OVERVIEW

Year Up's Job & Industry Training in Project Management Support provides opportunities for participants to develop the essential career readiness and business skills needed to navigate a modern, professional work environment. In combination with the Essential Skills Training, participants will also build technical foundational capabilities and are expected to demonstrate the following competencies by the end of the training phase of the program.

BUSINESS FOUNDATIONS & NAVIGATION:

- **Business Concepts Navigation:** Utilizes strategies for communicating via email, live chat support, online messaging & other text-based virtual mediums.
- **Marketing Concepts Navigation:** Utilizes strategies such as interpreting & managing tone, pitch & voice, projecting confidence & clarity, and adapting tone, pace & language as needed.
- **Business Operations:** Leverages techniques like empathy & professional etiquette to build & nurture relationships, develop trust, credibility & rapport.

PROJECT MANAGEMENT SUPPORT:

- **Requirements Gathering & Project Scoping:** Captures & validates business requirements for a project; uses to define project goals, outcomes & scope.
- **Project Priority Evaluation:** Utilizes cost-benefit analysis and feasibility studies to evaluate project prioritization.
- **Project Management Concepts Navigation:** Applies knowledge & concepts like Integration, Scope, Time, Cost, Quality & Human Resources in managing a project.
- **Project Analysis & Execution:** Utilizes basic project management concepts and tools (project charter & schedule, project lifecycle, Gantt chart, logic network, stakeholder analysis, work breakdown structure, budgeting, marketing plan, risk plan, HR plans, etc.) to inspect, report, and progress on project tasks.
- **Project Artifact Management:** Develops and presents well-formatted, clear and complete key artifacts across all phases of the project lifecycle (including statement of work, project plan, status reports).
- **Project Management Applications:** Utilizes basic features of an industry standard project management tool like Microsoft Project to articulate key components and actions of a project (timelines/milestones, stakeholder management, conflict resolution, etc.)
- **Agile Project Management:** Utilizes concepts and tools of the agile methodology/SCRUM, to create and execute on an agile workflow.

TEAM-BASED PROJECT COORDINATION:

- **Team Dynamics Navigation:** Navigates dynamics within the context of a team when facilitating from a team meeting agenda and documenting clear and complete meeting notes.
- **Problem Analysis:** Navigates a multilayer & ambiguous problem by breaking it down, identifying assumptions, setting strategies/resources for validating, and building clarity, understanding audience, applying root cause analysis, and developing a set of possible solutions.
- **Team-Based Project Execution:** Works as part of a team to execute a team-based project plan out of a given set of requirements.
- **Team Communications:** Constructs well-formatted common business artifacts such as forms, reports and meeting notes for the purposes of team and stakeholder communications.

DATA MANAGEMENT, ANALYSIS & REPORTING:

- **Data Loading, Cleaning & Organizing:** Utilizes Excel to load, clean, validate and organize basic sets of business data.
- **Intermediate Data Analysis:** Makes business-related inferences about data by identifying, analyzing, and interpreting trends, patterns, or insights utilizing data analysis tools, in Excel (e.g. Sorting, Filtering, Conditional Formatting, basic Formulas, Charts, Tables, VLOOKUPs, and PivotTables).
- **Data Reporting & Storytelling:** Develops & presents reports that demonstrate effective storytelling with data via common data visualization and business tools such as Tableau, Power BI, PowerPoint and Excel.

To best serve our partners and today's in-demand jobs, Year Up has designed its Job & Industry Training to enable entry and succession across a variety of role pathways. These role pathways reflect the most common entry-level roles that Year Up participants are prepared for and that graduates obtain upon program completion.

ROLE PATHWAYS

PROJECT SUPPORT

These roles provide administrative and functional support to Coordinator-level project personnel.

Individuals in these roles may be required to maintain the calendar and schedule of the project and important tasks including planning the project, delegating responsibilities, assigning budgets and schedules, overseeing meetings, and ensuring that all projects are completed within deadlines.

The major duties may also include creating reports and presentations, as well as serving as a liaison between the employees and anyone involved in the project, such as executives and stakeholders.

Individuals in these roles may also be required to set up travel plans, schedule meetings, file expense reports and allocate resources between different departments.

CREDENTIALING OPPORTUNITIES

Details vary by location

- Participants' completion of Year Up's Job & Industry Training may prepare them to sit for common industry-recognized certifications prior to or during the work-based experience phase of the program.

- While enrolled in the Year Up program, participants may also be eligible to receive college credits or transferrable credit recommendations.

EXAMPLE TEAMS PARTICIPANTS SUPPORT

- Project Support
- Operations
- Administration

EXAMPLE PARTNER COMPANIES

salesforce   FACEBOOK

BANK OF AMERICA

MERCK   CapitalOne