussions.



## Yasmar, Community College Student

### Background:

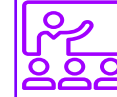
- Medical Assistant A.A.S. Student

### S2S Academy Experience:

- 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.



## Josephine, College Advisor

### Background:

- Advisor for the Continuing Education (Professional Development) students.

### S2S Academy Experience:

- Presented You and Your Career modules to 12 ESL Healthcare Bridge students considering enrollment into Professional Development programs in adviser-led workshop.
- Assigned activity packs as homework to enhance learning through application of the material.

### Results:

- Saved time to use existing Academy modules instead of creating new materials.
- Provided a media-rich platform that students related to.

# SUCCESS STORIES – COMMUNITY COLLEGE



## Bernard, CTE Student/Veteran

### Background:

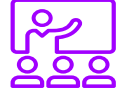
- Retired after 40 years of professional/administrative experience, including 20 with the Navy.
- Reentering the workforce and seeking Commercial Drivers License.

### S2S Academy Experience:

- 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--able to translate military accomplishments into civilian terminology.
- Feels better prepared for interviews.
- Completing CDL program and seeking employment in Sept 2019.



## Jameka, Faculty

### Background:

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

### S2S Academy Experience:

- 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.



## International Student, Ed

### Background:

- International student from Ghana attending community college.
- Limited to work-study jobs on campus due to his student visa.
- Had interviewed unsuccessfully for several jobs on campus.

### S2S Academy Experience:

- Completed all 20 modules in the Getting a Job course to build job search, resume and interview skills.
- Met with career advisor for targeted 1:1 career coaching sessions.

### Results:

- Increased his skills and confidence to get a job, especially professional communication.
- Allowed him to understand cultural differences in the US job seeking process.
- Offered a campus position as Learning Resources Guide (math tutor).

# SUCCESS STORIES - VIRTUAL



## Linda, Program Manager

### Background:

- Manages technology training program for 2500 adult learners across 14 locations.
- Were moving toward remote instruction but had to accelerate the process due to the pandemic.
- Spent endless hours over 3-4 weeks to ensure students had access to laptops, wifi, and curriculum.

### S2S Academy Experience:

- Had been using the Academy in the classroom for two years to build jobseeker skills with good results; encouraged staff to begin using it virtually.

### Results:

- *"Having access to the Academy at this time was perfect. It was one less thing we had to think about."*
- *"It made it easier for staff when times were tough."*



## Janice, Faculty

### Background:

- Had been using the Academy in the classroom for a year with adult learners in their technology training program.
- Had to move all training online due to restrictions with face-to-face learning.

### S2S Academy Experience:

- Shared her screen via Zoom and walked through interview simulations as a group (Grizzly Hotels, Sam and FuturoSystems).
- Played each video, voted on the best choice, and asked students to defend their choices.

### Results:

- Response to the Academy was stronger in the virtual setting than the classroom.
- *"Doing it as a group was a huge hit. Student engagement was through the roof."*
- *"The light bulb went off, and it opened their eyes to see what they did right and wrong."*



## Aaron, Career Changer

### Background:

- Interest and aptitude in technology, gaming, and animation.
- Changing career from Retail to Technology.

### S2S Academy Experience:

- Completed first module as a class and discussed best responses; selected additional modules on his own.
- Found Identify Your Skills most useful module from a career changer perspective.

### Results:

- Improved skills and confidence for interviews.
- *"Definitely recommended--it's such an interactive and helpful resource."*
- *"It helps you navigate the world of work. It helps you uncover things you didn't know about yourself."*
- Completing A+ and Network+ certifications and beginning job search with increased confidence.

PS

# 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:

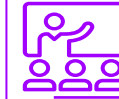
- Retired after 40 years of working, including 20 with the Navy.
- Reentering workforce and seeking Commercial Drivers License.

### 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 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 provided guidance and rationale for correct/incorrect choices.
- Improved quality of resumes and cover letters.
- Freed up time for 1:1 coaching with struggling students.