



A learning program for **Supervisors and Managers working in Child Welfare or Juvenile Justice.**

## ABOUT

The Skill Refreshers are a series of specialized learning programs that highlight the five coaching skills: presence and listening, reflecting/clarifying, questioning, feedback, and accountability. Learners practice each skill to gain proficiency and confidence in using the coach approach with their staff. The Skill Refreshers constitute Phase I of the Advanced Coaching program. Before attending this virtual, instructor-led training, learners must complete all course prerequisites listed below.

## BENEFITS

Learners will:

- Continue practicing the coaching skills.
- Receive in-the-moment feedback and support from facilitators.
- Increase their confidence and proficiency in using the coaching skills in their daily practice.

## COMPONENTS

Once enrolled in the course, learners will complete:



A 1.5-hour, virtual workshop for each Skill Refresher.



Completion of all components is necessary to receive a Certificate of Completion.

## PREREQUISITES

Prior to attending this course, learners are required to have completed:

- All components of the Building Coaching Competency learning program (instructor-led or virtual) OR the instructor-led Building Coaching Competency for Senior Administrators course.
- At least one course within the Building Coaching Competency: Coaching Collaboratives learning program (virtual or instructor-led).

## CONTINUING EDUCATION UNITS

There are no CEUs associated with this course.

## REGISTRATION

Register for this course by logging in to [Cornerstone](#), browse for the course name and complete all information. For more information about the ACS Workforce Institute, please contact the Help Desk at [Wlhelpdesk@acs.nyc.gov](mailto:Wlhelpdesk@acs.nyc.gov) or or call (212) 748-1898.

## ABOUT ACS WORKFORCE INSTITUTE

A state-of-the-art professional development institute that strengthens skills and provides support to Child Welfare and Juvenile Justice direct service staff as they strengthen and support New York City's families and children. Through partnership with the City University of New York (School of Professional Studies and the Hunter College Silberman School of Social Work), the ACS Workforce Institute offers professional learning initiatives that move beyond the classroom to enhance skill development for new and seasoned ACS and provider agency staff.

Visit our website at [www.nycacstraining.org](http://www.nycacstraining.org).

