



A learning program for **supervisors and managers working in Child Welfare or Juvenile Justice, or anyone who has the responsibility to guide and continually improve the performance of direct service staff.**

## ABOUT

This learning program aims to improve the coaching skills of supervisors by introducing them to coaching strategies they can integrate into their supervisory practice. This learning program explores the six coaching skills and six coaching steps that have been adapted from the coaching approach of the Atlantic Coast Child Welfare Implementation Center. The program also includes follow-up coaching support to ensure effective implementation. Before attending this instructor-led training, learners must complete an online pre-test and an eLearning course.

## BENEFITS

Learners will:

- Practice effective strategies to create a collaborative, strengths-based culture to support their staff.
- Integrate coaching strategies into supervision to build confidence, boost morale and encourage critical thinking skills among staff members.
- Be introduced to skills and concepts that contribute to the long-term professional development of supervisors and staff.

## COMPONENTS

Once enrolled in the course, learners will complete:



An online pre-test



A 30-minute, eLearning course



A two-day, instructor-led workshop



An online post-test



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

## PREREQUISITES

There are no prerequisites for this course.

## CONTINUING EDUCATION UNITS

The New York City Administration for Children's Services is recognized by the New York State Education Department's State Board for Social Work as an approved provider of continuing education for licensed social workers #SW-0402. This course is 14 contact hours/1.4 CEUs. CEU credit is contingent upon completion of all course components.

## 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 [WIhelpdesk@acs.nyc.gov](mailto:WIhelpdesk@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](http://www.nycacstraining.org)

