



# Process: Upskilling in a Virtual World

Wednesday, February 3, 2021



**Brittany  
Boston**

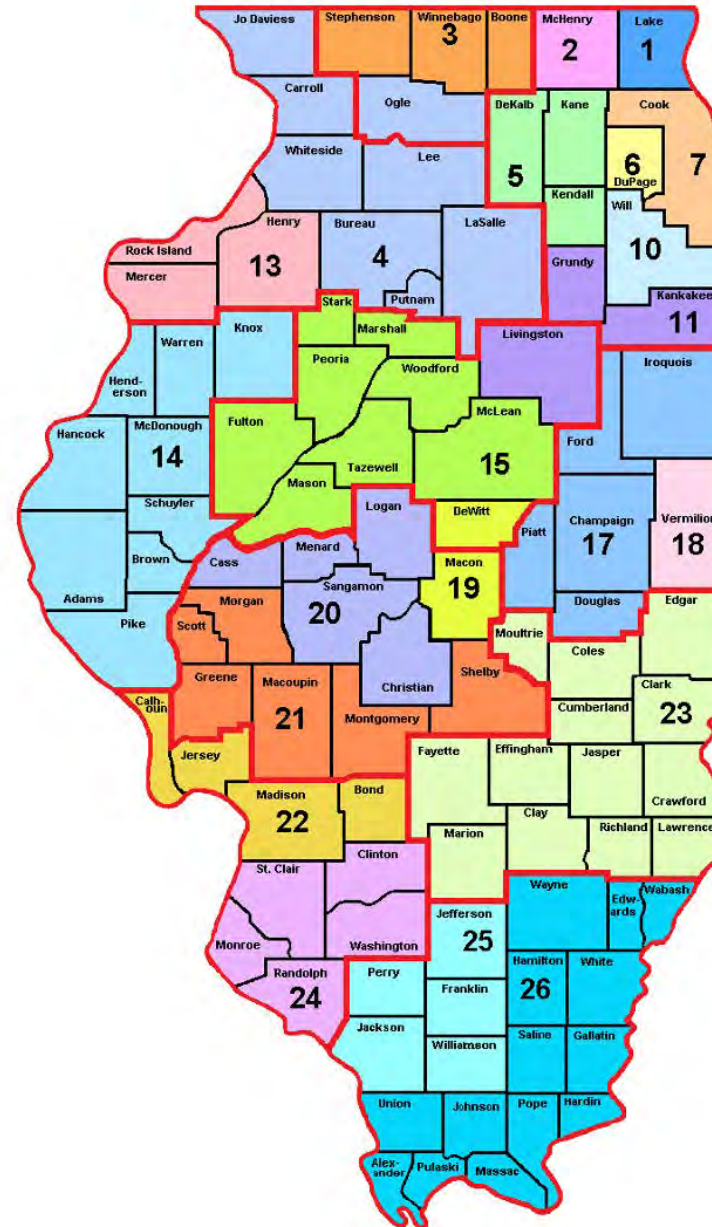
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# Where is Your Local Area?



# Which partner do you best represent?





## **Tanille Smith**

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## **Nicole Jovicevic**

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## **Michael Thompson**

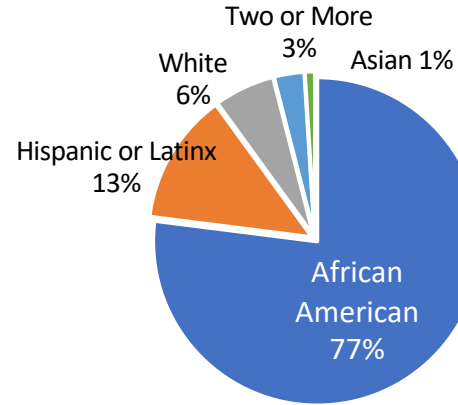
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# Skills' Impact: 2012 to Present

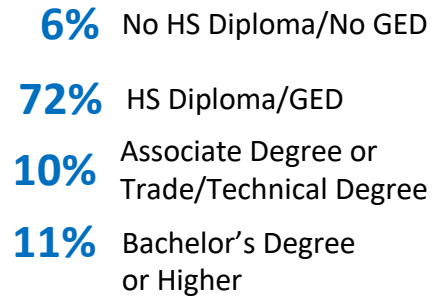


## 2020 Placement Insights

### Race/Ethnicity



### Highest Degree of Education Completed



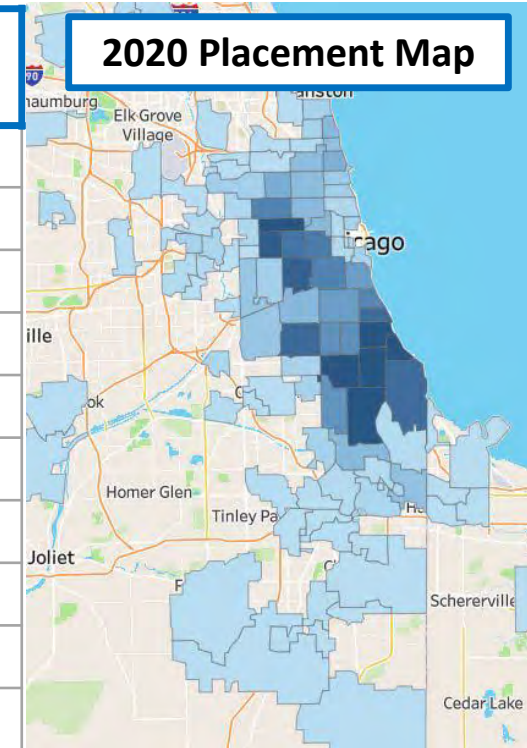
### Age



### 2020 Top Placement Neighborhoods

- Austin
- South Shore
- North Lawndale
- Near West Side
- Auburn Gresham
- Chatham
- Greater Grand Crossing
- Roseland
- Humboldt Park
- East Garfield Park

### 2020 Placement Map



# Webinar Series Objectives

## Careers in Demand: Pivoting in a Pandemic

**LAST SESSION**



~~Wednesday, January 27<sup>th</sup>, 2021:~~

~~**People: Transferring Skills to New Employment Opportunities**~~

**TODAY**



Wednesday, February 3<sup>rd</sup>, 2021:

**Process: Upskilling in a Virtual World**

**FINAL SESSION**



Wednesday, February 10<sup>th</sup>, 2021:

**Partnerships: How to Navigate Employer Relationships**

# Today's Agenda

## Process: Upskilling in a Virtual World

- Define and reframe our narrative around virtual learning
- Clarify the 5 core skills and resources necessary to become a successful virtual learner
- Share effective solutions to support clients with the virtual learning transition
- Explore program and trainer preparations needed to successfully host virtual training and coaching





## Process: Upskilling in a Virtual World

## Reframing Our Narrative Around Virtual Offerings

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**Poll:**

**What percentage of  
your offerings are  
virtual right now?**

# Reframing the Narrative



- ✓ Digital literacy as a transferable skill
- ✓ Increased access and options due to flexible location
- ✓ Low risk practice for self-motivation
- ✓ Practice setting aside uninterrupted time to focus and participate
- ✓ Opens opportunity for low-commitment volunteering

**Poll:**

**What does your future look like?**

**Blended**



**In Person**



**Virtual**

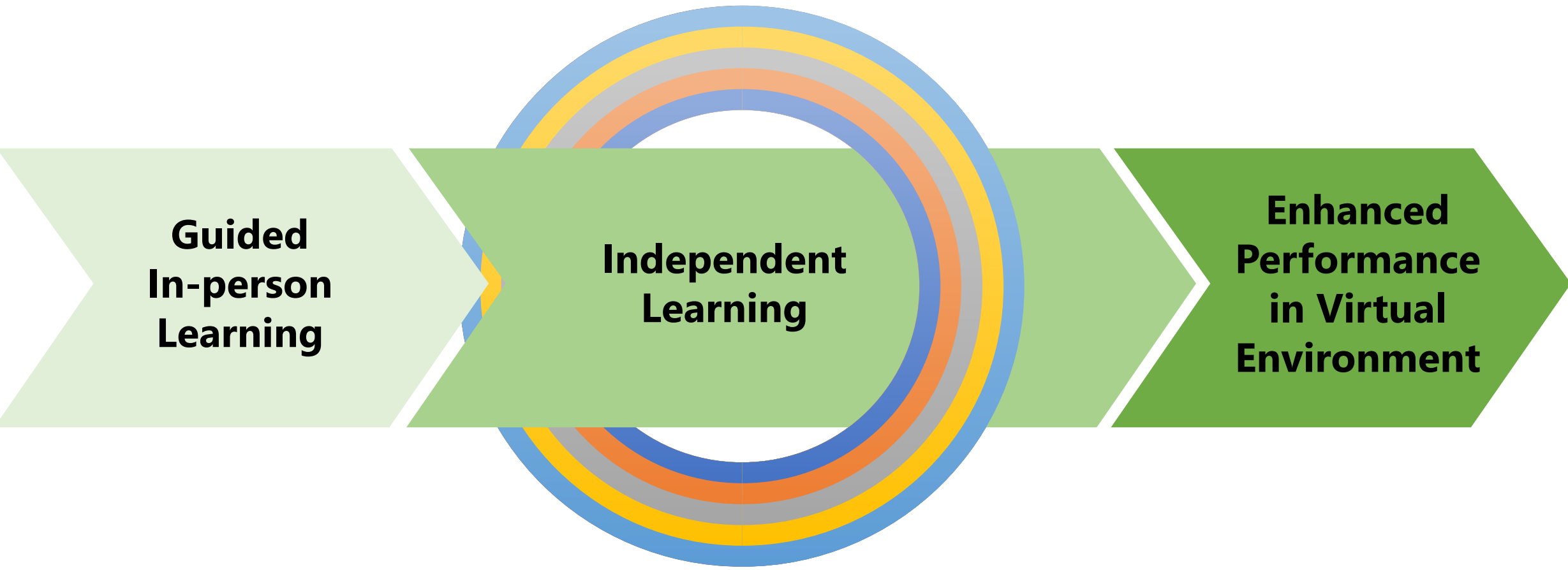




## Process: Upskilling in a Virtual World

### Bridging the Virtual Learning Gap

# The Transition to Virtual Learning



**Guided  
In-person  
Learning**

**Independent  
Learning**

**Enhanced  
Performance  
in Virtual  
Environment**

**What do people need to become effective and independent virtual learners?**



# 5 Pillars of Success for Independent Learning



## Access to Technology and Equipment

Access to a computer, reliable WIFI

Experience with E-learning platforms or virtual chat rooms

Charging accessibility



## Environment Conducive to Learning

Environment that is free from distraction

Support Services to assist w/ Childcare and proper educational materials may be necessary



## Sustained Self-Motivation

Successful Independent Learners need to be able to see the value in program

Commit to showing up every day and learn

Ask questions

Advocates for the help they might need.



## Accountability and Monitoring

Time Management

Organizational Skills

Can troubleshoot and independently solve issues



## Support and Assistance

Provide additional mentoring and tutoring support as we needed to become and independent learner.



# Effective Solutions to Support Independent Learners



## Access to Technology and Equipment

- ✓ Provide assistance in navigating access to Wifi, and potentially provide access to a low-cost computer.
- ✓ Built in training time around normalizing and getting familiar with online learning and online engagement.



## Environment Conducive to Learning

- ✓ Environmental factors **assessment** provided during screening.
- ✓ Engage family to garner buy-in.
- ✓ Set aside a space to focus and critically think.
- ✓ Once back in office: Provide space in computer lab on south side for support.



## Sustained Self-Motivation

- ✓ Establish routines that consistently encourages positive self-talk and roots current struggles into personal goals.
- ✓ Build habits of checking in and asking questions during recruiting process to test capabilities.
- ✓ Create rewards and external incentives for completing required work.



## Accountability and Monitoring

- ✓ Virtual study groups with participants.
- ✓ Buddy system for improvement.
- ✓ Block scheduling required, along with calendar of assignments and due dates.



## Supports and Assistance

- ✓ Academic Coach for between training support
- ✓ Structure check-in points with a mentor or coach.
- ✓ Weekly review of block scheduling.
- ✓ Include courses on prioritization, proper note taking, research, time management, professional communication, and studying.

# Motivation & Self Direction



## How can you encourage people to persist?

- Growth in competence as a result of their efforts
- Their work having value and mattering in their lives
- Autonomy and Choice
- Belonging and personal connection
- Bonus: Performance-based stipends and incentives

Research by Edward Deci and Richard Ryan, Camille Farrington  
at the University of Chicago Consortium on School Research, and others

Source: Tough, P. "How Kids Learn Resilience", 2016



## Process: Upskilling in a Virtual World

Program and Training  
Prep Considerations  
for Virtual Learning

# How do we adjust intakes and recruiting for our programs based on the Virtual Training Gap?





# Adapting to Virtual Training: Pre-Program Launch

- ✓ Increase number of participants accepted into program
- ✓ Start with a Virtual Information Session
- ✓ Motivational Interviewing
- ✓ Environmental assessment
- ✓ Calendly scheduling (text messages most effective)



# Environmental Assessment

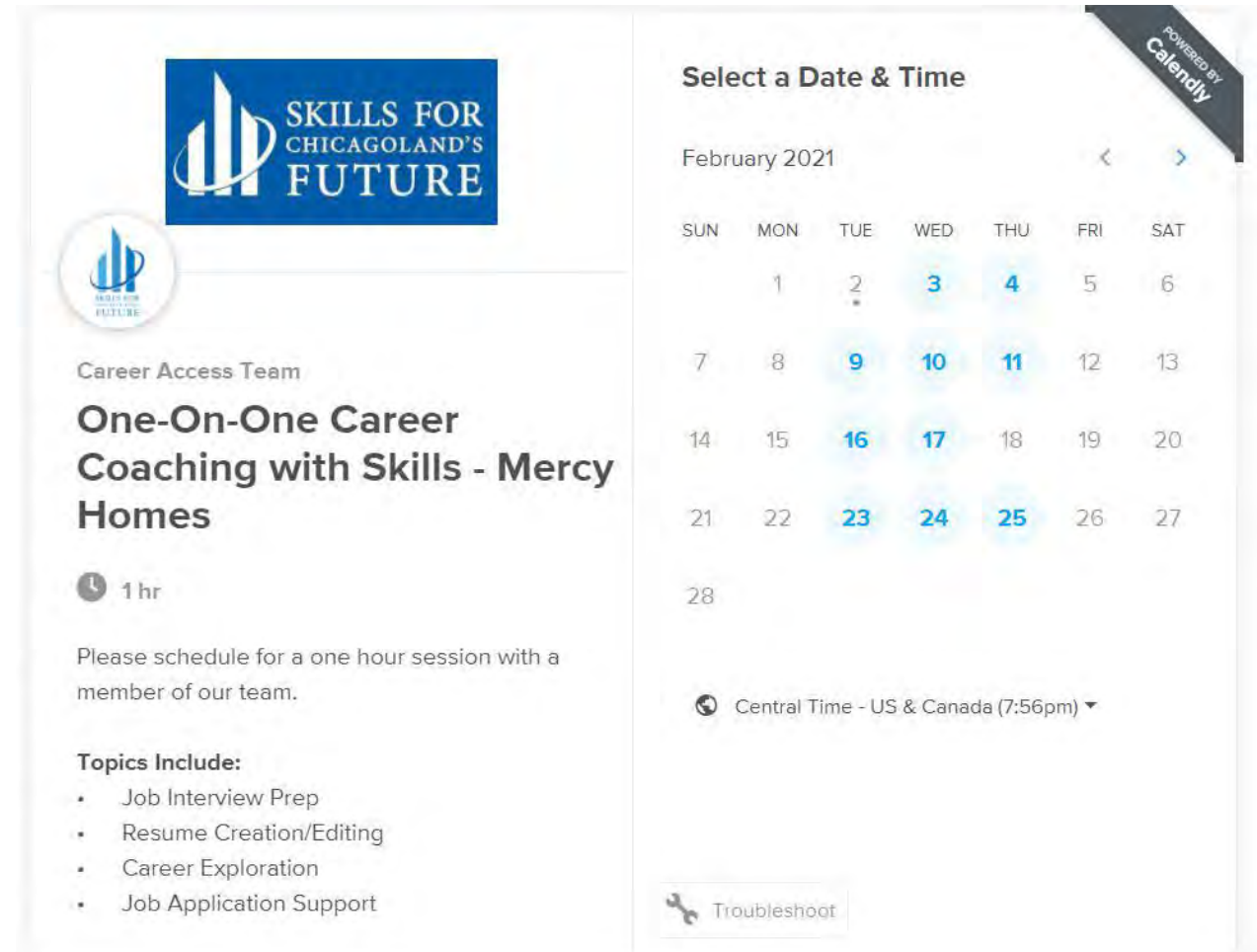
4. Which of the following will you be using to attend training and complete work for your employer? \*

- Smart Phone
- Tablet
- Chromebook
- Laptop
- Desktop

- ✓ Access to technology
- ✓ Video, Audio to Listen, Microphone Capabilities
- ✓ Description of Workspace
- ✓ English fluency

# Exploring Calendly as a Scheduling Platform

<https://calendly.com/>



The screenshot shows a Calendly booking page for the "Skills for Chicagoland's Future" organization. The page includes a header with the organization's logo and name, a title for the booking, a duration of 1 hour, and a list of topics to be discussed. On the right side, there is a calendar for February 2021 with a date and time selector. The time is set to 7:56pm in Central Time. A "Troubleshoot" button is located at the bottom right of the calendar area.

**SKILLS FOR CHICAGOLAND'S FUTURE**

**SKILLS FOR CHICAGOLAND'S FUTURE**

Career Access Team

**One-On-One Career Coaching with Skills - Mercy Homes**

🕒 1 hr

Please schedule for a one hour session with a member of our team.

**Topics Include:**

- Job Interview Prep
- Resume Creation/Editing
- Career Exploration
- Job Application Support

Select a Date & Time

February 2021

SUN	MON	TUE	WED	THU	FRI	SAT
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28						

🌐 Central Time - US & Canada (7:56pm)

🔧 Troubleshoot

Powered by Calendly

# Adapting to Virtual Training: During the Program

- ✓ Add an admin person: help with technical challenges, attendance, not distract from training, etc.
- ✓ Provide a safe space and time to learn and practice digital literacy
- ✓ Create accountability and metrics around actions that make a positive first impression online
- ✓ Training is engaging, not talking! (Polls, Chat, Breakout Rooms, Call on Participants, Ask to Raise Hands, Volunteers, Ask to Nod)



# Adapting to Virtual Training: Lead By Example & Expertise

- ✓ Utilize the entire platform
- ✓ Understand how to guide participants with what they see on phone or computer or tablet
- ✓ Get an ethernet cord for good connection
- ✓ Create a professional background for Zoom on Canva
- ✓ Mute and unmute yourself when speaking
- ✓ DO NOT WING IT. Come prepare to FACILITATE!

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THANK YOU!

QUESTIONS?