

“Building Coaching Competency”

An ACS Workforce Institute Learning Program

The New ACS Workforce Institute

A new vision for the professional development of frontline child and family services staff from the Mayor's reform plan.

Our Vision

- Frontline staff have the learning, coaching and support necessary to:
 - perform their roles to the highest standards,
 - provide high quality services to the children and families in our care, and
 - help them manage stress and other challenges related to vicarious trauma.

Learning Needs Analysis

Key Themes

1. Professional development should be based on a set of core, as well as job-specific, competencies.
2. A coaching model for supervision is critical to fostering culture change, as well as providing ongoing support to staff.
3. Helping staff and supervisors to identify and address vicarious trauma is a major concern.
4. A variety of adult learning methods and approaches should be used.

Our Goals

- Implement diverse learning methods (i.e. simulation)
- Move learning into practice
- Make learning programs convenient and accessible
- Utilize coaching to support learning on the job

Benefits of Coaching to Frontline Staff

- Coaching:
 - builds independence, confidence, and critical-thinking skills
 - improves communication
 - facilitates implementation of best practice

Effectiveness of Coaching

The research shows:

5%	transfer a new skill into practice from learning a theory
10%	transfer a new skill into practice as a result of learning a theory and seeing it demonstrated
20%	transfer a new skill into their practice as a result of theory, demonstration, and practice during the training
25%	transfer a new skill into practice as a result of theory, demonstration, practice, and corrective feedback during the training
90%	transfer a new skill into practice as a result of theory, demonstration, practice, and corrective feedback during the training when it is following up with job embedded coaching!

Overview of the “Building Coaching Competency” Learning Program

- 30-Minute eLearning Module
- 2-Day Instructor-Led Session

30-Minute eLearning Module

- By the end of this eLearning Module, participants will be able to:
 - Define Coaching
 - Describe the Coaching Mindset
 - List Six (6) Coaching Skills
 - Identify the Steps of Coaching

2-Day Instructor-Led Session

- As a result of this course, participants will be able to:
 - Describe the steps to successful coaching.
 - Use the recommended skills for each step.
 - Practice coaching staff members.
 - Explain the new vision for the professional development of frontline child and family services staff.

“Building Coaching Competency” Learning Program Activities

Next Steps and Development

- Rollout and Registration
- Implementation (i.e. coaching clinics)