bounce
- the way finders -

Job Coach Certification

BOUNCE PROFESSIONAL DEVELOPMENT

(03) 7035 0178 | www.bounceglobal.net | info@bounceglobal.net

About Bounce Australia

Bounce is a group of people looking to make positive changes in people's lives. Since 2006, we've been teaching essential soft skills to help people and organisations find their way. We are one of Australia's leading soft skills training companies, and we deliver our world-class, life-changing programs to job seekers, businesses, companies and government departments all over Australia, New Zealand and the USA.

We pride ourselves on exceeding expectations and delivering genuine, flexible and cleverly different content.

Bounce provides a well-defined yet non-traditional, dynamic approach to encourage people to make real and long-lasting change.

It is a place where people matter, and the motivation for positive growth is genuine and empowering.

Going beyond standard training, Bounce assesses the values, beliefs and motivations of an individual, providing insight and direction towards a 'life more positive' by teaching effective communication techniques and positive self-awareness, resulting in greater gains personally and professionally.

Meet the Creator – Maria Smith

Maria is a highly-regarded coach, trainer and mentor. As the CEO & Founder of Bounce Australia, Maria is the creative force behind the globally recognised soft skills training programs – the Bounce Program and Bounce Job Coach Certification.

She is a communication and emotional intelligence expert who has been working with the employment services sector since 2006. As a coach and trainer, she supports job seekers, frontline workers, executive teams and leaders, to take a different approach to the employment-seeking experience.

Maria skilfully applies the best behaviour change science in her training programs, and Bounce Job Coach Certification is no exception. Her unique skills in emotional intelligence (EQ), positive psychology and behavioural nudging, are expertly woven through the training programs she has created, allowing participants to expand and enhance their own skills, and become the best version of themselves.

Maria's qualifications include a Bachelor of Social Science (BA), Diploma in Positive Psychology, (MBA) Masters in Business Administration, Certified Master Coach, Master of Applied Positive Psychology (current, Melbourne University).

Find out more by visiting www.mariasmith.com.au

Wellbeing for employment services

How employment providers and their staff work with job seekers is changing. Relying on compliance and adherence to mutual obligation requirements hasn't had the desired impact on jobseekers, particularly those that are considered disengaged and disadvantaged or long-term unemployed.

Frontline workers and managers work in a highly demanding and, at times, extremely stressful industry. There are many challenges to overcome - high caseloads, disengaged clients with complex needs, competing priorities and pressure to get great results. Overall, the industry experiences low retention rates of staff and limited opportunities for meaningful professional development that positively impacts on the culture of the workforce.

Creating a culture of positive wellbeing in employment services is essential. Positive wellbeing is the guidepost that keeps jobseekers, frontline workers and management moving in the same direction towards successful employment outcomes.

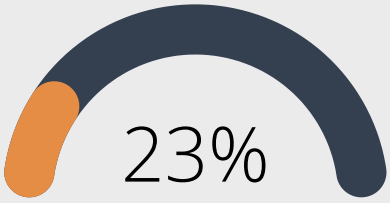
- When frontline workers and managers have positive wellbeing, they are better able to support their clients, perform well in their job and feel good about the impact they are having.
- When employment service providers (the organisation) have a culture that emulates positive wellbeing, they experience better retention, sustainable placements, and increased revenue.

Stress, unhappiness and poor job satisfaction are common place in employment services.

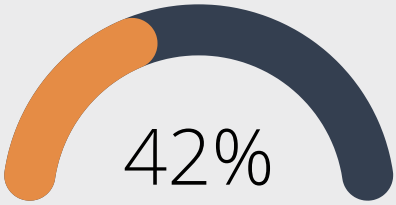
"The system is staffed by people with little specialist skills and job security. The pay is low, the work can be stressful, with pressure to hit targets and little time to connect with people and the turnover is high."

Getting Welfare to Work Research (Melbourne University, 2021)

Approximately 1 in 10 frontline workers has not received any formal training to perform their job.



Of employment services staff have no formal qualifications.
(That's almost one quarter of the industry!)



Consultant turnover is high at 42 %.

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Bounce Professional Development
BOUNCE JOB COACH

The new way to work with job seekers

Reframing the way you see your role in supporting and working with job seekers is the first step forward. And taking care of your wellbeing and mental health is also essential, so that you can be your best at work, every day.

It's time to think of yourself not as a consultant, but as a coach. So you can guide and support clients to feel good, find solutions for themselves, and move them towards better employment outcomes with confidence.

Bounce Australia has created this highly-credentialed professional development program - Bounce Job Coach Certification to support frontline workers and give them incredible coaching skills to shift and influence behaviour change. The program will give people practical and powerful wellbeing and workreadiness strategies to support, influence, and nudge jobseekers towards positive employment outcomes.

What is a Job Coach?

AJob Coach facilitates change on a deep level and supports people to achieve their employment or career goals by engaging and connecting in meaningful coaching conversations.

Job Coaches are skilled at listening, observing and asking the right questions to help their clients move towards the goals aligned to their values through understanding their model-of-the-world. They help clients to learn at their own pace and discover the solutions for themselves. It's their role to assist clients with making a change, and how they go about it matters. They're there to help them spot the learning opportunity, set the groundwork, and see things through.

MANGERS, LEADERS AND FRONTLINE STAFF NEED:

High levels of emotional intelligence

Strategies for self-care and resilience

Confident communication & rapport building skills

A coaching mindset

Coaching is ***not*** therapy or counselling. Job coaching involves influencing patterns of behaviour, shifting limiting beliefs or changing habits and motivating clients to move foward, which results in long-lasting change that sticks.

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Mastering the System

Participants will master the four modules of the Bounce Job Coach Certification. These dynamic learning modules focus on the key areas of positive psychology and emotionally intelligent behaviour change. Through this certified course, participants will be trained in the most effective methodologies that demonstrate how powerful soft skills can change the way consultants work with and support their clients.

The Job Coach System

The Bounce Job Coach Certification course is built on a foundation of intensive, immersive, inspiring coaching and mentoring delivered by experienced Bounce Trainers. Throughout the course, participants are evaluated and assessed on their understanding of the content and the effectiveness of their skills. Through this certified course, participants will be trained in the most effective methodologies that demonstrate how powerful soft skills can change the way consultants work with and support their clients. Each module in the course leads on from the last, using a holistic approach to understanding and influencing behavior change.

"I feel more confident now when I speak with my clients who has no motivation to work. My ability to motivate, inspire, and influence has improved. I have applied the coaching techniques to my caseloads, and it's worked well with my clients who have mentioned that they have barriers including language and transport."

-Dynah H.

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 that include 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 of 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 what it takes to become an outstanding job coach. It highlights the importance of selfawareness as a job coach, and how our perceptions, beliefs and filters can influence the way we work with our clients. When you discover and deeply embed the five frames of coaching - you're ready to coach.

Module 2 - Curiosity & Exploration

This module dives into developing your coaching skills and teaches you about 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 re-frame with ease

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.

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 that you can use immediately. You will see a huge shift in your energy levels, your enthusiasm and your desire to help your clients. And your clients will reap the rewards of your new approach to working with them.

Participants also receive a book of scripts that they can follow while they are developing their coaching skills. The scripts include our best questions, suggestions and framing strategies for effective coaching.

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Unpacking the Science

Bounce Job Coach Certification have been developed using the most accurate and effective evidenced-backed science on human behaviour and how it relates to behaviour change. Bounce takes on challenges with a multi-disciplinary approach using techniques and strategies centred around positive psychology, emotional intelligence, and behavioural economic insights and nudging.

The learning is only the beginning

Participant outcomes of the course includes:

- How positive self-awareness strategies help **override negative emotions** and support a **growth mindset.**
- Building emotional intelligence so practitioners can **remain cool** under pressure and **calm when times are stressful.**
- Learning the three most valuable communication techniques to **develop rapport** and **build trust** with clients.
- Understanding how to **influence behaviour change** using evidence-based, proven models. We teach nudges, language patterns and communication tools that get real results, every time.
- To use our mind-mapping strategies to help clients **overcome the blocks and barriers** that are holding them back.
- How to use expertly crafted, proven-to-work scripts to gather the most important information from clients, which will give insight and understanding into their clients' **model-of-the-world**.
- How to help clients **gain clarity on their values and their vision** by using powerful questions, suggestions, frames and words.
- And we'll show participants exactly how to motivate people that don't want to change. Practioners will be able to inspire their clients to **see their own potential and discover their purpose** so they can move into employment or further training with confidence.

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What's included?

We know that developing outstanding job coaches is not a set-and-forget process. It takes time, practice and support to become confident in using coaching strategies, especially with clients that have varied and complex needs.

Bounce Job Coach Certification is delivered through our custom-made eLearning platform - The Way Finders Academy.

The Academy is a membership space dedicated to helping employment consultants get faster and more effective employment outcomes with their clients. It's packed with in-depth, practical training and resources on all aspects of coaching, communicating and building stronger relationships with clients that lead to better job placements.

For Bounce Job Coaches, the Academy is where you will go whenever you have questions or need help with anything related to the work you do. The Academy features community forums, a learning library, courses, training and regular Q & A opportunities.

The Academy is a secure, private platform that can be accessed anywhere, at any time on any device - computer, laptop, tablet or smartphone.

Bounce Job Coach Certification is delivered as an *online training course that features 40+ dynamic learning videos, module assessments, regular live Zoom review sessions and support through online private group forums.

*Face-to-face training is available depending on your organisation's requirements.

Participants receive:

- Ongoing access to all online learning modules
- A comprehensive workbook
- A done-for-you scripts book to support the learning and follow when working with clients
- Certificate of Achievement and a Digital Badge
- Life-time support through the Job Coach Alumni Private Group
- Monthly training content new releases

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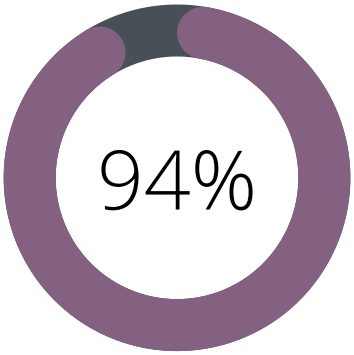
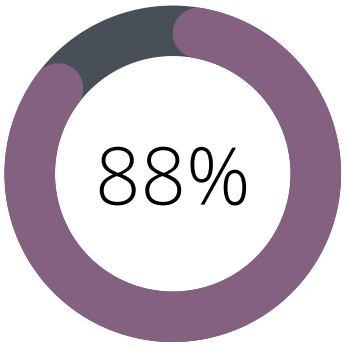
Did we mention results?

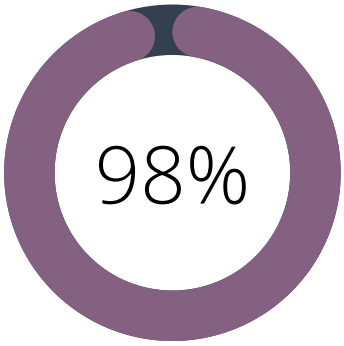
Job coaches are providing incredible feedback about their experience with our training program.



*of course participants feel they are better able to build connection and trust with their clients.



*of participants gained a better understanding of themselves.



*of participants recommend Bounce Job Coach Certification to others working in the industry.

Average star rating:

"In the five years in employment services, this is the best training I have done. It is practical, client-focused and you do a remarkable job of breaking down the research to explain important content to all levels.

-Davin M.

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Bounce Global
we coach, train and mentor

[seriously clever].

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