

Designing virtual education programs to equip future talent with work-ready skills

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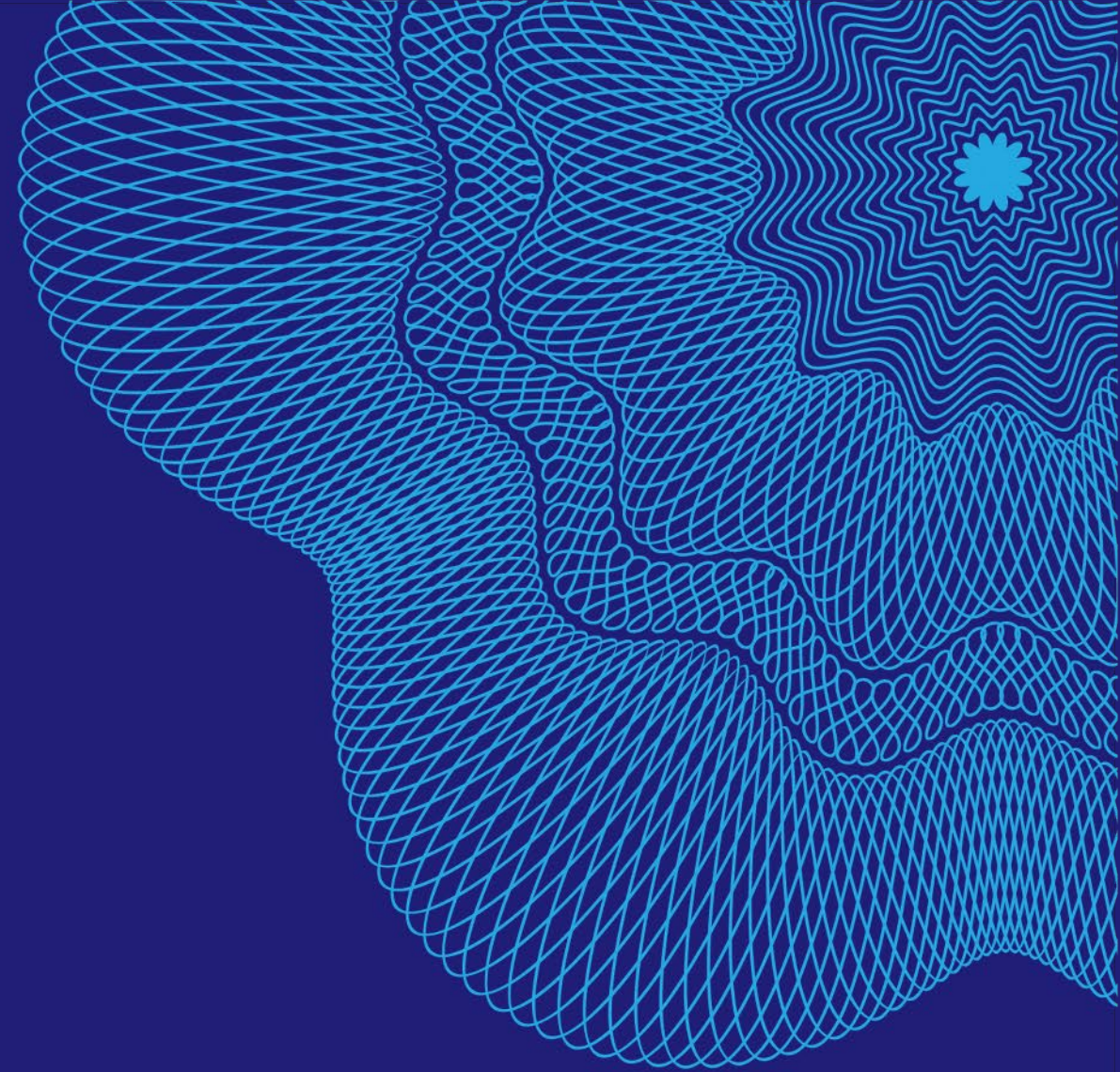


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The COVID-19 pandemic...



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35% have had a work placement postponed or cancelled because of the novel coronavirus

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A modern office interior with a wooden floor, large windows, and several people. In the foreground, two people are blurred as they walk. In the background, a group of four people is gathered around a long wooden table, looking at a laptop. A woman is sitting on a black sofa in the foreground on the right. A large blue wireframe graphic is overlaid on the right side of the image.

**The employment rate for
co-op students has decreased
compared to last year**

Responding to the COVID-19 pandemic



01

Employers maintaining students roles

02

Government investing in programs

03

Schools offering flexibility in requirements

"Young Canadians are talented, ambitious and hard-working; however, making the transition to the workforce can be difficult. When young people gain valuable on-the-job experience, they are better equipped to succeed in the workplace, and that is fundamental to growing our economy and strengthening our middle class for years to come."

- The Honourable Navdeep Bains, Minister of Innovation, Science and Industry

What can we do –
as employers, post-secondary
advisors and educators –
to help students
build work-ready skills?

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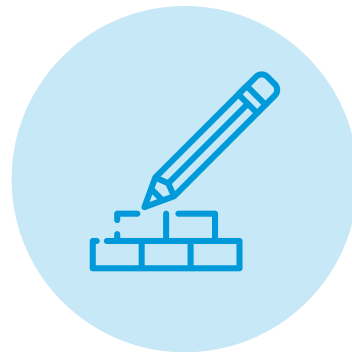
Our Session Today

A pandemic-proof approach to curriculum design and programming that helps students build in-demand skills and prepare for the world of work



Designing the curriculum

Selecting the in-demand skills needed for success in the workplace



Building the learning

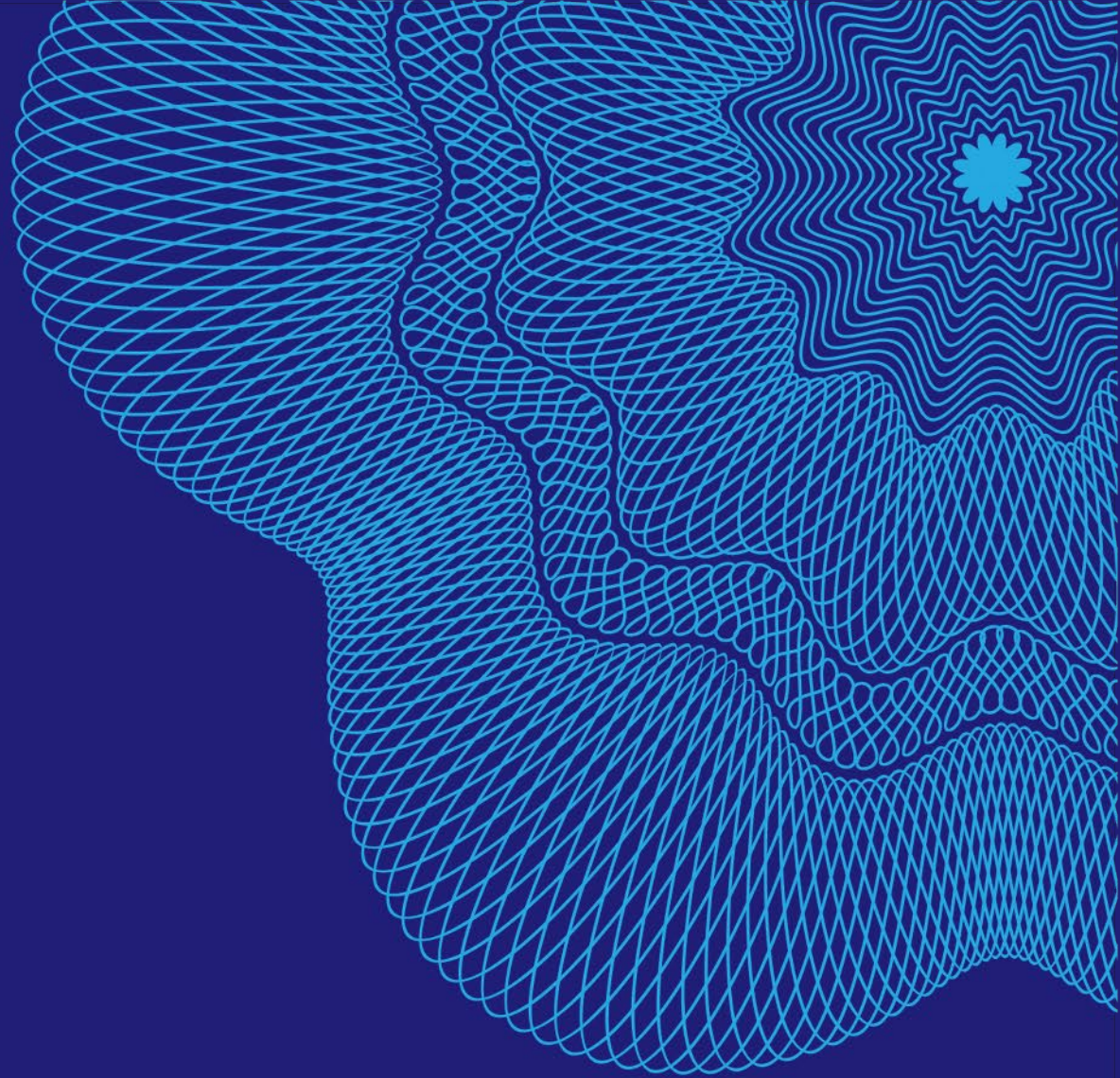
Defining the learning format and design to make it fun and engaging



Motivating students

Integrating features to encourage and reward participation

Designing the curriculum



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Skills for today's student workforce



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Post-Secondary Educators:

- When you speak with employers, what do they tell you are the biggest gaps in new grads when it comes to business skills?
- Pertains to workshops/seminars: What skill development topics are students requesting at your career to help them become more "work-ready" for a career in the financial services sector?

Post-Secondary Students:

- Consider what it takes to be successful in your first position in financial services... what skills do you wish you had coming into the role?

Skills for today's student workforce

Employers:

What **skills** are required
to be “**work-ready**”
for a role in **Financial
Services ?**

Video Producer/Editor
Data Scientist
Client Advisor
Accounting Intern
Developer
Business Analyst
Marketing Coordinator
Actuarial Co-op
UI/UX Designer
Project Control Officer
Blockchain Co-op

HR Coordinator

Soft skills for today's student workforce



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Stress Management

Empathy

Networking

Communication

Resiliency

Problem-Solving

Collaboration

Persuasion

Business Etiquette

Adaptability

Emotional Intelligence

Teamwork

Failure Management

Project Management

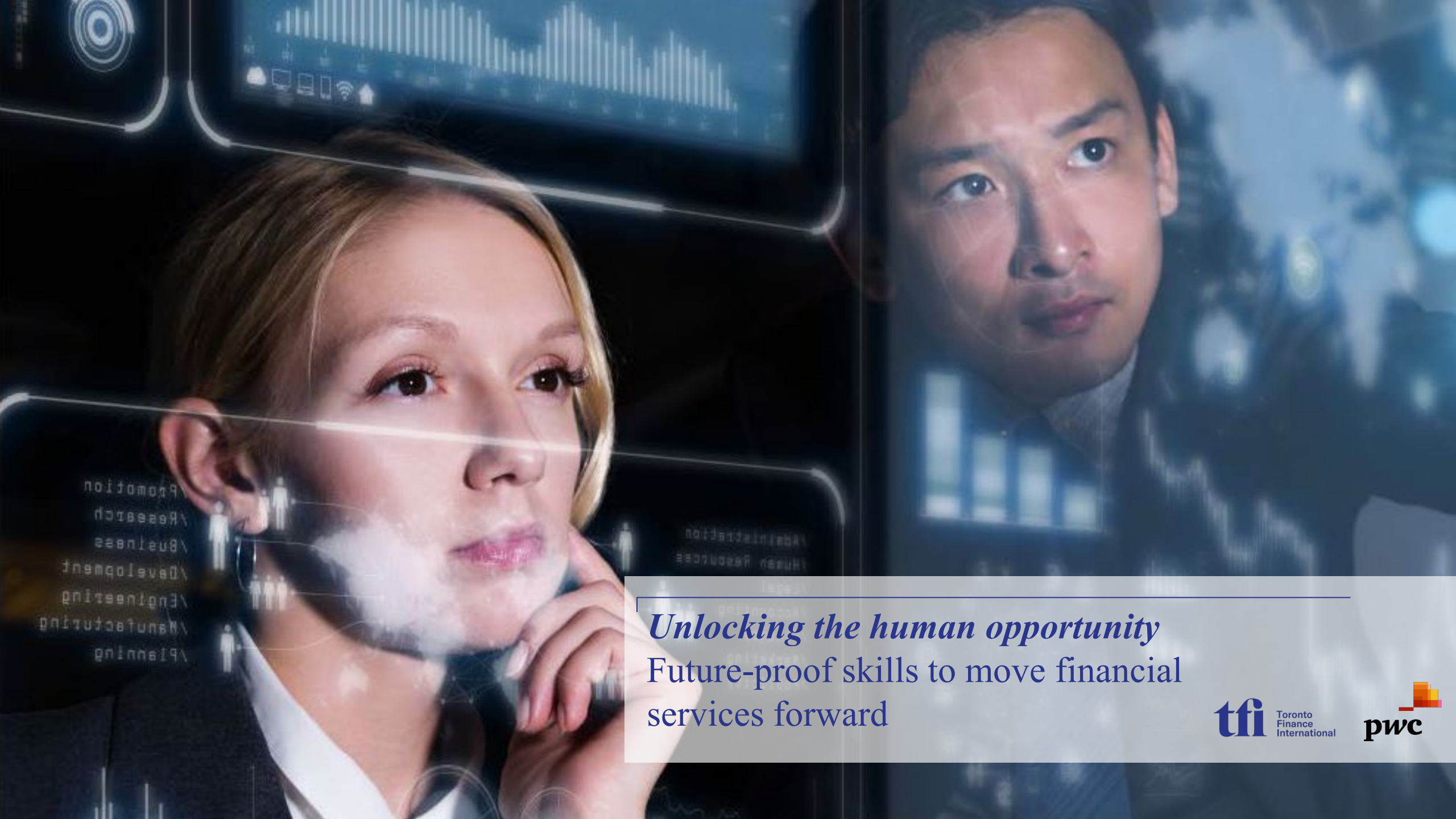
Decision-making

Critical Thinking

TIME MANAGEMENT

Leadership

Creativity



Unlocking the human opportunity
Future-proof skills to move financial
services forward

tfi Toronto
Finance
International

pwc

Future Skills

4 categories of future-proof skills needed to build the financial services workforce of tomorrow



Human experience skills

Key Skills:

- Emotional intelligence
- **Communication**
- Empathy
- Influencing
- **Collaboration**
- **Teamwork**



Pivoting skills

Key Skills:

- **Adaptability**
- Coping skills
- **Resilience**
- Learning agility
- Change leadership



Reimagination skills

Key Skills:

- Business acumen
- Curiosity
- Creativity
- **Critical thinking**
- **Problem solving**



Future currency skills – digital and data acumen

Key Skills:

- Data acumen
- Digital acumen

“Indeed, there is broad recognition and mounting evidence across disciplines and sectors that ‘soft skills’ are critical to the current and future workforce.”

- Gyarmati, D., Lane, J., Murray, S. (2020, November 13) Competency Frameworks and Canada’s Essential Skills. *Public Policy Forum*,

The ASPIRE Edge

Business Skills for Financial Services



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Communication



Critical Thinking &
Problem-Solving



Teamwork &
Collaboration



Resiliency &
Adaptability



Data Acumen



**GET ON THE
FAST TRACK**

Building the learning



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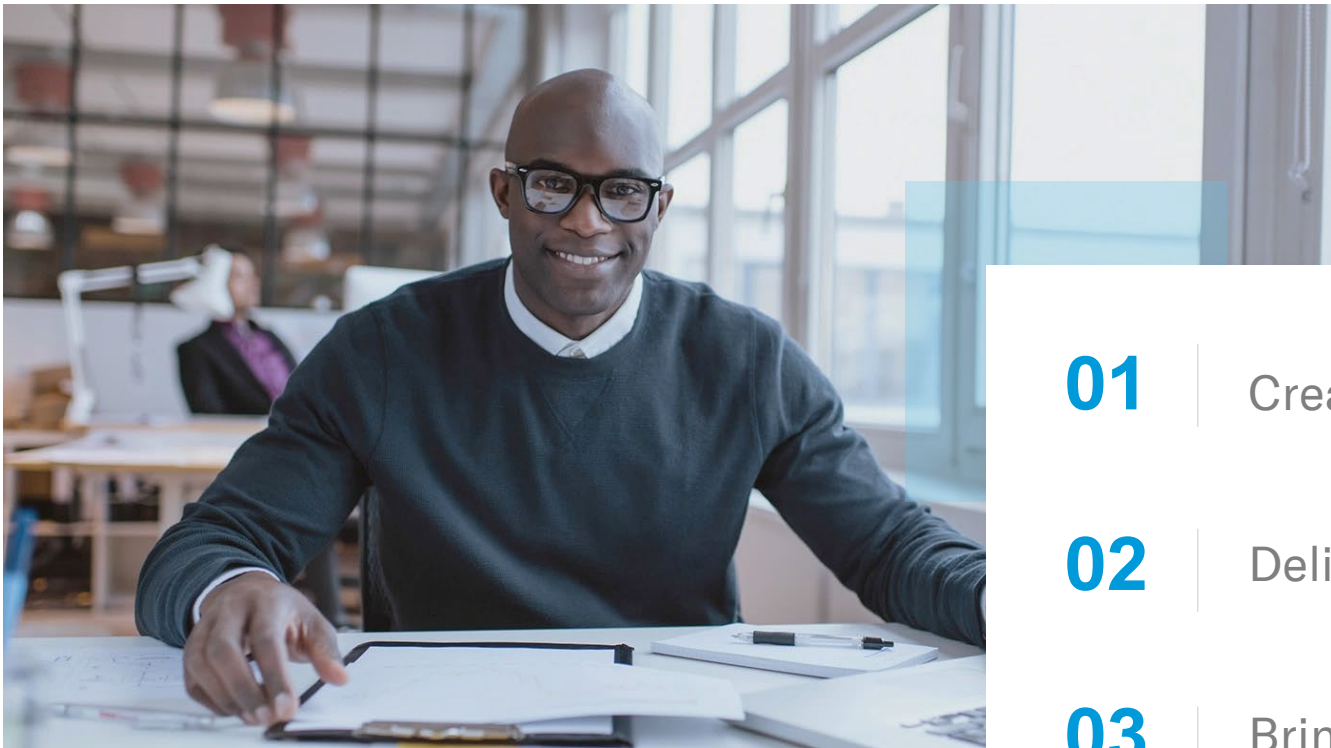
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**What's one thing you've
done differently this year in
your teaching or training?**

Practical tips for building virtual learning



01

Create engagement with bite-sized video

02

Deliver expertise through real-life professionals

03

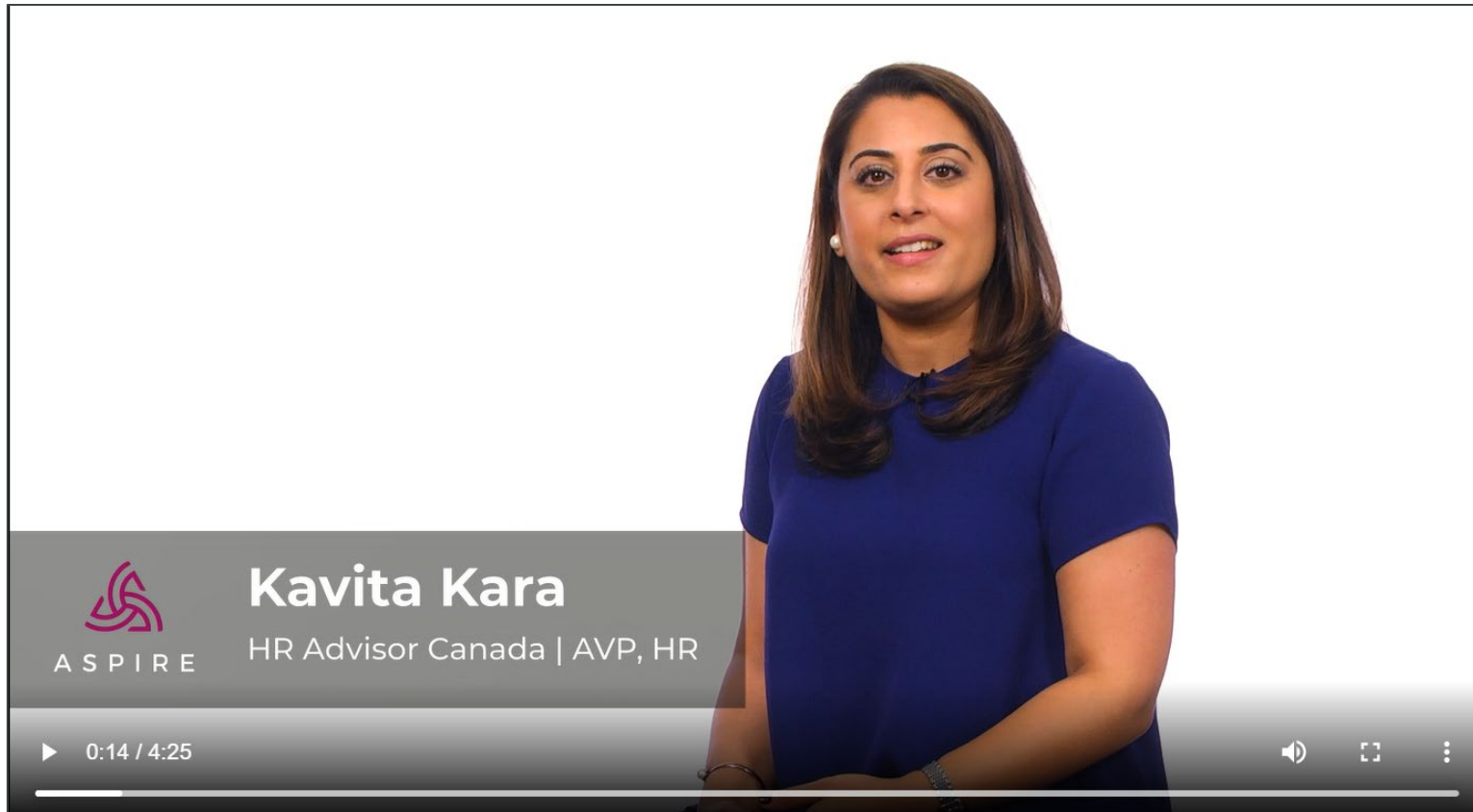
Bring it to life with workplace scenarios

Video for skill development

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- Keep it brief, 3-5 minutes
- Engage industry experts
- Write scripts

High-quality video can be captured with web meeting software!



Video captured in the studio



Video captured through Zoom

Web recordings to capture video



01

Set up your virtual studio – lighting, background, script

02

Use earphones or a headset

03


Make it a little less scripted


04


Break it up; add images and graphics


Workplace scenarios

Bring specificity and application

 Donna: Good to hear. I'd love to hear more about that later. But now we have to discuss a meeting set for the end of next week.

 Donna: I'm going to need your help.

 Absolutely. Tell me more.

 Donna: I'll send you my notes so that you can draft an email to the attendees. Can you have it ready when I return at 2? That gives you a few hours.

How to write an effective email

Play the video.



TRANSCRIPT

A good or bad email?

Read this email from Lin. He's writing to a senior manager in another department on behalf of his direct manager.

Subject: Q3 Budget Proposal: Please Review by Friday Nov. 13th

Good morning Alyshia,

Attached is the Q3 budget proposal. I was asked to forward this to you by my Department Manager, Marka Dunn. **Please review and provide your feedback to Marka and myself by noon this Friday Nov. 13th** - note any revisions or suggestions for budget adjustments with Comments in the attached document. Marka has a meeting Friday afternoon and would like to discuss this with the Department Head.

The proposal has been broken out by business and category. There is a 14% increase in the overall budget from Q2 of this year and 17% from Q3 of last year.

Please pay particular attention to page 3 of the document that lists out budget allocation by department.

We look forward to receiving your comments,

Lin

Lin Wang
Administrator
NextGen Financial Services
T: 416-000-0004
lin.wang@nextgen.com



Situation, Theory, Experience, Awareness

Workplace scenarios

Bring specificity and application



Georgi

It is. It's one of the reasons I became a Data Scientist. Every data piece has a story to tell, and I like finding out what that story is.

Nice. What do I need to do?



You

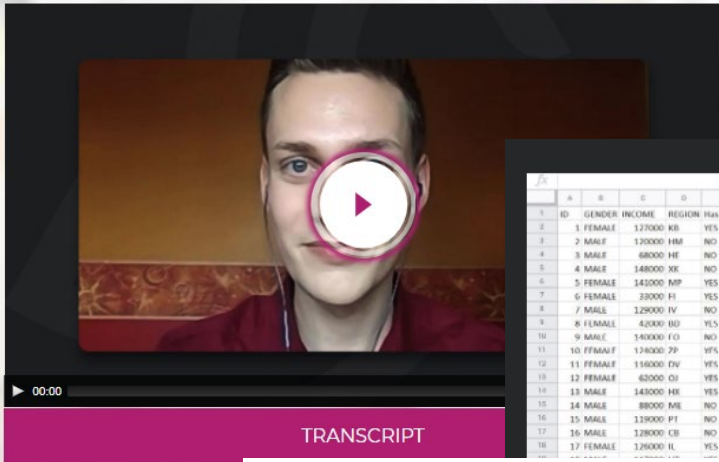


Georgi

Your first step is to learn a bit more about how to talk about data. I'll send you a link to a video when I get back to my desk. I'm also going to arrange for you to shadow one of our Analysts, Mia.

How to talk about data

Play the video.

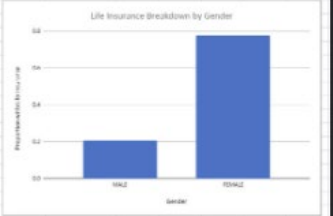


00:00

TRANSCRIPT

ID	GENDER	INCOME	REGION	Has Life Insurance?	Has House Insurance?	Has Car Insurance?	MALE Life Insurance	FEMALE Life Insurance
1	FEMALE	127000	KB	YES	YES	YES	0	1
2	MALE	120000	HM	NO	YES	NO	0	0
3	MALE	88000	HE	NO	NO	NO	0	0
4	MALE	148000	HL	NO	NO	YES	0	0
5	FEMALE	141000	NP	YES	YES	YES	0	1
6	FEMALE	23000	FI	YES	NO	NO	0	1
7	MALE	129000	IV	NO	YES	YES	0	0
8	FEMALE	42000	BO	YES	YES	NO	0	1
9	MALE	340000	FO	NO	NO	YES	0	0
10	FEMALE	124000	PP	YES	NO	YES	0	1
11	FEMALE	118000	FW	YES	YES	YES	0	1
12	FEMALE	82000	OL	YES	NO	YES	0	1
13	MALE	141000	HE	YES	YES	NO	1	0
14	MALE	88000	ME	NO	NO	YES	0	0
15	MALE	118000	PT	NO	NO	YES	0	0
16	MALE	128000	CB	NO	NO	NO	0	0
17	FEMALE	126000	IL	YES	YES	NO	0	1

Life Insurance Breakdown by Gender




Select the correct answer.


- Women seem to be significantly more likely to purchase life insurance than men.
- Men seem to not want to purchase life insurance.
- Age is the biggest determinant of whether someone purchases life insurance.
- Nothing much yet.


SUBMIT SHOW FEEDBACK


Workplace scenarios


Bring specificity and application

 Jim: We have an opening in our department for an Analyst.

 You: Hopefully it's not for my role. Hahaha.

 Jim: Not at all. The work you've been doing has been great, and VAL has only good things to say about you.

 You: That's a relief. I like working at NextGen.

 Jim: Good to hear. I need you to decide which of your direct reports you would recommend for this role.

How to make good decisions as a manager

After you met with Jim, you found a private conference room, closed the door, and called Chichi. After telling her about the opportunity, she sends you a link to a video about how to make good decisions.




Play the video.



TRANSCRIPT

Your analysis

You did some thinking about each of your direct reports and assessed where you would rank each of them against five important competencies for the Analyst role.

	Data Acumen	Communication	Critical Thinking & Problem-Solving	Team Colla
Jamal 	4/5	4/5	4/5	4/5
Ramesh 	4/5	3/5	3/5	2/5
Tanya 	4/5	4/5	4/5	4/5

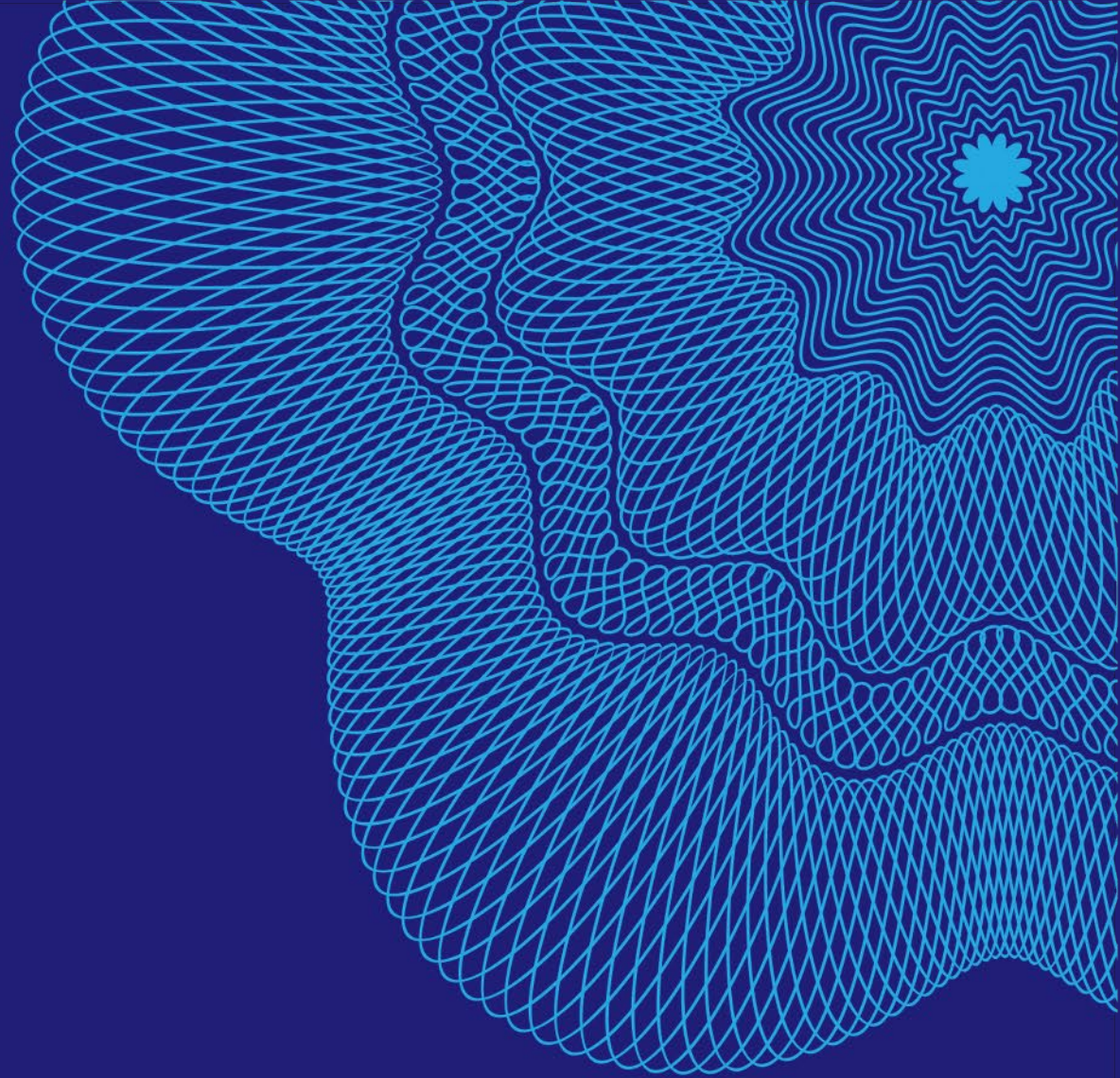
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Strong collaboration is key

Motivating the learner



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“If you build it, they will come.”

- Adapted from *Field of Dreams* (1989)

How can we motivate students learning? What do you think our student advisors said?

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Ways to motivate the student learner



01

Ongoing reminders and prompts

02

Clear listing of employability skills

03

Credit for participation

Learning reminders and prompts

Auto-email campaign




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Hi [Student Name],

You've already finished **Step 1 - signing up for The ASPIRE Edge**, a three-tier online simulation that bridges the gap between your education and the workplace! What's next?


Step 2 - Start your journey
Start your journey within Tier 1, in a typical graduate entry-level role, and work your way toward becoming a high-impact team member and strategic manager in Tiers 2 and 3.



Tier 1: NextGen Associate




Tier 2: NextGen Team Member



Tier 3: NextGen Manager

Step 3 - Build your skills
Learn how to think on your feet, how to deal with conflict, how to manage with emotional intelligence, and much more!

Step 4 - Showcase your achievement
Complete all three tiers and earn a digital badge that demonstrates to employers that you have built critical workplace skills. Post the badge on your LinkedIn profile, and get noticed!



Click the following link to log in and start your learning journey!

[Get Started](#)

Hi [Student Name],


If you're looking to develop your workplace skills, now is the perfect time to learn within the ASPIRE Edge - a three-tier online simulation that bridges the gap between your education and the workplace.


DID YOU KNOW?...

In **Tier 1: NextGen Associate** you'll gain noticeable improvements in essential skills like communication, resiliency, and data acumen. You'll learn how to:

- Write an effective email
- Give a verbal synopsis
- Spot errors in a data file
- Work in a fast-paced environment
- ...and so much more!

Check out this video from Tier 1 on how to ask the right questions - expert advice from a real-life financial services professional!





You've completed Lap 2!

Finish one more tier to complete the race and earn a digital badge!

You've successfully completed Tier 2 - The NextGen Team Member simulation in **The ASPIRE Edge** program. In this analyst role, you took a deep dive into problem-solving and critical thinking, while building your teamwork skills. You learned how to collaborate, build workplace relationships, deal with conflict, and so much more!

But wait - you're not done with your journey yet!

Tier 3: NextGen Manager is your next step. In this simulation you'll strengthen your leadership and advanced data acumen skills. Learn how to recognize a good mentor, build trust, practice mindfulness, manage with emotional intelligence, engage your direct reports, and much more!

[Start Tier 3: NextGen Manager](#)

Learning reminders and prompts

Pull from game theory: personalized, progress bars, points, levels and rewards



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SIMULATIONS

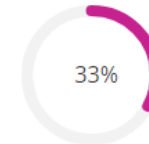
The ASPIRE Edge

Welcome back **Acadia**! You've finished **31%** of **Tier 1**. Keep your learning journey!

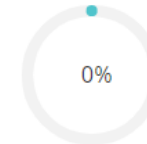
1	Tier 1: NextGen Associate 16 Sections 5/16	Continue
2	Tier 2: NextGen Team Member 15 Sections 0/15	Locked
3	Tier 3: NextGen Manager 14 Sections 0/14	Locked

SKILLS & ACHIEVEMENTS

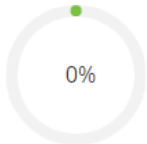
Check out your progress on developing your professional skills!



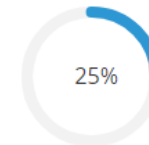
COMMUNICATION



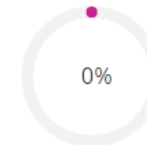
TEAMWORK &
COLLABORATION



DATA ACUMEN



RESILIENCY & ADAPTABILITY



CRITICAL THINKING &
PROBLEM-SOLVING

The learning journey

To show to what lies ahead



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Tier 1: NextGen Associate

- How to write an effective email
- How to prepare for a presentation
- How to ask for advice
- How to get buy-in from others
- How to ask the right questions
- How to work in a fast-paced environment
- How to prioritize your work
- How to spot errors in a data file
- How to prepare a verbal synopsis
- How to think on your feet

Tier 2: NextGen Team Member

- How to strengthen your critical-thinking skills
- How to recognize a high-performing team
- How to work as part of a diverse team
- How to collaborate
- How to build workplace relationships
- How to deal with conflict
- How to write SMART goals
- How to solve problems in six steps
- How to solve problems using SOME
- How to talk about data

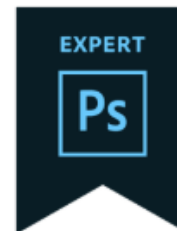
Tier 3: NextGen Manager

- How to practice Mindfulness
- How to recognize a good mentor
- How to have difficult conversations
- How to delegate
- How to build trust
- How to avoid becoming a bad manager
- How to make good decisions as a manager
- How to build emotional intelligence
- How to engage your direct reports
- How to prepare and manage a budget

Digital credentials

AKA Digital Badges or Open Badges

- A digital representation of skill, accomplishment or affiliation
- Transferable currency for skills recognition
- Owned by the learner
- Shareable online, typically across many platforms
- Contains credentialing information in a standardized format
- Verified by an independent 3rd party



Digital credentials

Recognition of program completion



THE ASPIRE EDGE: BUSINESS SKILLS FOR FINANCIAL SERVICES



Issuing body:
Toronto Finance International



Partner endorsement:

Digital badge issued to

Jeneta Ljusic

on: August 18, 2020

Outcomes

Earners of this digital badge know how to:

- Craft clear and professional e-mails, and tailor the tone and content of oral communications and presentations for different audiences;
- Establish workplace relationships built on a foundation of trust and empathy, and effectively resolve conflicts;
- Manage stress and work priorities in a fast-paced environment, and demonstrate resilience during times of change;
- Anticipate key data questions, utilize Excel functionality to analyze data, and communicate insights to the business;
- Apply critical-thinking skills and a problem-solving process to make difficult business decisions; and
- Collaborate and work effectively on a high-performing team.

Skill areas

Communication

Critical Thinking & Problem-Solving

Teamwork & Collaboration

Resiliency & Adaptability

Data Acumen

Assessment

To earn this digital badge, learners complete 3 tiers of a 15-hour online learning program in a simulated financial services workplace in progressive roles: entry level graduate, team member and new manager. They must:

- Watch and reflect on 30+ expert-advice videos delivered by professionals working in financial services;
- Complete written exercises and knowledge quizzes;
- Practice learning in real time through self-recordings; and
- Reflect on new skills learned, and how to apply them in their next interview or job.

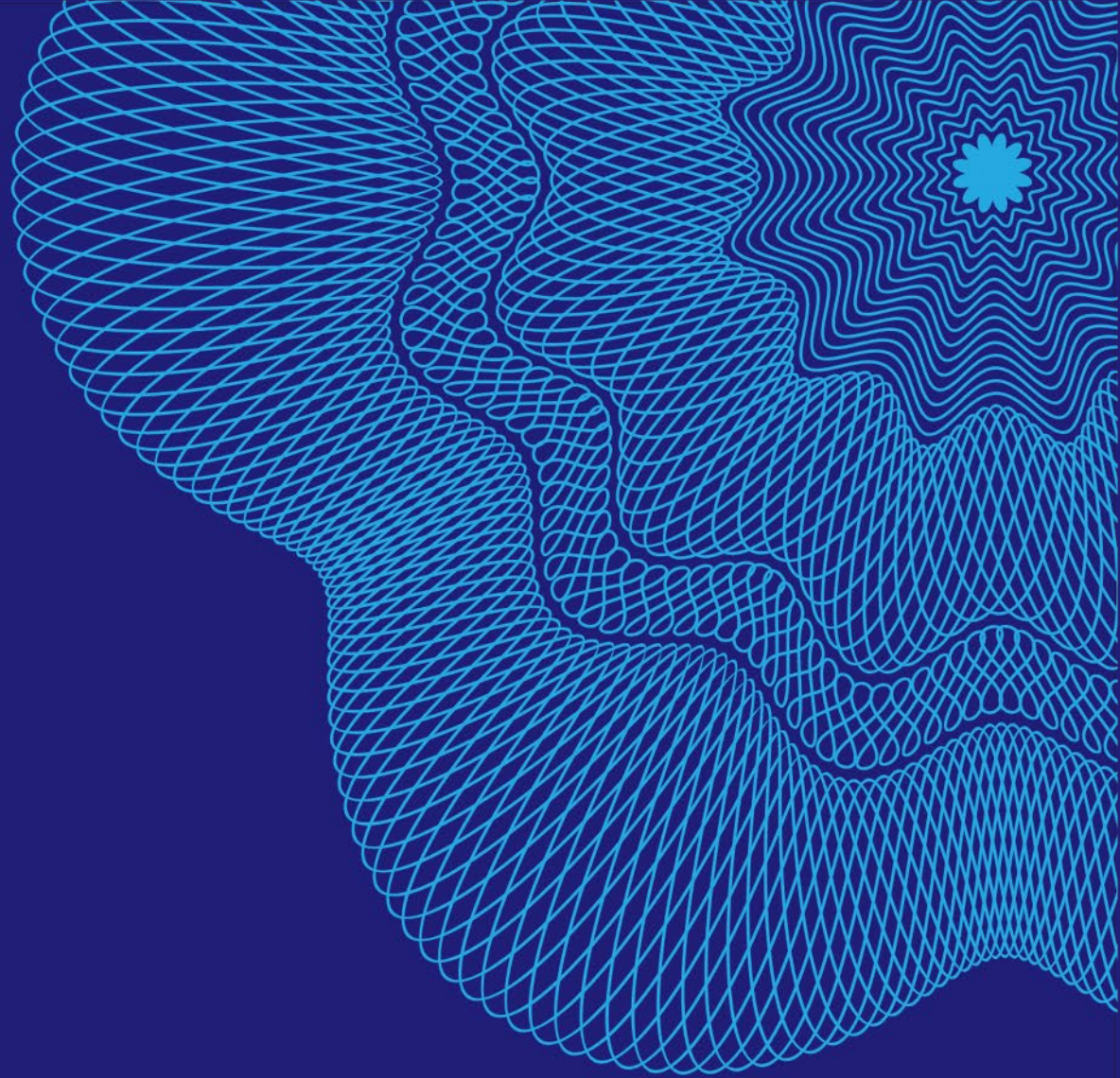
Supporting information

Visit <https://www.aspirefs.ca/the-edge/> for more information.



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Integrating skill development into your existing programs



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Integrating skill development programming



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Example 1

Onboarding programs for internships/co-ops

Example 2

Supplement placement completion plans

Example 3

Integration into course material

Takeaways: Education for a rapidly changing world



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Future Forward

Guiding principles for post-secondary career education and early talent development programs

1

Embrace digital

Virtual learning is here to stay - make it bite-sized, blended and personalized

2

Develop future-proof skills

Focus on soft skills: human experience, reimagination, pivoting

3

Innovate to engage

Challenge yourself to find new ways to motivate and encourage student participation

4

Reinvent recognition

Create stackable skill blocks, easy means to showcase achievement, and garner employer endorsement



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Thank you.

<https://www.aspirefs.ca/the-edge/>