



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

ABOUT

These learning programs are a series of workshops that highlight the five coaching skills: presence and listening, reflecting/clarifying, questioning, and feedback, and accountability. Learners practice each skill to gain proficiency and confidence in using the coach approach with their staff. Learners have the opportunity to engage in a variety of discussions, activities and practice sessions that promote and support mastery of the coaching skills. The Skill Refreshers constitute Phase I of the Advanced Coaching program. Completion of all five Skill Refreshers qualifies learners to move on to Phase II of the Advanced Coaching program. Before attending this 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 two-hour, instructor-led 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 or call (212) 748-1898.

ABOUT ACS WORKFORCE INSTITUTE

The ACS Workforce Institute (WI) is a state-of-the-art professional development institute that supports child welfare and juvenile justice direct service staff and strengthens their skills as they support and strengthen 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

