

# Microsoft Skills Initiative

## June 30, 2020 – March 31, 2021

**Getting to know the individual is up to Career Coaches. To gather information on**

- Employment Background
- Current Employment Situation
- Education

Microsoft's Skilling Initiative helps people gain the digital skills needed to get back to work quickly in jobs in-demand that pay a living wage. Are you interested in learning more?

LinkedIn is the largest professional network in the world. LinkedIn data has told us that these are 10 jobs in-demand that pay living wages and can be skilled on-line.

[opportunity.linkedin.com](https://opportunity.linkedin.com)

- Software developer - [Become a Software Developer](#)
- Sales representative - [Become a Sales Representative](#)
- Project manager - [Become a Project Manager](#)
- IT Administrator - [Prepare for CompTIA Network+ Certification](#)
- Customer service specialist - [Become a Customer Service Specialist](#)
- Digital marketer - [Become a Digital Marketing Specialist](#)
- IT support/help desk - [Prepare for the CompTIA A+ Certification](#)
- Data analyst - [Become a Data Analyst](#)
- Financial analyst - [Become a Financial Analyst](#)
- Graphic designer - [Become a Graphic Designer](#)

I would like to share with you an **Example**:

**Customer Service Specialist:** Spectrum in Appleton has 200 Customer Service jobs open that are paying \$20/hour. The Skilling Initiative can help you prepare to apply for the job (Learning and Certification, Resume, Virtual Interview and Job Search).

News Article: <https://www.wearegreenbay.com/news/local-news/appletons-spectrum-location-hiring-200-full-time-employees/>

LinkedIn Job posting: <https://www.linkedin.com/jobs/view/1894872375/?alternateChannel=search>

Do any of these jobs interest you?

You can watch short videos on each one if that helps in your decision.

Go to: [opportunity.linkedin.com](https://opportunity.linkedin.com)

Scroll down till you see Learn Skills for jobs in-demand then click to see all career pathways.






We're here to help you find just the right opportunity

LinkedIn, Microsoft, and GitHub are offering free learning paths mapped to jobs that are in-demand, discounted Microsoft certifications to validate skills, and best practices for job searching and interview prepping, so you can put your best foot forward.



See which one interests you the most.

Then click on Start Learning

 <p><b>Customer service specialist</b></p> <p>Customer satisfaction &amp; experience, data entry, CRM, admin analysis.</p> <p>1.8M+ openings</p> <p><b>Start learning</b></p>	 <p><b>Digital marketer</b></p> <p>Social media, content strategy, SEO, marketing channels; Google Analytics, Google Ads.</p> <p>860k+ job openings</p> <p><b>Start learning</b></p>	 <p><b>IT support/ helpdesk</b></p> <p>Troubleshooting, deployment; Active Directory, computer hardware, Microsoft Windows Server.</p> <p>590K+ openings</p> <p><b>Start learning</b></p>
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**Click** (with arrow pointing to the 'Start learning' button in the first column)

Here you have two options

Option 1: If you don't know what career pathway interests you the most, then click watch course to help you decide. This will bring you to a series of 1 minute video clips to help you decide.

**Customer Service Foundations**  
Make your customers feel valued. Learn practical techniques for delivering outstanding customer service and increasing customer loyalty.

**Customer Service: Problem Solving and Troubleshooting**  
Learn critical problem-solving and troubleshooting processes for common sense customer service in a wide variety of applications.

**Building Rapport with Customers**  
Forge a human connection with your customers. Learn how to establish rapport within the first few seconds of a customer service interaction.

**Customer Service: Call Control Strategies**  
Get tips for communicating on the phone with upset customers. Discover time-saving call-control strategies to move customer issues to resolution.

Option 2: If you know what career pathway interests you then click Start Learning Pathway

**LinkedIn Learning**

LinkedIn Learning's self-paced courses are taught by industry experts so you learn relevant and applicable skills that you can show off during the interview process, then on-the-job.

Our learning paths are organized sequentially to take you step-by-step through each skill area. If today is "day 1" for you, launch the learning path. Or, if you already have a few of these skills, jump into one of these courses.

Here is where you can Start Learning and work your way towards a LinkedIn Learning Certification. Earning Industry Certifications shows your commitment to learn and excel in the new career pathway.

Here you can also watch the same short videos that were available on the Watch Course. That is also available here if you click on the titles you can learn more about the role. Then make your final decision to Start Learning and work towards a LinkedIn Learning Certification.

The screenshot shows a LinkedIn Learning page for the course 'Become a Customer Service Specialist'. The page includes a 'Share' button, 'Learning path details' (5h 27m of content, 8 items), and a 'Start Learning Path' button circled in black. Below the main course, a list of 8 items is shown, with the first item 'Customer Service Foundations' circled in black and an arrow pointing to it from the text 'Click to learn more (short video)'. The second item is 'Customer Service: Problem Solving and Troubleshooting'.

**If an individual is not digital literate or need some help with virtual tools or soft skills then they many want to start with these:**

**Digital Skills** <https://www.microsoft.com/en-us/digitalliteracy/home>

**Foundational Certification**

**Virtual collaboration Tools** <https://www.linkedin.com/learning/paths/digital-transformation-in-practice-virtual-collaboration-tools?u=3322>

**Professional Soft Skills** <https://www.linkedin.com/learning/paths/master-in-demand-professional-soft-skills?u=3322>

**To help prepare for applying for jobs and interview:**

**Technology Access/Literacy Questions**

Do you have access to internet?

No – put on list till libraries or Job centers are open

Do you have access to a computer?

No – Put on a list till libraries or Job centers are open

Yes: Keep going with questions

LinkedIn Account is not necessary to learn or search for a job. It is needed if you want to add the LinkedIn Learn Certification to your LinkedIn Profile.

**LinkedIn Training Career Coaches Video** – How to help people understand the importance of LinkedIn while in a career and how to set up our account and profile.

[https://linkedin.zoom.us/rec/play/uJQpfuGs\\_Ds3T9ydsgSDVKJ8W9XrL\\_6s0icc-KAJnhrkWyFVMAWmb-FEY7fxLYdp\\_hBFIJeWzyufkl?continueMode=true&x\\_zm\\_rtaid=KsC69QeIQdS40tOQqIYd9g.1592249745216.70a2d96d47afb76cdb6e6dc05fd356ce&x\\_zm\\_rhtaid=485](https://linkedin.zoom.us/rec/play/uJQpfuGs_Ds3T9ydsgSDVKJ8W9XrL_6s0icc-KAJnhrkWyFVMAWmb-FEY7fxLYdp_hBFIJeWzyufkl?continueMode=true&x_zm_rtaid=KsC69QeIQdS40tOQqIYd9g.1592249745216.70a2d96d47afb76cdb6e6dc05fd356ce&x_zm_rhtaid=485) Link is in the WIKI on Microsoft Teams site.

LinkedIn account is not mandatory for skilling or job search, but is needed to showcase LinkedIn and Microsoft Learn Certifications. LinkedIn is the largest professional network site in the world. It is a way to showcase your LinkedIn Certification and show companies that you are looking for a job. See the LinkedIn Blog <https://blog.linkedin.com/2020/june/30/helping-25-million-job-seekers-get-back-to-work>

LinkedIn Helping Job Seekers Land Jobs

- **#OpenToWork:** We're making it easy for impacted job seekers to indicate to employers and the LinkedIn network that they are 'Open To Work' through a simple profile photo frame. Through this flow, members can indicate the type of jobs they are looking for and location where they are willing to work.
- **Interview Prep:** When a job seeker gets to that interview phase, we want to help them demonstrate their skills through effective interviewing. So we are offering [free interview prep tools](#), including a newly launched feature leveraging Microsoft-AI for real-time feedback on your answers.

Career Planner Training PowerPoint that can be helpful to see how all the pieces look together. [Skilling Initiative\\_Cert Training Hours.pptx](#) Located on Teams Site