



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.

PHILOSOPHY

YWCA Life Skills: Training, Coaching, Publications fosters professional development, skills enhancement and personal growth rooted in experiential models of adult education.

Located within the YWCA Toronto Employment and Skills Development department, our mission is to respond to the evolving training needs of community leaders, coaches and facilitators with innovative and dynamic training that provides the skills and competencies needed by professionals working in the human development service industry.

METHODOLOGY

YWCA Life Skills: Training, Coaching, Publications applies an experiential approach to learning, rooted in the principles and philosophy of the Saskatchewan NewStart model of adult education. Our training programs utilize the application of the NewStart lesson plan as a template for designing workshops that engage learners mentally, emotionally and physically, allowing clients to achieve balanced, self-determined behaviours.

TRAINERS

We employ expert educators who are knowledgeable about the needs of a broad range of adult learners. We run our own train-the-trainer mentoring program to ensure the highest training standards from our Life Skills Coach trainers. Our mandate is to enable Life Skills Coach trainers to maximize the benefits of the NewStart education model and expand its applications.

COMMUNITIES WE TRAIN

Our training is designed to accommodate experienced and new professional workers in a broad range of sectors within the human development field. Some of the leaders, coaches and facilitators in the communities we have trained 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

TRAINING PROGRAMS AND SERVICES

LIFE SKILLS COACH CERTIFICATE PROGRAM

Participants in this certificate program learn the NewStart model of adult education and its versatile applications in experiential learning. Trained Life Skills Coaches (LSC) use their skills to increase participation in their groups and apply the model to facilitation in their communities.

LSC Phase 1 (5 days / \$875 regular / \$575 students)

- Introduces the Life Skills lesson model and the application of each learning component
- Provides knowledge of the fundamental skills required for group development
- To earn the LSC-Phase 1 certificate trainees must develop and deliver a full workshop using the NewStart lesson plan template

LSC Phase 2 (5 days / \$875 regular / \$575 students)

- Provides in-depth learning on facilitating difficult behaviour in groups
- Guides coaches to discover their own role group dynamics
- Increases observational skills of group process
- To earn the LSC-Phase 2 certificate trainees must develop and deliver a full workshop using the NewStart lesson plan template

Life Skills Coach training and skills are required by most NOC 4212 occupations.

FACILITATION SERIES

Participants in this training program acquire and enhance facilitation skills and learn the basics of processing group dynamics. Trained facilitators use their skills to increase the effectiveness of their organization and teams by learning how to engage and process group dynamics.

Facilitation Series (5 days \$575)

- The complete series listed below can be taken in sequence or by topic/date

Introduction to Facilitation (2 days, \$310 regular/ \$175 students)

- Introduces the benefits and unique qualities of facilitation

Facilitating Meetings (1 day \$155 / \$100 students)

- Demonstrates how to achieve more effective meetings by engaging groups or teams

Facilitating Problem Solving (1 day \$155 / \$100 students)

- Applies techniques to facilitate problem solving with groups or teams

Facilitating Consensus Building (1 day \$155 / \$100 students)

- Provides an understanding of the process of obtaining group consensus

PERSONALITY DIMENSIONS® TRAINING

Participants in this qualifying training program learn how to use this Canadian-developed tool for building self awareness, self esteem, and effective communication strategies. Personality Dimensions® is based on leading-edge research into human motivation and behaviour and helps to explain what motivates behaviour in people with different personalities or temperaments. It is a new, interactive human relations and communications process that enhances the basic values of self-esteem, dignity and self-worth.

Level 1 Qualifying Training program (3 days / \$925 regular / \$550 students)

- Become certified to deliver Personality Dimensions workshops and seminars

YWCA CUSTOMIZED TRAINING

We customize a wide variety of professional development workshops to meet the needs of community leaders, supervisors and working professionals in the human service industry. We work within budget to respond to training requests with a needs assessment and create customized training experiences. We follow up with a summary report and recommendations for future training.

Professional Development

- Authenticity in the Workplace
- Team Development from Within
- Conflict, Ownership and Accountability
- Visioning and Organizational Soul Searching
- Staff Recognition Days
- Managing Energy and the 'S' Word
- Courageous Conversations

Skills Enhancement

- Writing in Business Today
- Beyond ESL: English Writing for Working Professionals
- Working Smarter: Strategies for Improving Productivity in the Workplace

OFF-SITE TRAINING

We travel nationally and internationally to communities large and small to train Life Skills Coaches, leaders and facilitators. We also provide Life Skills curriculum design services in the areas of employment, career development, social skills and violence against women.

- LSC- Phase 1 and 2 there is a flat fee of \$8,500 for 10 to 15 participants and \$600 per additional participant to a maximum of 18
- Fee includes 5 training days, Workbook, handouts and the text book the New Dynamics of Life Skills Coaching. Trainer's disbursements are not included.

LIFE SKILLS PUBLICATIONS

YWCA Toronto has been supporting trainers, coaches and group leaders with Life Skills resources since 1973. The **NEW Dynamics of Life Skills Coaching** and **Discovering Life Skills** series of Volumes (1 to 9), offer a theoretical model, lesson plans, an array of techniques, tools and experiential exercises that enhance lesson design with variety and creativity.

The NEW Dynamics of Life Skills Coaching: <i>The source</i> for Life Skills Coaching theory and the basic techniques of group facilitation and coaching.	\$60
Volume 1: Building Groups and Warm Ups. An essential collection of Life Skills lessons when beginning any new program or group.	\$45
Volume 2: This collection of Life Skills lessons focuses on anger management, conflict resolution, goal setting and self-esteem.	\$45
Volume 3: A collection of 40 Life Skills lessons, from Behaviours in Groups to Taking Humour Seriously.	\$45
Volume 4: Special Needs Groups, a Life Skills model designed to respond to the needs of this client group.	\$45
Volume 5: Includes a collection of Life Skills lessons from Finding Balance, Coping with Change, to lessons on the development of communication skills.	\$45
Volume 6: Communicating Assertively, A comprehensive collection, including self-assessments and course outlines for a variety of client groups.	\$50
Volume 7: Teaching Employment Groups. Based on the work of community employment counselors, this volume explores a full range of topics including Who Am I?, Interview Skills, and Team Work.	\$55
Volume 8: Employability for Youth. Addressing the particular needs of groups and programs designed for youth. Based on the materials of youth workers and group leaders.	\$50
Volume 9: Employability for People with Disabilities. A unique collection of lessons specific to this community with a strong focus on issues of disclosure, accommodation, job retention and employer relationship building.	\$50
Communicating Assertively Video: Companion to volume 6	\$25
Complete Set: (Volumes 1 to 9)	\$385

CONTACT US

We welcome the opportunity to discuss your training and professional development needs. We are part of the community we serve and seek every opportunity to learn how best to respond to the challenges and training needs of our colleagues and the communities they serve.

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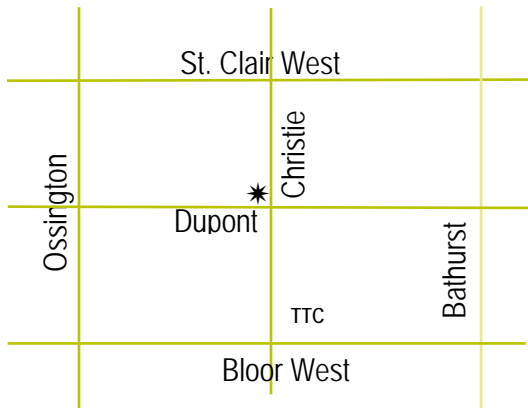
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Please let us know in advance if you require accommodations to attend training sessions.

