



<https://learning.getyouredge.org/about>

About Edge

Edge exists to provide youth with engaging, impactful customer service training that creates a solid foundation from which to launch a career. These trainings are all available on any device, **for free**, to flexibly support job attainment, career advancement, and personal development. Through Edge training, youth will be better equipped to serve, assuring managers that the Edge employees they recruit and retain are more ready for their jobs. The Edge curriculum will become a national standard curriculum leveraged by anyone interested in entering the service sector in any industry; and recognized by employers as a preferred training for new hires.

Edge is a part of the national 100,000 Opportunities Initiative which aims to employ and support 1,000,000 youth. As a truly collaborative effort, Edge brings together many diverse stakeholders, each representing a specific skill set and aspect of the project. The entire Edge initiative is powered by Arizona State University through generous support from Schultz Family Foundation.

Content Framework

Customer Service	Leadership	Personal Development
Customer Service Basics	Self-Leadership	Personal Finance
Advanced Customer Service	Leading Others	Employment Planning

Youth

Edge is made just for you, to help set yourself apart as you launch your career. Learn valuable, professional skills as you complete each 30-minute training on your phone or computer. Earn a personalized certificate as you complete each Edge module, and then celebrate your accomplishments on your resume and job applications. Edge is recognized by employers and community organizations as a powerful resource to help you develop as a professional. Get your Edge today with the links below and contact support@getyouredge.org if you need any help!

Employers and Service Providers

Edge is a recognized curriculum of high-quality, impactful trainings. These flexible tools can be used in many diverse ways, depending on the needs of your organization. Consider the

following options as you get started and contact support@getyouredge.org along the way with any needs.

- Use Edge with youth as a personalized development tool to address individual areas of need.
- Incorporate Edge into your existing development and training efforts as a flexible enhancement to your current work.
- Adopt Edge as a comprehensive onboarding or training program to provide a consistent foundation to all youth hires.



Center for Services Leadership

Center for Services Leadership

The Edge team is honored to have content development led by the Center for Services Leadership (CSL), within the WP Carey School of Business at Arizona State University. The CSL is a groundbreaking research center that concentrates on expanding service innovation by combining the latest scientific insights from the academic world with the best of service strategy in the business world.

The CSL was created in 1985 as a response to the unique set of challenges that companies faced. While others in academia and business were focusing on products and manufacturing enterprises, the CSL pioneered the study of service within a university environment. Today, the Center is a globally recognized authority and thought leader in the science of competing strategically through the profitable use of service.

Core Strategies

- To conduct and support relevant, meaningful, and rigorous research to advance the science of service across disciplines.
- To provide access to knowledge and knowledge transfer related to the science of service for professionals and students (Undergraduate, Masters and PhD).
- To connect and facilitate productive relationships among academic, industry and societal leaders to advance the theory and practice of service.
- To secure current self-sustaining financial model and continue to contribute financially to WPC and ASU.

Key Activities and Partnerships

- Student Education
- Problem-Focused Research
- Executive and Professional Development
- Corporate Membership