

July Ecosystem
Enrichment:
Conflict Resolution
and De-Escalation
Workshop



Housekeeping Items

- The session is being recorded, the PowerPoint and other materials will be sent out after the session.
- Please mute yourselves to make sure that speakers can be heard and we do not experience feedback. No need to keep video on unless you want!
- You will be able to ask questions using the chat function
 - If you'd like to ask your question live, please wait until Q&A
 - If you have are having issues with anything, feel free to text 317-690-4238

Agenda for Today



Introduction

Workshop

Ivy Tech
Community
College

Eleven Fifty
Academy



Key Learning Objectives

1. Understanding conflict & where it comes from
2. The Stress Model of Crisis
3. Navigating through Challenging Situations
4. What are the ultimate goals of crisis intervention and resolution?
5. The role of Implicit Bias in De-Escalation and Conflict Resolution



CONFLICT RESOLUTION AND DE-ESCALATION

BRYAN G. BALL CARVAJAL, B.S., MAIO, CPAC I, CCHW,
MHFA

DONITA SMITH-FOSTER

INTRODUCTIONS

Speakers:

1. Bryan G. Ball Carvajal, B.S., MAIO, CPAC I, CCHW, MHFA
2. Donita Smith-Foster

Participants – put the following in the chat!

- Name
- Organization
- Role
- 1 thing you hope to learn today



GETTING STARTED

- Have you ever experienced conflict with a customer/student?
- Can you recall a time when you would have liked to handle conflict differently?
- What behaviors do you believe are more effective in dealing with conflict than others?
- What gets in the way of effective de-escalation and conflict resolution?

WHAT IS CONFLICT?

- According to Merriam-Webster Dictionary, the definition of conflict is “a mental struggle resulting from incompatible or opposing needs, drives, wishes, or external or internal demands.”
- Conflict may be described as:
 - An expressed struggle...
 - between at least two interdependent parties...
 - who perceive incompatible goals....
 - and interference from the other party in achieving their goals.



WHERE DOES CONFLICT COME FROM?

- Conflict comes from the individual feeling that they are not being heard.
- 6 Types of Conflict:
 - Person VS. Person
 - Person VS. Nature (Individual in conflict with natural events out of their control)
 - Person VS. Self (Conflict internal due to mental health or another physical barrier)
 - Person VS. Society (Individual in conflict with the culture/group they are a part of)
 - Person VS. Supernatural (Individual in conflict with unseen forces)
 - Person VS. Technology (Individual in conflict with equipment or virtually-examples: computer malfunction, internet issues, unable to get equipment to.

WHERE DOES CONFLICT COME FROM? CONT.

Conflict can come from unresolved issues in an individual's life that is causing a barrier such as:

- Fear, anxiety, stress
- Needs not being met (for example, physical needs such as needing to go to the bathroom, or emotional needs for love, affection, recognition, understanding, etc.)
- Traumatic experiences
- Pain
- Impaired cognitive ability (for example, as a result of intellectual disabilities, mental illness, or dementia)
- Impaired communication skills
- Frustration
- Lack or loss of choice or personal power
- Lack of dignity; not feeling respected
- Coping mechanisms (for example, displaced anger, projection, learned helplessness)
- Attitudes and behaviors of others (staff, family members, peers, etc.)
- Physical environment (people, space, cleanliness, noise, temperature, etc.)



WHERE DOES CONFLICT COME FROM? CONT.

The conflict that most front-line staff encounters:

- Person VS. Person
- Person VS. Technology
- Person VS. Society

Why? Some unique conditions:

- Working with individuals that have experienced trauma
- Frontline staff sometimes must give “bad news” to clients, many of whom do not have sufficient coping mechanisms when such information is shared.
- Sometimes individuals are denied services (unemployment insurance, rental assistance, childcare vouchers) due to ineligibility



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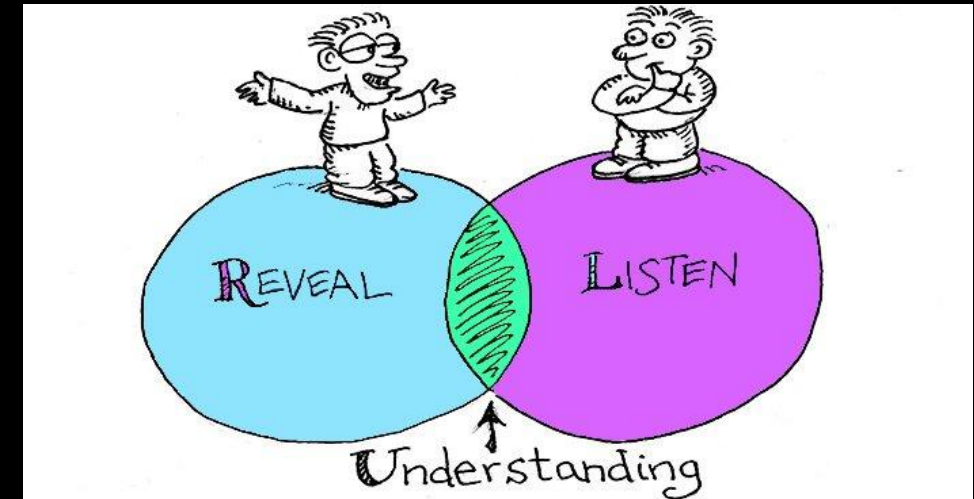


QUESTIONS

- What other conflicts have you encountered?
 - Person VS. Person
 - Person VS. Technology
 - Person VS. Society

UNDERSTANDING CONFLICT

- Conflict usually begins before the crisis. It is a combination of multiple triggers.
- Conflict can come from not knowing what is going on.
- Conflict can come from the individual feeling that they are not being heard.
 - Their benefits are discontinued, and they do not understand why.
 - They are having trouble with accessing their benefits.
 - Conflict is not always what it seems on the outside.



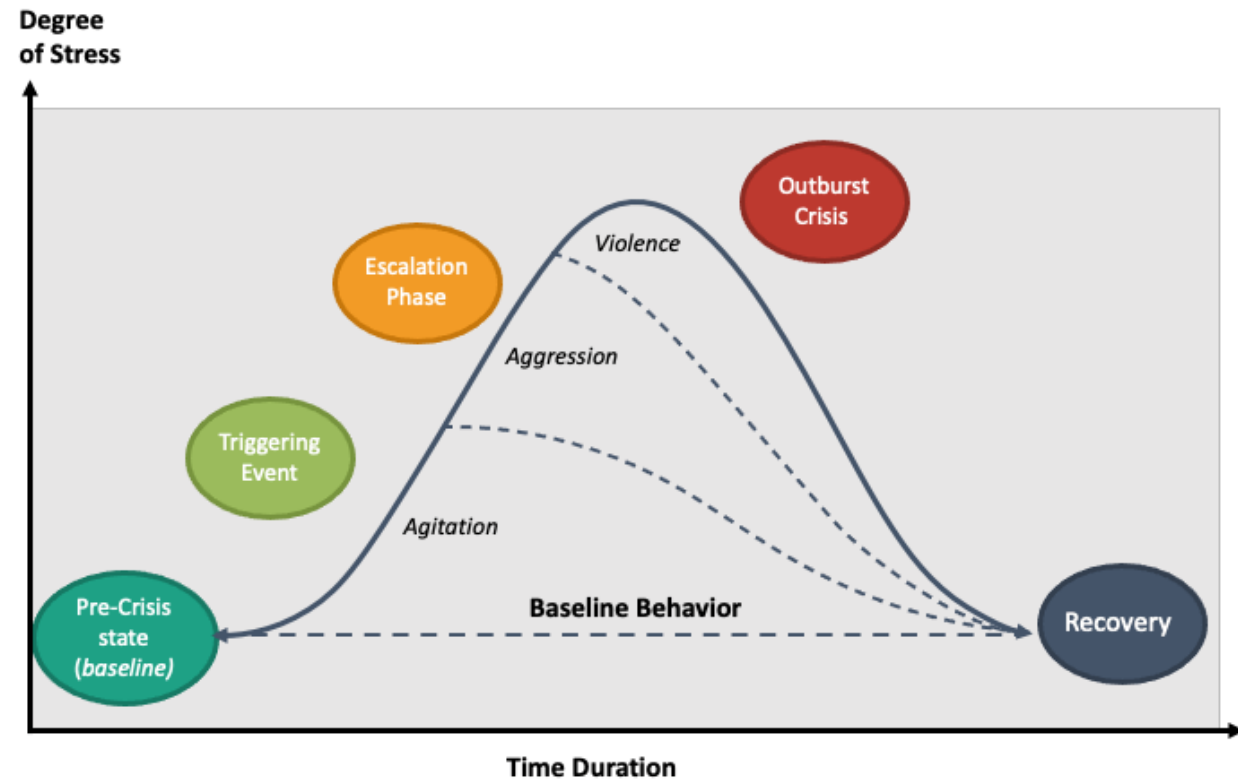
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THE STRESS MODEL OF CRISIS

- Baseline (Normal behavior in a normal situations).
- Trigger/Escalation (the events leading into the conflict).
- Outburst (the crisis).
- Recovery (the aftermath).

STRESS MODEL OF CRISIS

Enter your sub headline here



WATCHING FOR THE RISE OF CONFLICT

- Soon after the triggering event, the escalation happens and can look like:
 - Raised voice
 - Dilated pupils
 - Clenched fist
 - Aggressive language
 - Deep and rapid breathing

WATCHING FOR THE RISE OF CONFLICT

- Once the previous characteristics happen, then there follows the outburst which can be physical, or verbal directed towards the staff and other innocent bystanders.
- The key is to prevent the outburst or to resolve it as quickly as possible to keep everyone safe.

WATCHING FOR RISE OF CONFLICT: VERBAL AGGRESSION

At this stage, the aggressor may be testing you. Some strategies for handling verbal aggression and intimidation at this point include:

1. Let them vent.
2. Be assertive in your verbal communication.
3. Use their name frequently when addressing them.
4. Try and remain composed, use a firm but steady, even-toned voice. Set and enforce reasonable limits ("Please move away from the desk and sit down.").
5. If possible, redirect their anger to by using the substitution technique (e.g., "I can't solve this problem, but let me check with Mr. Jones."). Your subsequent call to 'Mr. Jones' can then actually a call for assistance.

HOW TO NAVIGATE THROUGH CONFLICT

- **Taking Self-Inventory (Questions to ask ourselves when in conflict)**
 - How am I feeling right now? (How was your mood or mindset prior to the conflict?)
 - What does the client/customer feel, need, or expect?
 - How is the environment impacting the situation?
 - How do I best respond?
- **If any of the above questions have negative responses, then it is always best to ask a supervisor for assistance.**

TIPS FOR DE-ESCALATING YOURSELF:

- Breathe deeply
- Self-encouragement/mantras
- Notice if you're clenching parts of your body
- Feel your back in the chair, feet on the floor
- Talk to someone you trust
- Naming your emotions
- Find ways to release emotion

THE BEST RESPONSE



- Have self-control over the situation.
- Engage the customer by asking for more details and giving empathetic responses as if it was someone close you dealing with a similar situation.
 - Do not act removed as though it is not your problem.
 - Be transparent during the situation.
- Be situationally aware, scan the environment to see if it is adding more stress.
- Assess the impact of the response to the client.

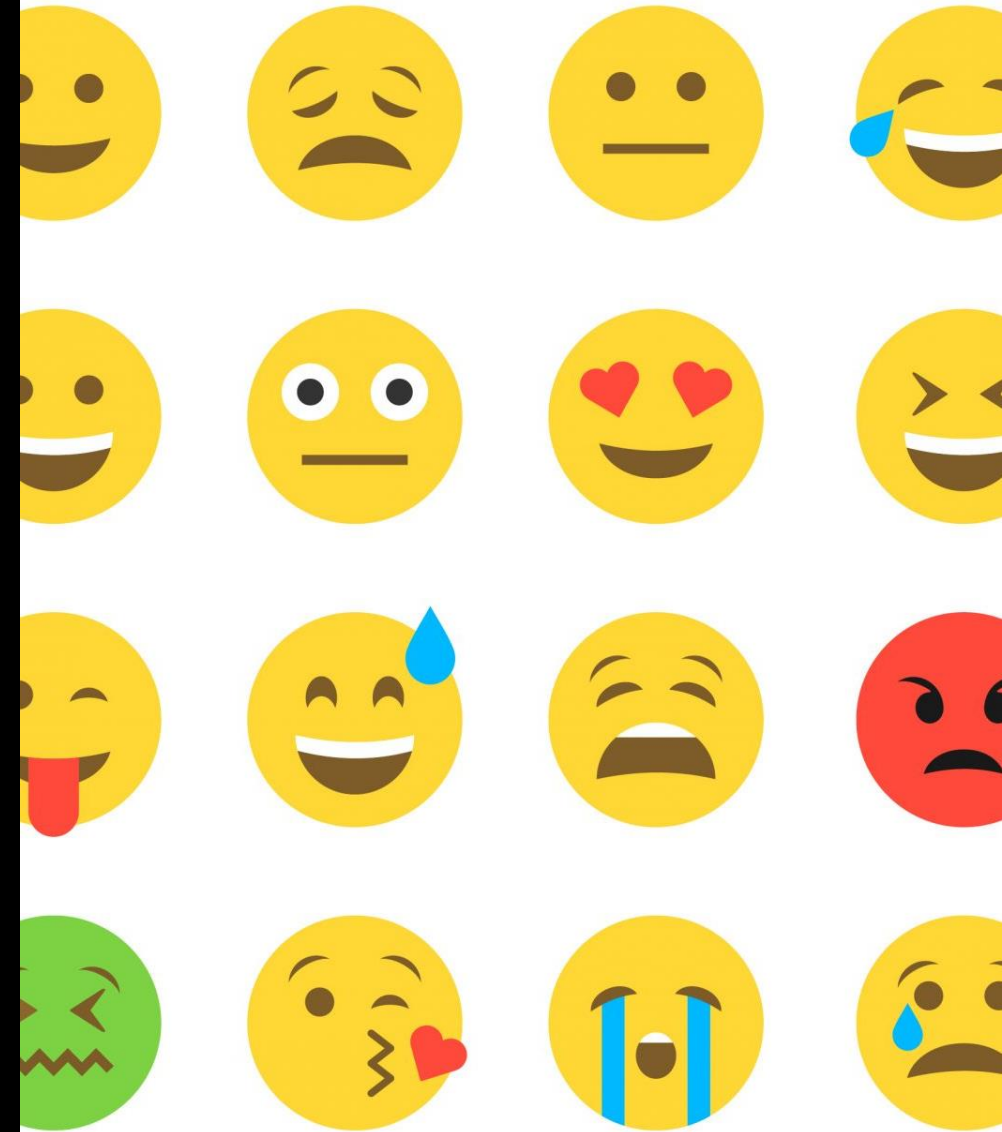
GOALS OF CRISIS INTERVENTION

1. Support the customer by showing empathy and provide immediate emotional and environmental support.
2. It is an opportunity for frontline staff and customers better learn how to better regulate emotions in situations that maybe out of our hands.
3. It helps clear up any misperception that both parties came to the situation with.



THE NONVERBAL LANGUAGE

- Make sure you have good eye contact (looking away from the individual would give the misperception that you are not being honest).
- Give gestures to show that you **ACTIVELY** listening.
- Give space to the customer and make sure your posture is open and not in a defensive stance.
- Try to avoid non-verbal facial expressions or sounds such as:
 - Sighs
 - Eye rolls
 - Arms folded
 - Hand gestures that show aggression



WHAT IT MEANS TO ACTIVELY LISTEN



Active listening goes hand in hand with Motivational Interviewing.



OARS: **Open-ended** questions, **Affirmations-confirming** that you understand what the individual is going through, **Reflection-repeating** back what you just heard and asking for clarity, Summary-repeating back what the person just expressed.



When Motivational Interviewing is done effectively, active listening kicks in to help the customer understand that you are on the same page they are.

DIFFERENT CULTURES AND CONFLICT

- There are different methods of addressing conflict involving different cultures.
- How you address conflict in your own culture could negatively impact another culture.
- It is important for providers to keep up their knowledge regarding Implicit Bias/Culture Competency.
- It is important to ask important questions:
 - What do you need from me to better assist you?
 - How are you feeling at this moment?

IMPLICIT BIAS

The definition of Implicit Biases is a prejudice that is present, but not consciously recognized. It can be displayed through anyone such as service providers, students, nurses, doctors, employment recruiters, etc. It usually connects with race, ethnicity, nationality, gender, sexuality, and social status.

BRIAN DIKINS, Ed. S, "Under the Surface: Addressing Implicit Bias Through the Lens of Social and Emotional Learning"



IMPLICIT BIAS

Strategies for uncovering your Implicit Biases:

Inspect your own Implicit Biases (Harvard Implicit Bias Test)

Pay close attention to your feelings and connect them to potential biases.

Be honest with yourself in self-reflection to identify inconsistencies that exist between implicit association and belief systems.

Seek opportunities to have authentic and transparent discussions in your school, and organizational community about Implicit Bias.

Develop your emotional self-awareness and social awareness to identify the potential negative impact your unconscious biases may be affecting others.

IMPLICIT BIAS

Strategies for uncovering your Implicit Biases:

Engage in conversations and activities with individuals whose experiences, thoughts, and ideas are different from yours.

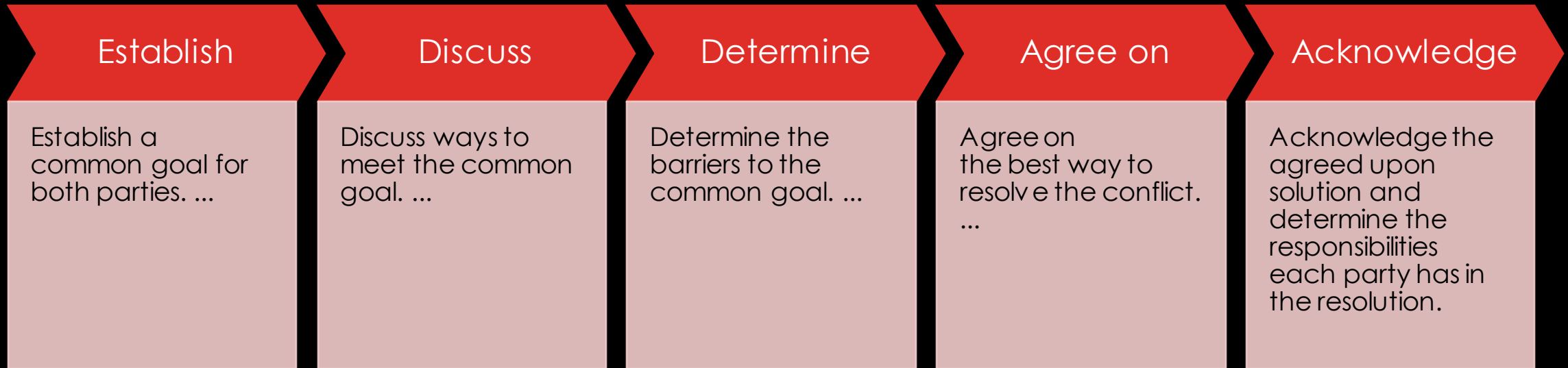
Look for opportunities to learn about other cultures.

Take time to get to know your co-workers and student's backgrounds- identify and suspend negative judgements, and stereotypes.

Recognize that diversity is real-there is more than one way to do most things.

Reflect on the policies, procedures, and practices in your schools and organizations, that might be negatively impacting students because their development was impacted by unconscious biases.

HOW TO RESOLVE, RECOVER, RE-ENTER, REFERRAL



CONCLUSION

Conflict resolution is a teaching moment that both parties can learn from. It is not to blame or devalue anyone. It is a moment to grow.



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ADDITIONAL RESOURCES & TRAINING

- EmployIndy Resource Library
 - Register Here: <https://library.employindy.org/>
- [NAMI Indiana](https://www.namiindiana.org/home)
 - <https://www.namiindiana.org/home>
- [Mental Health at Eskenazi](https://www.eskenazihealth.edu/mental-health)
 - <https://www.eskenazihealth.edu/mental-health>
- Nonviolent Crisis Intervention Training
 - <https://www.crisisprevention.com/Training-and-Events>

Ivy Tech Central Indiana

July 2021

Ben Carter, Executive Director of Career Coaching and Employer Connections



Background

Project Indy:

- ❑ Restructure of service area
- ❑ Previously 8 sites serving 9 counties
- ❑ Now serving Boone, Marion, and Hendricks

Avon	<ul style="list-style-type: none">• Remains with Ivy Tech Central Indiana• MADE@Plainfield facility
Franklin	<ul style="list-style-type: none">• Columbus will become its “home campus”
Greencastle	<ul style="list-style-type: none">• Terre Haute will become its “home campus”
Indianapolis - Downtown	<ul style="list-style-type: none">• Will remain Ivy Tech Central Indiana
Indianapolis - Lawrence	<ul style="list-style-type: none">• Will remain Ivy Tech Central Indiana
Mooresville	<ul style="list-style-type: none">• Bloomington will become its “home campus”
Noblesville	<ul style="list-style-type: none">• This location is now its own independent campus/service area and is called Ivy Tech Hamilton County
Shelbyville	<ul style="list-style-type: none">• Columbus will become its “home campus”



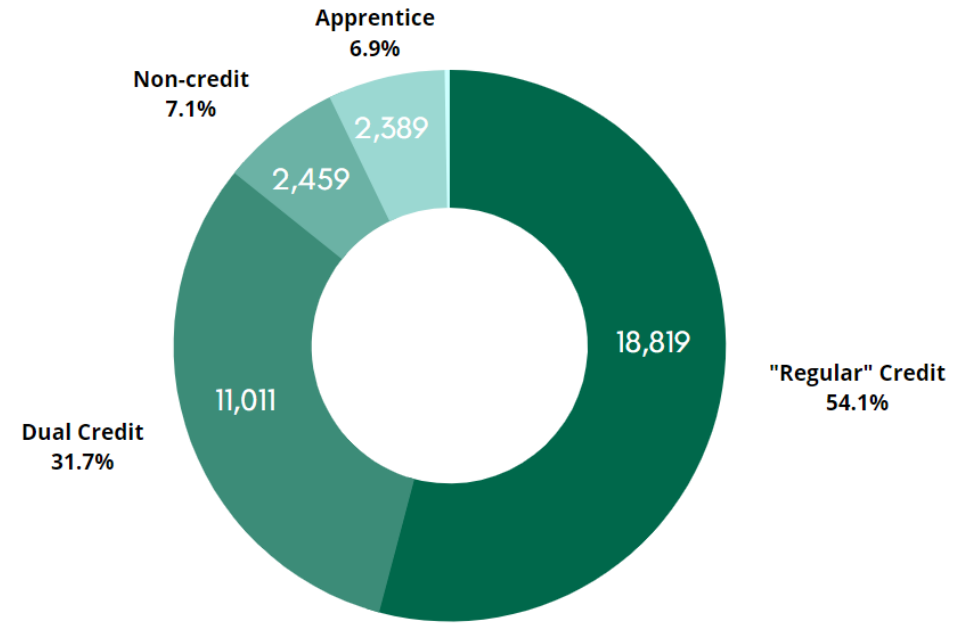
Background

Overview:

- ❑ 34,779 students

Programming:

- ❑ Certificates (CT≈20 credits)
- ❑ Technical Certificates (TC≈30 credits)
- ❑ Associates (60 credits)
- ❑ Non-credit skills training
- ❑ Credentials, transfer agreements, employment, promotion, enlistment



Recent News

Automotive
Facility on the
west side of
Indy



New
Chancellor: Dr.
Lorenzo Esters



MADE@
Plainfield – Fall
2021



FROZEN TUITION • FREE TEXTBOOKS
FREE CLASSES AFTER 12 CREDITS



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Career Coaching and Employer Connections

❑ Class A CDL Training

The trucking industry needs more than 400,000 new drivers every year. If you're looking for an in-demand and financially rewarding career, consider CDL Training at Ivy Tech Community College. At the Indianapolis campus we partner with 160 Driving Academy for CDL A training.

Course	Day(s)	Date(s)	Time	Mode	Cost
Class A CDL Training	Monday-Friday	New cohort starts every week	8:00am – 4:30pm EST	In-person	\$3995



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Career Coaching and Employer Connections

□ CompTIA A+

The CompTIA A+ Certification program prepares students for the CompTIA A+ certification exam and builds practical job skills for computer hardware and operating systems. These skills include the installation, maintenance and troubleshooting of common devices such as desktops, laptops, network and wireless devices, printers, and monitors. Students will master the concepts of installation and troubleshooting of common components such as CPUs, memory, disks, power supplies, and expansion cards; as well as gain valuable practical knowledge of security concepts, customer service, and business processes. Vouchers to take the A+ certification exam (220-1001 and 220-1002) are included pending the successful completion of the course.

Course	Day(s)	Date(s)	Time	Mode	Cost
CompTIA A+	Monday and Wednesday	8/30/2021 – 12/10/2021	12:00pm – 2:00pm EST	Virtual	\$2,120



Career Coaching and Employer Connections

❑ CompTIA Security+

The workforce preparation course is focused on the CompTIA Security+ Certification. This course will prepare participants for certification, and will meet requirements to maintain current certifications. The preparation is designed to be a continued validation of one's expertise and a tool to expand one's skillset. Preparation includes practice tests and assignments based on the certification exam. Students are required to demonstrate course objectives through the appropriate certification exam preparation materials and completion of the appropriate certification exam at the end of the course. Vouchers to take the Security+ certification exam are included pending the successful completion of the course.

Course	Day(s)	Date(s)	Time	Mode	Cost
CompTIA Security+	Monday and Wednesday	8/30/2021 – 12/13/2021	5:30pm – 8:30pm EST	Virtual	\$2,260



Career Coaching and Employer Connections

❑ HVAC Cooling Services

This course covers procedures used to diagnose electrical, control, mechanical and refrigeration problems common to cooling systems. Students will be familiarized with using the refrigeration cycle and temperature/pressure charts as diagnostic tools in troubleshooting refrigeration system problems. Topics include various methods of checking refrigerant charges, methods for charging air conditioning and refrigeration systems, electrical and refrigeration system components, and schematic and pictorial diagrams.

Course	Day(s)	Date(s)	Time	Mode	Cost
HVAC Cooling Services	Tuesday and Wednesday	8/24/2021 – 10/13/2021	10:00am – 1:00pm EST	In-person	\$3,900



Career Coaching and Employer Connections

□ LPN Refresher

This course provides a comprehensive review of medical surgical nursing, pharmacology, dosage calculations, and clinical nursing skills and techniques. LPN Nurse Refresher also provides an opportunity for former LPNs to review and learn in a non-threatening environment enabling them to progress towards contemporary nursing practice.

****This is not an NCLEX prep course.**

Course	Day(s)	Date(s)	Time	Mode	Cost
LPN Refresher	Self-paced	8/5/2021 – 12/31/2021	Self-paced	Online	\$599



Career Coaching and Employer Connections

❑ RN Refresher

This course provides a comprehensive review of medical surgical nursing, pharmacology, dosage calculations, and clinical nursing skills and techniques. This course provides an opportunity for former RN's to review and learn in a non-threatening environment, enabling the student to progress towards contemporary nursing practice. **This is NOT an NCLEX prep course.

Course	Day(s)	Date(s)	Time	Mode	Cost
RN Refresher	Self-paced	8/5/2021 – 12/31/2021	Self-paced	Online	\$599



Career Coaching and Employer Connections

❑ Nurse Refresher Skills Lab \$

This course allows those in the nursing profession to practice their skills in a lab before reentry into the workforce. Participants will learn 17 areas of instruction, including: how to take temperature, blood pressure, suctioning, physical assessments, and mixing insulin in one syringe. Topics are presented in a step-by-step approach, with clear examples.

Course	Day(s)	Date(s)	Time	Mode	Cost
Nurse Refresher Skills Lab	Saturday	8/7/2021 10/2/2021 12/4/2021	8:00am – 5:00pm EST	In-person	\$315



Career Coaching and Employer Connections

❑ Manufacturing Processes 💰

Catapult Indiana is a proven training program that prepares students for an advanced manufacturing career. Students earn a stipend during the 160-hour training program, which pairs classroom work with simulated work experiences. Students learn key advanced manufacturing principles and develop critical thinking skills, a superior work ethic, and an understanding of production processes and expectations. Following training, graduates are offered priority interviews with leading advanced manufacturing partners for direct hire into entry-level advanced manufacturing positions that can lead to long-time career and wage growth.

Course	Day(s)	Date(s)	Time	Mode	Cost
Catapult Indiana	Monday-Friday	September 13 – October 8	8:00am – 4:30pm EST	In-person	Grant-funded (based on eligibility)
Catapult Indiana	Monday-Friday	November 8 – December 7	8:00am – 4:30pm EST	In-person	Grant-funded (based on eligibility)



Career Coaching and Employer Connections

❑ SHRM CP/SCP Certification Prep

Advance your Human Resources career by becoming a Certified Professional (CP) or Senior Certified Professional (SCP) from the Society for Human Resource Management (SHRM). The 2021 SHRM Learning System delivers the most comprehensive, flexible, and effective SHRM-CP and SHRM-SCP exam preparation. Designed using a proven approach for teaching adult learners, this system helps you understand, apply, and engage with behavioral competencies and HR knowledge through online modules and interactive study tools. The SHRM-CP course is designed for HR professionals with 1-3 years of experience, while the SCP class has been designed for those with 3-6 years of HR experience. This course is only an exam preparatory course. Students will need to register with SHRM to take the CP or SCP exam.

Course	Day(s)	Date(s)	Time	Mode	Cost
SHRM	Tuesdays	8/10/2021 – 12/7/2021	5:30pm – 7:30pm EST	Virtual	\$1,475
SHRM	Thursdays	8/12/2021 – 12/9/2021	5:30pm – 7:30pm EST	In-person	\$1,475



Career Coaching and Employer Connections

☐ ServSafe Food Manager Certification

The ServSafe® program is the restaurant and food service industry's leading food safety training solution. ServSafe® is a nationally recognized food safety program developed by the foodservice industry. Indiana law requires foodborne illness protection training of at least one food manager per establishment. Registration one week before the class is required to receive the manual in advance. Two pieces of identification required to take exam including one photo I.D. with signature. An Exam is given following the end of class time.

This course is offered by Indiana Restaurant and Lodging Association.

- \$155 non-member
- \$145 Member

See dates/times and register for this class at <https://www.inrla.org/page/ServSafeTraining>



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Indy FLEX:

- ☐ Monthly sessions
- ☐ Virtual
- ☐ Free
- ☐ Schedule posted on at ivytech.edu/indyccec

INDY
FOCUSED
LEARNING
EXPERIENCE
PRESENTS:

JOB SEARCH
STRATEGIES
FOR CAREER
CHANGERS

Learn how to:

- Develop a self-promotion mindset
- Effectively networking post pandemic
- Make your resume work for you

August 19th from 11a - 12p

RSVP @



indianapolis-cccec@ivytech.edu



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Career Coaching and Employer Connections

Taking Hoosiers to the Next Level (THNL 2.0)

- ☐ Indiana Resident
- ☐ High school diploma or equivalent
- ☐ Not enrolled in Summer 2021
- ☐ Enrolled in WRG eligible program
- ☐ Did not use funding under previous THNL programs
- ☐ Student must begin Fall 2021

Bookkeeping
18 Credit Hours

Insurance
9 Credit Hours

Microsoft Office Specialist
18 Credit Hours



Career Coaching and Employer Connections

Contact Information:

- ❑ Email: indianapolis-ccec@ivytech.edu
- ❑ Website: ivytech.edu/indyccec
- ❑ Phone: 317.921.4775



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Thank you &
Questions

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PATHWAYS FOR STUDENT SUCCESS AND A STRONGER INDIANA.





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3

STEPS

FOR A SUCCESSFUL
TRANSITION

TO A CAREER IN TECHNOLOGY



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1

CONSIDER

YOUR

IDEAL CAREER PATH



STEP

1

Consider Your Ideal Career Path

Every business is a tech business in 2021. Companies in every industry rely on tech workers from a wide variety of backgrounds to build and maintain software applications and websites, to protect sensitive information, and to design intuitive user experiences. **Where do your skills and passions fit in?**



Web Development

Coding jobs involved with the work of building and updating websites.



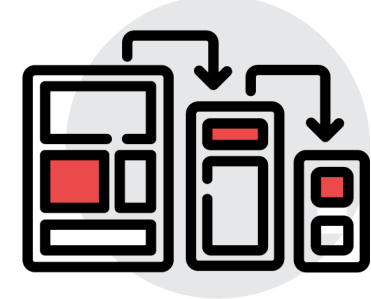
Software Development

Coding jobs involved with the work of building and maintaining software applications.



Cybersecurity

Non-coding jobs focused on protecting data from cyber attacks.



UX/UI Design

Non-coding jobs involving design and research to give users intuitive experiences.



WEB DEVELOPMENT

When discussing web development jobs, it's important to note that there are two areas of creating a website or web application, those being the front-end and the back-end.



Front-End Web Development

Front-end web development focuses on the visual parts of a website; that means the text, graphics, buttons, forms, and any features a user may interact with on the website.

Front-End Skills:

- HTML
- CSS
- JavaScript
- Debugging or looking for code flaws
- Foundational graphic design

Back-End Web Development

Back-end development has to do with the parts the user doesn't see, meaning how the website communicates with the server and databases.

Back-End Skills:

- Back-end languages like Ruby on Rails, PHP, Java, and Python
- Database Management Software like MySQL, Oracle, MongoDB, and Redis
- Foundational cybersecurity
- Server-side tech like AWS



Web Development Jobs

Traditionally, web developer positions have indicated whether they want applicants who specialize in one or the other. But today, many companies are searching for individuals who can code and build in both, meaning a full-stack developer.

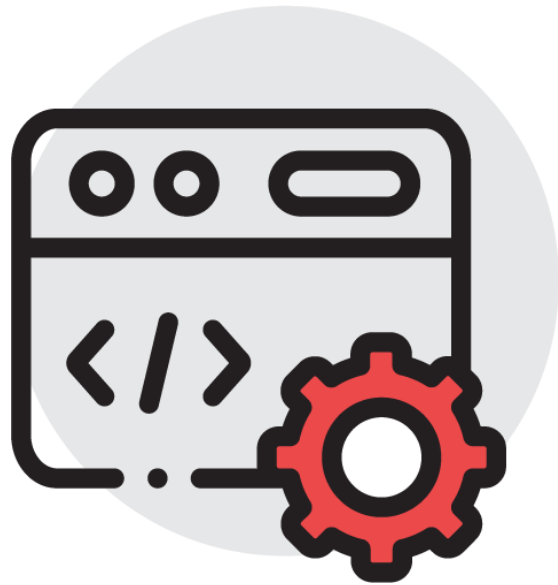
Job Titles Include:

- Front-End Web Developer
- Back-End Web Developer
- Full-Stack Web Developer



SOFTWARE DEVELOPMENT

Just like web development, some software development jobs focus on user-facing applications while others work on background system software.



Software Development Languages

Whether you work on applications users interact with or the back-end processes that drive user software, these are the most useful languages to learn:

- Java
- JavaScript
- SQL
- Python
- Microsoft C#
- Oracle



Software Development Jobs

There are a wide variety of software development jobs that reflect different utilities developers provide. You could work in building intuitive mobile apps on the front end, in architecting the complex data mechanisms driving enterprise applications, and everything in between.

Job Titles Include:

- Programmer
- Software Developer
- Software Architect
- Front End Developer



CYBERSECURITY

Experts in cybersecurity are increasingly in demand with high salary averages. Training for this career path involves grabbing certifications to become competitive.



Which Cybersecurity Certificates are in Demand?

- CompTIA: Network+
- CompTIA: Security+
- CISSP – Certified Information Systems Security Professional
- CISM – Certified Information Security Manager
- AWS Certified Security – Specialty
- ISASC: Certified in Risk and Information Systems Control
- EC Council: Certified Ethical Hacker
- (ISC)2: CCSP – Certified Cloud Security Professional



Cybersecurity Jobs

Keeping critical data safe is a career path with lots of growth potential. Entry-level titles may look the same from industry to industry, but depending on your employer, you can play a critical role in anything from protecting sensitive healthcare information to helping financial institutions fight off cyber attacks.

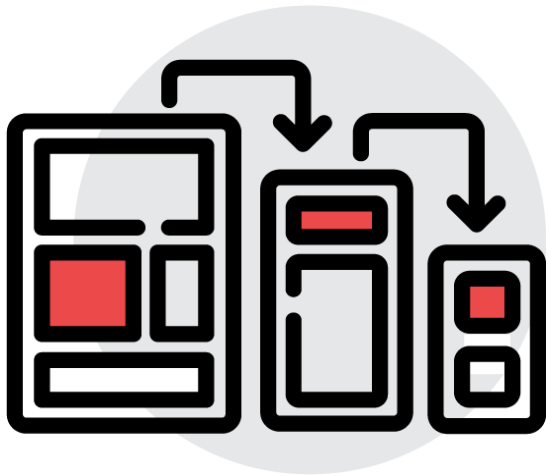
Job Titles Include:

- Security Analyst
- Security Engineer
- Security Architect



UX/UI DESIGN

Experts in cybersecurity are increasingly in demand with high salary averages. Training for this career path involves grabbing certifications to become competitive.



UX/UI Design Skills

If you're interested in dipping your toes into user experience design, you can start by reading up on design theory, like:

- **Color theory:** How do designers use color to send different messages?
- **Design:** How do manufacturers design the products you use every day? How do designers use typography?
- **Web design:** Read up on trends in web design to give different types of users different types of experiences—including accessibility.



UX/UI Design Jobs

As early as 2019, LinkedIn listed UX/UI design as one of the most sought-after skills. As more industries rely on software to engage with their customers, they'll continue to rely on skilled designers to help them provide users with intuitive and memorable app experiences.

Job Titles Include:

- UX Designer
- UX Researcher
- UI Designer



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2

GET

THE SKILLS

YOU NEED



STEP

2

Get the Skills You Need

Once you've decided what path you want to take into tech, the next step is to gain the skills and experience employers are looking for to fill their positions. There are many ways to learn, and most people looking to break into a new career in tech choose one of the following three options to prepare.

Which educational opportunity is right for you?



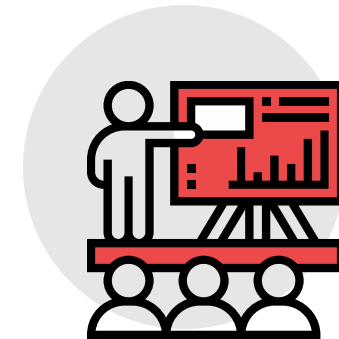
College

Go the traditional route and earn a four-year degree.



Online Courses

Self-educate using ready-made online courses in coding, cybersecurity, or design.



Tech Bootcamps

Enroll in an intensive bootcamp to skill up quickly with guidance.



OPTION 1: COLLEGE



As the tech industry continues to grow, traditional higher learning institutions have worked to keep up, offering bachelor's and advanced degrees in everything from web development to cybersecurity and user experience design. In addition to the career-specific education, you also receive a broad, liberal arts education if you go this route.



College Pros

- Benefit from general education courses in a wide variety of subjects
- Get the full college experience
- Take your time as you build towards a working knowledge of your chosen career path
- Use GI Bill to cover a portion of costs, plus other financial aid opportunities



College Cons

- Traditional degrees typically take four years to complete
- College is expensive, and even with financial aid can create large amounts of debt
- If career readiness is your primary focus, there's a lot of extra baggage
- Career services support can be hit or miss



OPTION 2: ONLINE COURSES



In order to meet employer demand for tech talent, a number of online education programs have emerged with the promise of providing a self-guided, no-frills way to learn critical skills. Providers like Coursera, Udemy, and LinkedIn Learning offer affordable coursework, and others still offer plenty of free options to learn at your own pace.



Online Course Pros

- Far more affordable than a college degree
- Completely flexible; go at your own pace on your own schedule
- Focus solely on the skills you need for your dream job in tech
- Many competitive options to choose from



Online Course Cons

- No classroom experience
- Earned certifications may carry less weight than college degrees or bootcamp completion certificates
- No career services support to find your first opportunity



OPTION 3: TECH BOOTCAMPS



With bootcamp programs, students benefit from immersive learning environments with hands-on instruction, real-world projects, problem-solving within teams, and much more affordable tuition cost than traditional four-year colleges.



Tech Bootcamp Pros

- Up to 16 times faster than a four-year college degree
- A fraction of the cost of a college education
- GI Bill accepted to cover 100% of tuition*
- Part-time and full-time options
- Hands-on, flexible curriculum current with industry standards
- Career services team with high job placement rate



Tech Bootcamp Cons

- Education is 100% focused on skills; no liberal arts coursework
- Highly intensive program that requires large commitment



Eleven Fifty Academy

ADVANCEMENT

elevenfifty.org

3

BUILD

YOUR

NETWORK



STEP 3

Build Your Network

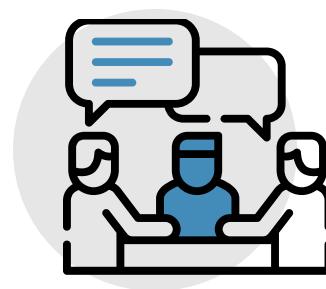
The last step to landing your first great tech job is to get connected with organizations and individuals with their pulse on the tech job market. The best part? You don't have to wait until you've finished steps 1 or 2 to get started. Begin building your network today to attract attention from prospective employers as you take important steps to skill up and prepare for a new career in tech.

How can I get connected with potential employers?



Perfect Your LinkedIn Profile

Get a professional picture taken, update your employment history, add new skills and certifications as you learn, and engage with other users by posting and commenting.



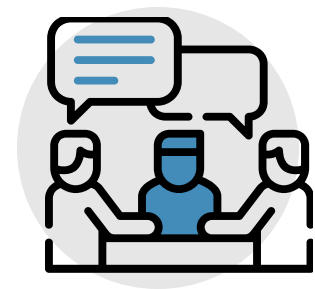
Join Local Tech Organizations

Search for tech organizations in your local area on platforms like Meetup.com. Join up, attend networking events and educational opportunities like panel discussions, and be sure to introduce yourself to other members.



Connect with Business Groups

Groups like your local chamber of commerce and other professional organizations not specific to tech are great places to network and learn about potential employers in your area.

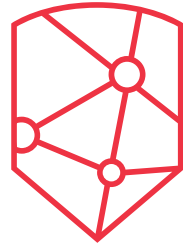


Stay Connected with EmployIndy

Continuing to connect with EmployIndy and participating in educational opportunities like this one can be hugely beneficial for any veteran looking to transition into a career in technology after service.



ABOUT US



Eleven Fifty Academy

Eleven Fifty Academy is a 501(c)(3) nonprofit organization focused upon high quality, immersive software development, web development and cybersecurity bootcamp courses designed to accelerate the learning curve for people of all ages and skill sets. The mission of Eleven Fifty Academy is to build an ecosystem of tech talent that financially benefits the individual, their employer, and their community.

For more information, visit elevenfifty.org





ABOUT US

Programs are 12-14 weeks full-time
or 24 weeks part-time



Operating at a

70%

job placement
rate even during a
COVID-19 pandemic



Exceptional
graduation
rate of
75-85%

Our programs are
16x FASTER
than a traditional 4 year
degree program

Saves nearly 4 years of delay
getting into tech fields with an
opportunity cost of

\$250,000

We offer immersive learning,
accelerated full-stack programs,
cutting edge courses, and career
placement assistance





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ATTEND A FREE INTRO COURSE

<https://elevenfifty.org/courses/free-intro-courses/>

SPEAK TO AN ADMISSIONS ADVISOR

<https://calendly.com/efa-schedule>



Wrap-Up



Next Session: August
26th

[Register
Here](#)



Check out more learning
material like Motivational
Interviewing & Self-Care
101

[Click Here](#)



[Request a Topic for Ecosystem
Enrichment!](#)