

Advanced Coaching

A Learning Program for NYC Child Welfare and Juvenile Justice Professionals



ACS
Workforce Institute
Knowledge into Practice

About Advanced Coaching

The Advanced Coaching program provides further support for the implementation of coaching in supervision throughout the child welfare and juvenile justice systems. The program will build on the existing Building Coaching Competency Learning Program and will introduce a scoring system allowing participants to earn points towards a Certificate in Advanced Coaching.

Who Should Attend?

The Advanced Coaching program is open to child welfare and juvenile justice supervisors and managers who have completed the Building Coaching Competency eLearn module, attended the two-day instructor-led learning program and participated in a Coaching Collaborative.

Supervisors who are committed to their own professional development and the professional development of their staff will benefit from this program. Coaching increases job satisfaction, aids in goal achievement, and supports staff to be more self-sufficient.

75% of learners strongly agreed and 21% agreed that the content of the Coaching Collaborative was relevant to their jobs.

About the ACS Workforce Institute

A state-of-the-art professional development institute that strengthens skills and provides support to child welfare and juvenile justice frontline 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 (CUNY SPS), 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. Programs incorporate cutting-edge learning methods supported by evidence-based models, and use simulation to strengthen core competencies for staff.

CUNY School of Professional Studies 

To register: email Carolyn Rohe, Director of Supervision and Coaching or Mattie Ramlakan, Deputy Director of Supervision and Coaching at wicoaching@acs.nyc.gov

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Course Components

The Advanced Coaching program is designed to increase Supervisor and Manager's confidence in using the coach approach and increase supervisory proficiency in coaching. The program consists of three phases:

Phase I: Coaching Skill Refresher

A two hour in-person instructor led program that highlights each of the six coaching skills (presence, listening, reflecting/clarifying, questioning, feedback, and accountability). Each refresher will serve as a review of a specific skill and provide opportunities for participants to practice and gain expertise in using the skill.

Phase II: Skill Demonstration Video Simulation

A series of videos, one for each of the coaching skills, will model exemplary coaching sessions with an emphasis on best practices in each of the six coaching skills. Learners are able to review the videos to better inform their own coaching practice.

Phase III: Video Simulation Coaching Session

Learners will submit a taped coaching session that will be reviewed and scored by an expert coach to ensure proficiency in coaching is demonstrated. Supervisors will be invited to a taping session at one of the borough based Workforce Institute classrooms once they have successfully completed Phase I and Phase II.

Successful completion of all three phases and demonstrated proficiency in coaching will result in learners receiving a certificate in Advanced Coaching.

“The information provided was helpful in teaching me how to be a better and more involved supervisor.”

—Building Coaching Competency Participant

Ready to
Sign Up?

For more information on how to register for the Advanced Coaching program please email **Carolyn Rohe**, Director of Supervision and Coaching or **Mattie Ramlakan**, Deputy Director of Supervision and Coaching at wicoaching@acs.nyc.gov.

