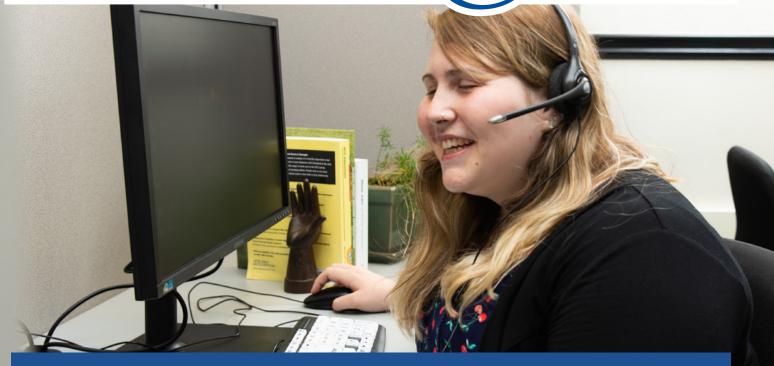
CAREER LAUNCH (a) Perkins



Quick fact sheet

Career Launch Virtual is an innovative online training and career services program that helps adults who are blind or visually impaired land their first career-oriented job in the field of Customer Success.

Eligibility

- Between the ages of 18 and 35
- A high school diploma (college welcome, not required)
- Blind or visually impaired (need not be legally blind)

Free application and assessment process

- Written application
- In-depth interviews
- Exercise-based assessment of work and technology skills
- Results shared with applicant and VR Counselor

Training curriculum (2 months, full time)

Foundational professional skills

- Business fundamentals: Understanding customer experience, value proposition, customer acquisition and retention, customer service metrics
- Career: Resumes, online profiles, job search tools and process, building professional and social networks, dressing for success
- **Communication:** Empathetic listening, clear and concise communication, professional writing, communicating when working from home, mindful body language
- Organization/time management: Note-taking, organizing tasks and to-dos, calendar management, prioritizing tasks and time
- Technology: Microsoft Suite, Google Suite, Google Voice, calendar, Zoom, access technology, access technology apps, web browsing, Salesforce.com
- Unique employment obstacles for the blind or visually impaired: Your rights as a
 job seeker or employee, advocating for workplace accommodations, communicating
 about a disability, ADA in the workplace, social integration in the workplace, SSI
 and benefits

Customer Success job skills

- **Information-giving roles:** Educating your customer, establishing rapport, going the extra mile
- Sales and marketing roles: Personalizing service, understanding customer needs, responding to resistance
- HR/recruitment roles: Qualifying leads/candidates, making a personal connection
- **Customer support roles:** Managing expectations, delivering unwelcome news, ensuring satisfaction
- Problem-solving roles: Uncovering the problem, defusing an angry customer, end-to-end ownership

Training includes customer service simulations, guest speakers, mock interviews, improv, independent assignments and more. Monthly reports provided to the VR counselor.

Career services (during training and for 12 months after)

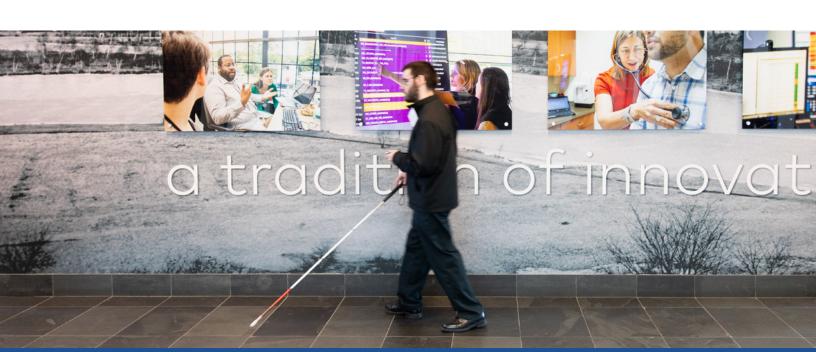
- Customized to each participant's career goals and partnering with the VR counselor
- Weekly one-on-one job coaching
- Monthly job development workshops on topics such as job retention strategies, boundaries in the workplace, work life balance, working from home, etc.
- Resume consultations and mock interviewing
- Advocating for workplace accommodations, promotions and upward mobility
- Training, resources and support for employer partners
- Monthly reports provided to the VR counselor

Program cost

\$20,000 for the 14-month program

Equipment requirements

- Computer with a camera and microphone (either internal to the computer or external)
- Access technology (e.g. JAWS, ZoomText, Voiceover etc.)
- Headphones recommended
- Reliable, consistent, high-speed internet connection
- A quiet space for use during live sessions



Meet some of our participants



"I recommend Career Launch to any young adult who is looking for a job because it does what they say they're going to do: help you get the skills that you need to get the job done."

Estefani, North Attleboro, MA

>> Meet Estefani in this video



"Career Launch is unlike any other job prep experience I've had. I'm learning a lot and learning how to deal with customers. I'm learning a lot about myself and what I'm comfortable with and what I'm not comfortable with."

Brianna, Long Island, NY

>> Meet Brianna in this video



"Getting my first paycheck was a milestone experience. This is the first paycheck I've ever received, and I felt so proud of myself. It is something that I will not soon forget."

Thomas, Princeton, NJ

>> Meet Thomas in this video



"I'm glad I made the decision to enroll in Career Launch. This program has taught me to become more confident in myself and in the workplace."

Arienne, Macon, GA

>> Meet Arienne in this video

We're accepting applications for the next virtual session of Career Launch. (Interested in the residential program? Contact us to learn more about expected dates.) For more information, get in touch. Email: **Deana.Criess@Perkins.org**. Call: **617-972-7804**.

Visit Perkins.org/CareerLaunch/Virtual