



**YWCA**  
TORONTO

A TURNING POINT  
FOR WOMEN



## **LIFE SKILLS: TRAINING | COACHING | PUBLICATIONS**

YWCA Toronto is the 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.

### **YWCA LIFE SKILLS COACH CERTIFICATE PROGRAM® COURSE OUTLINE**

- The Life Skills Coaches Training Certificate Program (Phase 1 and Phase 2) was developed to teach group leaders the methods, techniques and philosophy of the Life Skills NewStart model of adult education. It is a proven method for facilitating groups, providing leaders with the theory and techniques to facilitate any group effectively.
- Life Skills coaches work with groups to the generic problem-solving skills necessary to successfully managing all aspects of life: self, family, community, career, and leisure. Typical topics include communication skills, goal setting, conflict resolution, managing change and handling stress.
- Life Skills coaches work in the public and business sectors in a wide variety of fields, including employment, social services, education, professional development, addiction, mental health and human resources, among others.
- The skills learned in this course are required by all NOC 4212 occupations.

### **EARNING THE CERTIFICATES**

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

- Design of an original lesson plan using the NewStart lesson plan template
- Delivery of an original lesson plan to the group
- Give and receive feedback on participants' lessons
- Evening courses (only ) complete an essay on one of the theoretical principles of the Life Skills methodology
- Full attendance or completion of work assignments for a missed class (missing more than two classes requires participants to retake the program.)

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# LIFE SKILLS COACH CERTIFICATE TRAINING® – PHASE 1

(5 days, \$625 regular / \$350 students)

## Session 1

### Getting Started: Bringing People Together

Goals: By the end of this lesson participants will be able to:

- Recognize and identify their learning expectations and compare them to the objectives of this program
- Contribute to the development of group guidelines and team planning
- Interact with group members to contribute to the formation of a Life Skills group

## Session 2

### Learning Styles and Lesson Design

Goals: By the end of this lesson participants will be able to:

- Describe their preferred learning style and appreciate the contributions and needs of other learning styles
- Discuss the impact of their learning style on their coaching style
- Recognize the connection between the Life Skills lesson model and learning styles
- Describe the experiential learning cycle and connect it to the Life Skills lesson plan
- Describe the Life Skills lesson model in simple terms

## Session 3

### Feedback and Self-Disclosure

Goals: By the end of this lesson participant will be able to:

- Appreciate the importance of feedback and self-disclosure in Life Skills coaching
- Recommend guidelines for self-disclosure and feedback in this group
- Practice giving and receiving positive and constructive feedback
- Assess personal feedback skills and identify areas for growth

## Session 4

### Stages of Group Development

Goals: By the end of this lesson participants will be able to:

- Assess the 5 stages of group development
- Identify the related behaviours and needs of the 5 stages
- Respond to the developmental stages of our group by implementing appropriate techniques to enhance group development
- Select activities, behaviours and techniques that support the development of a Life Skills group

## Sessions 5 - 9

### Student Lesson / Delivery

Goals: By the end of the sessions participants will be able to:

- Recognize the value of each Life Skills lesson and use them in combination
- Collaborate with colleagues to develop and write a Life Skills lesson
- Demonstrate their coaching and facilitation skills
- Evaluate their own coaching and facilitation skills by naming their own strengths and areas for development
- Practice self-disclosure while providing colleagues with feedback in a variety of areas
- Suggest ways to revise or adapt lesson material based on the learning needs of specific client groups

## Session 10

### Closure

Goals: By the end of this lesson participants will be able to:

- Compare their 'goodbye style' and its impact on groups
- Review and evaluate the program
- Identify what they have learned and what needs further development
- Determine further learning and coaching goals to enhance professional development as Life Skills coaches

## LIFE SKILLS COACH CERTIFICATE TRAINING® - PHASE 2

(5 days, \$625 regular / \$350 students)

## Prerequisites

In order to register for Phase 2 Life Skills Coach training participants must have complete Phase 1 and attained a minimum of 60 hours of experience using the Life Skills NewStart model in a group setting.

## Session 1

### Balanced Self-Determined Coaching

Goals: By the end of this lesson participants will be able to

- Contribute to the development of a code of conduct that enhances group process
- Interact with group members to contribute to the formation of a Life Skills group
- Discuss, compare and contrast facilitating, coaching and teaching
- Apply a learning-needs survey to identify the professional development needs a group

## Session 2

### Life Skills Coaching Competencies

Goals: By the end of this lesson participants will be able to:

- Define behaviour-based learning in Life Skills

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- Break down skills into nameable, observable and do-able parts
- Design individually chosen learning tools in this program

### Session 3

#### Group Process

Goals: By the end of this lesson participant will be able to:

- Practice objective observation
- Understand how behaviour impacts the group process
- Recognize when group behaviour requires intervention

### Session 4

#### Creative Problem Solving

Goals: By the end of this lesson participants will be able to:

- Explore the concept of problem ownership in groups
- Practice several approaches to problem solving in groups
- Apply appropriate problem solving strategies to group dynamics

### Sessions 5 - 9

#### Student Lesson / Delivery

Advanced topics will be chosen that relate to the specific needs of the group.

Goals: By the end of these sessions participants will be able to:

- Collaborate with colleagues to design, develop and deliver a Life Skills lesson
- Demonstrate advanced coaching and facilitation skills
- Evaluate personal coaching and facilitation skills
- Practice self-disclosure and feedback at an advanced level
- Revise or adapt lesson material based on the nature and learning needs of specific client groups

### Session 10

#### Special Issues in Coaching & Professional Development

- Content related to specific issues in Life Skills Coaching and Professional Development as required by the group.

**REGISTER ON LINE AT** [www.ywcatoronto.org/store/home.php?cat=9](http://www.ywcatoronto.org/store/home.php?cat=9)

**DOWNLOAD TRAINING SCHEDULE AT** [www.ywcatoronto.org/lifeskills\\_training](http://www.ywcatoronto.org/lifeskills_training)