

A collage of six video call windows showing diverse young adults smiling and making hand gestures. The top row features a woman with her hand to her face, a woman with a peace sign, and a woman with a thumbs up. The middle row shows a man with headphones pointing, a woman with a peace sign, and a woman with a thumbs up. The bottom row shows a woman with a peace sign, a man with headphones, and a woman with glasses and a peace sign.

ACCENTURE SKILLS TO SUCCEED **VIRTUAL INTERNSHIP &** **WORK EXPERIENCE** **PROGRAMS**

WORLD BANK WEBINAR
JULY 16TH, 2020

SPEAKERS



Melissa Moloney

Skills to Succeed
Program Director

melissa.a.moloney@accenture.com

<https://www.linkedin.com/in/melissamoloney>



Jessica Hyde

Global Corporate Citizenship
Strategy Lead

jessica.hyde@accenture.com

<https://www.linkedin.com/in/jessica-hyde-590208a/>

US SKILLS TO SUCCEED INTERNSHIP PROGRAM

In 2004, Accenture began the Skills to Succeed internship program. The Program works with our nonprofit partners to provide client facing engagements to high school aged, college aged, and adult learners lasting anywhere from 8 weeks to 9 months.

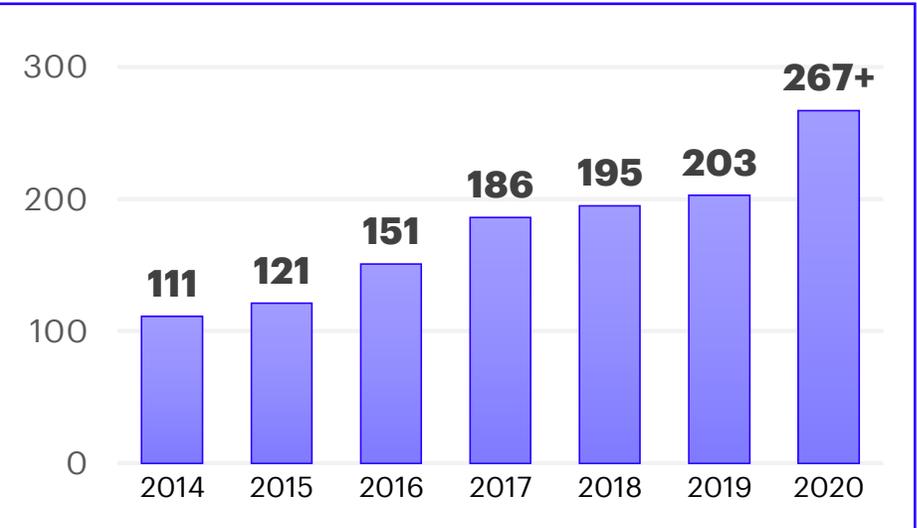
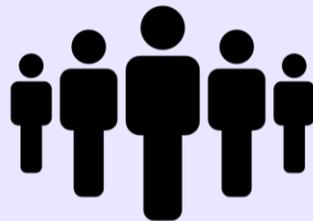


140%

Growth over past 7 years

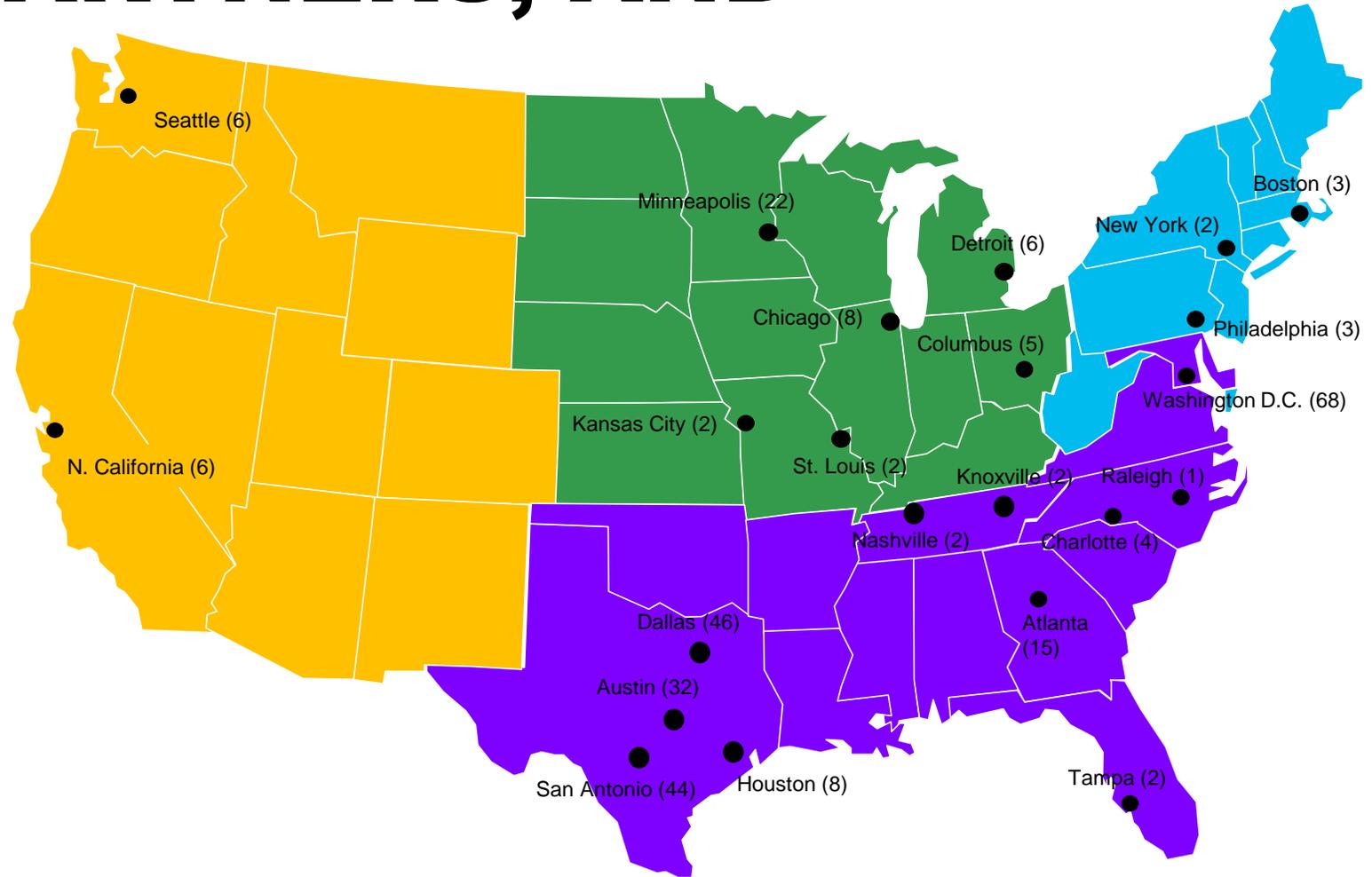
267+

Interns served in 2020



LOCATIONS, PARTNERS, AND VOLUNTEERS

OUR PARTNERS



85
Supervisors

201
Mentors

38
Guest Speakers

PIVOTING TO VIRTUAL CLIENT WORK

As it became apparent that in-office work needed to shift to accommodate social distancing due to the pandemic, Accenture had to determine how we would honor our commitment to our interns by offering a virtual work opportunity.

1

Who can we provide client facing, remote opportunities to?

- Individuals currently pursuing a 4-year college degree

2

Which departments & projects are able to host remote interns?

- Departments & projects already had shifted to remote work and were ready to accommodate

3

How do we adjust to make the internships successful?

- Training on virtual management
- Individual mentorship for interns
- Events to network & build community

PROJECT PLACEMENTS FOR INTERNS

OVERVIEW

Interns are gathering hands on, client facing experience, while providing valuable input on client work.

Intern activities include:

- Project management
- Design Thinking
- Training
- Database management
- Tech support
- Software Testing

Logistics of laptops/onboarding
Organized the set up & shipment of all intern laptops
Onboarded
Held 12 tech enablement sessions

87

Project interns

32

Clients Hosting Interns

VIRTUAL INTERNSHIP SUPPORT

SUPERVISOR TRAINING

- Created best practices, guidelines, & templates for managing remote interns
- Hosted 3 training sessions

MENTORS FOR INTERNS

- Provided best practices to structure weekly conversations with interns
- Recruited a mentor for every intern

COMMUNITY EVENTS

- Hosted community & networking events to build community including Trivia Night, Talk & Learn Sessions, Yoga Classes, etc.

CHALLENGES

- Broken laptops
- Communication difficulties
- Internet access
- Attendance & professionalism

EXPANDING VIRTUAL OPPORTUNITIES TO HIGH SCHOOL AGED INTERNS

$$\begin{array}{c} 65 \\ + \\ 49 \\ = \\ 114 \end{array}$$

In January 2020, the Impact Hiring team **planned to host 65 High School Interns** starting June 29th

After the pandemic hit, the Impact Hiring team wanted to **honor our commitment** to host those 65 interns, even though we knew hosting interns on virtual projects would be difficult. To meet this need, the Impact Hiring team created **the Virtual Learning Experience**. Then we brought on an **additional 49 interns** as some of our clients,, were unable to take on their interns virtually.

Due to the virtual circumstances and the dramatic increase in interns, **Our Virtual Learning Experience now serves 114 talented young adults in 6 cities** in addition to the 66 interns already started, and the 13 additional project-based interns also starting June 29

201

Interns participating in Skills to Succeed Internships this Summer

THE VIRTUAL LEARNING EXPERIENCE

PROGRAM GOAL



Using scenario-based learning, modularized content, guest speakers, and independent learning, Interns will build professional and consulting skills while working together to ideate digital/technology solutions to better their communities.

38 Interns per cohort

6 Interns per Working Group

FACILITATORS

Cohort A



Anthonia

Cohort C



Kelechi

Cohort C



Megan



Abbey



Clarissa



Kylan

MORE THAN A LEARNING EXPERIENCE

6 Learning Modules

1. Introduction & Technology
2. Research & Data
3. Design Thinking & Problem Solving
4. Personal Branding & Finances
5. Storytelling & Public Speaking
6. Personal Development & Feedback

36 Deliverables & 1 Final Presentation

Interns will be working 5 hours a day for 6 weeks. The weekly Learning Modules provide active learning with weekly deliverables resulting in a final project portfolio and presentation.

BUILDING COMMUNITY REMOTELY

"I'm looking forward to everyone being more comfortable with each other. From what I seen from the Trivia game and the people I talked to, I see a lot of us have a lot in common, meaning we could all get along well."

"My favorite activity was getting to know other people and working in my groups. I can feel a nice bond forming within us and I know that it will be beneficial and we will be able to work efficiently."

"My favorite activity was making the three-question survey. I enjoyed learning more about my working group members. We had a lot of good laughs and learning everybody's likes and dislikes was fun."

THOUGHTS FROM OUR INTERNS

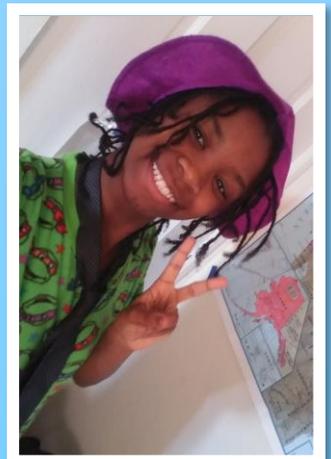
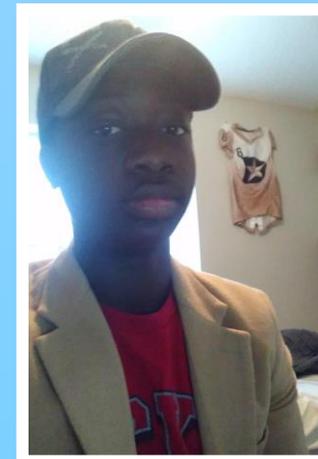
"My favorite activity was when we went off into our pairs and gave each other. I liked it because it was nice hearing what I could do better from someone I know, and because when we were done, we had a nice conversation about music."

"This week went great. The role I played was the leader and I feel as though I did a pretty good job. Working with my groups and being able to bond with them in different ways."

"Week two went well. I started off being quiet, and ended up being leader in my group."

WACKY THURSDAY

To promote community bonding, interns were invited to dress up in wacky outfits to participate in a contest. The winners were featured in our weekly newsletter!



INTERN SUCCESS STORIES



Alexis Galloway

Analyst: Full time since '20
FY19 Intern – Urban Alliance

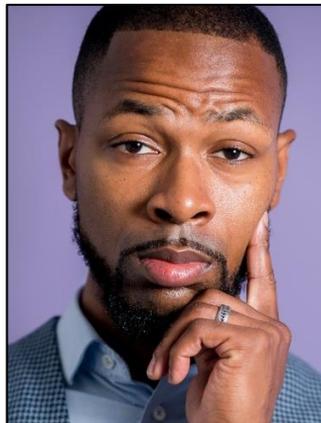
"I not only learned so much from some AMAZING people, but the exposure that I received in three months is impeccable. I received so **many opportunities to meet and connect with leaders and I have learned useful hard and soft skills** that I will get to use throughout my career."



Jason Kuang

Analyst: Full time employee since '20
FY19 Intern – KIPP Bay Area

"My summer experience **consisted of all the things I was looking for in a summer internship:** product design, UIUX, working closely with my team, building a product that will positively impact lives, and learning more about what exactly it is I want to do professionally."



Darnel Thompson

Manager: Full time since '06
FY06 Intern – NPower

INTERNS WITH ACN - 2006

Interns with Accenture and is immediately converted to a full time employee

ATTENDS NPOWER - 2006

Completes NPower Tech Fundamentals Program

TEAMS UP WITH ACN CHRO - 2020

Works with Elyn Shook ACN CHRO and sparks new inclusivity initiative

RISES TO MANAGER LEVEL - 2018

Is promoted quickly at Accenture eventually becoming a manager in IT

Darnel is currently based in New York and lives with his wife, Lynette, and 2 sons, Jace (7) and Ryan (1). Outside of the corporate world, he is the founder and lead photographer of Marcel Marcel Photography.

MOVEMENT TO WORK CONTEXT

Movement to Work (MtW) is a coalition of UK employers tackling **youth unemployment** and driving **social mobility**.



As a founding member of MtW, Accenture commits to providing yearly work placements that combine:

- skills **training**
- on-the-job **experience**
- follow-on opportunities to apply for **apprenticeships**

95K

Member Placements

1K

Accenture Placements

>50%

Secured Work

MTW VIRTUAL PILOT APPROACH

New virtual program lasting 5 days, consisting of 4 hrs/day of:

- 50% **facilitated** sessions
- 50% **independent / team** activities
- personalised support through **mentors** and alumni **buddies**

Content includes:

- design thinking, coding, presentation & employability **skills** (incl. CV clinic & mock interview), **case studies** & virtual **tour** of Innovation Centre

15

Participants

7

Fast-Tracked to
Assessment Centre

2

Secured
Apprenticeships

Quick-start toolkit created & shared with fellow MtW member employers to support virtualisation of their programmes



MTW VIRTUAL PILOT FEEDBACK

- **100%** of participants **completed** the programme
- **100%** of participants said they were **more likely to consider a career in Tech** at Accenture
- **100%** of participants said they would **recommend** the experience to a friend



“...to be a part of it... **feels amazing**... you have made it work so well... I know future participants for this scheme will definitely enjoy it!... this journey has been super **insightful** and **self-reflective**.”

MTW VIRTUAL PILOT PARTICIPANTS

**VIRTUAL TECH
TASTER**
18 – 22 May 2020

