

COMMUNITIES WE TRAIN

Our training accommodates experienced new professionals in a broad range of sectors within the human development field. Some of the leaders, coaches and facilitators in the communities we train are represented below.

FIELDS	POSITION	CLIENTS	PROGRAMS	SAMPLE LESSONS
DISABILITIES	Employment Specialist	Youth with disabilities	Employment Readiness	Self-Advocacy
EDUCATION	Guidance Counsellor	Youth	Career Exploration	Who Am I?
HEALTH	Public Nurse	New mothers	Healthy Families	Assertive Communication
CORRECTIONS	Housing Worker	Offenders	Living Independently	Anger Management
EMPLOYMENT	Career Counsellor	Job Seekers	Job Finding Club	Occupational Values
SOCIAL SERVICE	Social Worker	Street Youth	I'm Out & I'm Proud	Understanding Differences
SHELTERS	Shelter Worker	Women & Children	Basic Life Skills	Conflict Management
ADDICTIONS	Mental Health Worker	Men, Women, Youth	Stress Reduction	Self-Awareness
HUMAN RESOURCES	HR Specialist	Employees	Professional Development	Discovering Personal Strengths
MENTAL HEALTH	Psychiatric Nurse	Outpatients	Managing Life	Expressing Feelings
SETTLEMENT	Settlement Counsellor	Recent Immigrants	Settling In	Cultural Awareness

YWCA Toronto

Life Skills Coach Certificate Program

Phase 1 Life Skills - Foundations

Phase 2 Life Skills – Dynamics

This certificate program prepares group leaders to develop and deliver dynamic workshops and training programs using the NewStart model of adult education. Completing the certificate provides group leaders with experiential learning tools and techniques applicable to a wide range of adult learning environments.

What can this training program do for you?

- **ENHANCE** your career profile with a certificate issued by *the leading Life Skills Coach* training and publishing organization.
- **SAVE** you preparation time with *a template for designing new or revising existing workshops.*
- **PROVIDE** you with *tips and techniques* to increase the variety and creativity of your lesson's design.
- **ACCESS** to *proven lessons and workshop materials* gathered from numerous and diverse communities.
- **GIVE** you the *confidence to respond* to group issues and behaviour with appropriate exercises and activities.
- **IMPROVE** the attendance *and increase the retention of learners* in your groups.
- **PROVIDE** you with *strategies to deal with difficult group behaviours.*
- **INCREASE** your *clients' engagement and participation* through dynamic leadership skills.
- **ADVANCE** your *professional competitiveness* with a training program recognized nationally by colleges, government funded programs and social service agencies.

Contact Us

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LIFE SKILLS: TRAINING | COACHING | PUBLICATIONS

YWCA Toronto is a national training centre for Life Skills Coaching and the publisher of Life Skills materials.

We have been training community leaders, coaches and facilitators since 1973.

www.ywcatoronto.org | www.ywcalifeskills.org



A TURNING POINT FOR WOMEN



Phase 1 Foundations of Life Skills

Life Skills Coach training is for group leaders who work in social services, career counselling, education, mental health, human resources, rehabilitation, or as consultants and trainers. A Life Skills Coach facilitates learning and behaviour change by practicing problem solving behaviour in a group environment through the use of experiential tools and techniques.

Course Outline (5 day program)

Session 1 – Getting Started: Bringing People Together

- Review objectives of this program
- Develop group guidelines and team planning
- Begin the formation of a Life Skills group

Session 2 – Learning Styles and Lesson Design

- Discover preferred learning style
- Introduce the Life Skills lesson model

Session 3 – Feedback and Self-Disclosure

- Learn a model for giving and receiving feedback and self-disclosure
- Recommend guidelines for self-disclosure and feedback in this group
- Practice giving and receiving positive and constructive feedback

Session 4 – Stages of Group Development

- Assess the five stages of group development
- Identify the related behaviours and needs of the five stages

Sessions 5-9 – Student Lesson / Delivery

- Collaborate with colleagues to develop and write a Life Skills lesson
- Demonstration of student Life Skills lessons
- Evaluate coaching and facilitation skills

Session 10 – Closure

- Review and evaluate the program
- Identify critical steps for closure in groups
- Determine further learning and coaching goals
- Suggest ways to revise or adapt lesson material based on the learning needs of specific client groups

Phase 2 Dynamics of Life Skills

(The pre-requisite for this program is Phase 1 - Foundation of Life Skills)

Experienced Life Skills Coaches examine the core competencies required to manage group dynamics, apply creativity to lesson design and discover their unique coaching presence. The focus is on deepening the learning from Phase 1 and practicing new coaching tools, techniques and strategies to respond to challenging group behaviour.

Course Outline (5 day program)

Session 1 – Reconnecting: The Model and the Skills

- Differentiate Life Skills coaching from other modalities
- Review and recognize the fundamentals of Life Skills coaching from Ph-1
- Self assess skills as a Balanced Self-Determined (BSD) person

Session 2 –Your Coaching Presence

- Identify and appreciate your unique coaching presence
- Review competencies and assess your Life Skills Coaching skills

Session 3 – Creativity in Lesson Design

- Understand how to enhance creativity
- Use a creative process to design a Life Skills lesson
- Have a solid understanding of the Life Skills lesson template

Session 4 – Process and the Creative Problem Solving

- Differentiate between content and process in Life Skills groups
- Understand how process and the creative problem solving model work together as a system

Session 5 – Group Dynamics in Life Skills

- Explore a variety of harmful and helpful group behaviour
- Identify the impact of unmet needs on group dynamics
- Identify Life Skills coaching skills to respond to challenging group behaviour

Sessions 6-9 – Participant Presentations

- Preparation and presentation of Individual Coaching Profiles

Session 10 – Closure, Evaluation and Next Steps

- Appreciate change and endings as a natural phase of individual growth
- Recognize how to facilitate change and transitions

*“Focused,
intense and fun.
Training at its
best!”*

*“I finally realized
the reasons
behind the
uneven
participation I
get from my
clients in group
activities.”*

*“Learning the
lesson plan
template has
reduced my
workshop
preparation time
considerably.”*

*“I am not so
afraid of
disruptive
behaviour in my
groups.”*

*“This program
has shifted my
perspective
about what it
takes to earn the
right to coach
someone else.”*

*“Phase 1
enlightened me
but Phase 2
transformed
me.”*

Course Fees

\$975 CAD each course/phase

\$1500 CAD for both (when registering at the same time)

Training Schedule and registration form at www.ywcalifeskills.org

YWCA Supports

- Volunteer opportunities to practice Life Skills Coaching skills
- English & French Life Skills manuals containing ready-to-use workshops and lessons plans
- E-newsletter to share training tips, ask questions and share learning

Earning the Certificate

Participants must complete the following requirements to be awarded a certificate:

- Attend every day and complete all work assignments (designing and delivering a Life Skills lesson / developing and presenting coaching profile);
- Participate in providing and receiving feedback from group members;
- Set and practice developmental goals to enhance coaching skills;
- Participants that miss lessons led by Coach Trainers must retake the program.

