

Bounce Job Coach Certification - Inside the System

Job Coach Certification has been created to help frontline workers develop their communication and coaching skills to a highly effective level. The course features four learning modules: scientific theory and research, coaching activities, self-reflection activities and assessments. Each module in the course creates a pathway into the next by opening loops in the learning and understanding how to successfully and gently influence behaviour change.



Module 1 – Clear State

This module introduces participants to the concept of the clear state and understanding of what it takes to become an outstanding job coach. It highlights the importance of self-awareness as a job coach and how our perceptions, beliefs and filters can influence how we work with our clients. When you discover and deeply embed the five frames of coaching – you're ready to coach. Topics include:

- Purpose
- Perceptions & projections
- Beliefs
- Filters
- Positivity

Module 2 – Curiosity & Exploration

This module develops your coaching skills and teaches the science behind behaviour change. When you learn our strategies like the 4 Tools of Language of Influence, you'll be able to ask great questions, make effective suggestions and listen with intent. You'll learn how powerful words are and how to frame and reframe with ease. Topics include:

- Nudge concept
- Motivation & self-determination
- Mindset
- Language, questions & suggestions

Module 3 – Connection & Trust

How easily do you build rapport with your clients? When you have great rapport, you can build meaningful relationships. And once you have established a great relationship, your clients will engage with you easily and regularly. This module teaches you to harness the

power of the Model of the World – our most powerful behaviour change strategy. Topics include:

- Rapport
- Communication
- Body language
- Connection

Module 4 – Change & Influence

This module is where it all comes together. We take all the learnings from modules 1, 2 & 3 and bring them together into a series of ground-breaking coaching techniques you can use immediately. As a result, you will see a huge shift in your energy levels, enthusiasm, and desire to help your clients. And your clients will reap the rewards of your new approach to working with them. Topics include:

- Strengths
- Values
- Goal setting
- Change process

Research & studies

Martin Seligman – Positive Psychology

Barbara Fredrickson - Broaden and Build Theory, Positive Emotions

Carol Dweck – Mindset, beliefs

Robert Cialdini – Influence, Persuasion & Nudging

Daniel Goleman – Emotional Intelligence

Albert Ellis - ABCDE Model, Beliefs, Cause and Effect

James Prochaska & Carlo DiClemente – Stages of Change Theory

Thaler and Sunstein – Behavioural nudging

Daniel Kahneman – Anchoring, System 1 & 2

Milton Erickson – Language patterns, suggestions

Multiple Studies - Emotional Intelligence

Matt Lieberman – Social

Amy Cuddy - Body Language, Rapport.

Biswas-Diener - Strengths

Linley (et al.) - Goal Setting, Goal Attainment

Deci & Ryan - Intrinsic motivation and self-determination

Eden & Shani - Pygmalion effect, perceptions & projections

Paul Bloom - Empathy

Biswas-Diener - Goal Framework