

Boss to Coach Journey

The workplace has changed, and the pace of disruption is increasing. Managers must lead differently in the face of new challenges. Now more than ever, it is crucial that managers understand — and be equipped to provide — what their employees need.

Today's employees demand meaningful work, managers who care for them as people, ongoing communication, clear work expectations, and opportunities to learn and grow. They want a coach, not a boss.

Gallup's immersive Boss to Coach Journey prepares managers to exceed the expectations of the changing workplace using strengths-based, engagement-focused, performance-oriented coaching. The journey enables managers to drive organic growth through human development — making employees, teams and organizations more productive and profitable.

Who Should Attend

The Boss to Coach Journey is for managers who want to accelerate performance through powerful coaching, achieve measurable gains in key business outcomes and drive organic growth through human development.

Learning Components

The journey incorporates more than 50 hours of content and includes these learning components:

In-Depth Instruction

Gallup's latest discoveries, best advice and most effective management strategies come to life through discussion, practice and small-group activities led by Gallup's world-class instructors.

The Boss to Coach Journey includes two parts, Boss to Coach One and Boss to Coach Two.

Note: Each learning portion can be delivered in person or as an instructor-led virtual experience via Zoom. Schedule each learning portion based on the pace that works best for your business managers — two full days or four half-days.

BOSS TO COACH ONE

Boss to Coach One introduces managers to the changing demands of the workforce and the need for managers to make the shift from being a boss to being a coach.

This portion of the learning journey focuses on these topics:

- The Changing Workplace
- The Boss to Coach Solution
- The Breakthrough of Strengths
- Becoming a Coach
- Strengths-Based Coaching
- Build a Strengths-Based Team
- The Science of Engagement
- Engagement-Focused Coaching
- Build an Engaged Team
- Developing Performance

BOSS TO COACH TWO

Boss to Coach Two builds on the concepts and techniques of Boss to Coach One and helps managers take their coaching approach further.

This portion of the learning journey focuses on these topics:

- The Changing Workplace
- The Gallup Performance Development Model
- Becoming a Coach
- Ongoing Coaching Conversations
- Coaching a Performance Challenge
- Coaching Conflict
- The Power of Recognition
- Performance-Oriented Coaching
- Progress on Goals Conversation
- Coaching in Action
- Implement and Sustain Your Approach to Performance Development
- Next Steps on Your Journey

After managers complete the in-depth instruction of Boss to Coach One, they are invited to complete the following experiences to help them integrate the coaching concepts into their management approach and to sustain long-term behavior change as they evolve from being a boss to being a coach.

Recommended Sustainability Support Included

- **One 60-Minute Coaching Call After the Course With a Gallup Coach**
Gallup coaches solidify learning, guide development and highlight relevance during a one-on-one call with each participant.
- **Self-Paced Learning in Action Modules**
Learning in Action modules help participants implement what they have learned, share their achievements and progress with their peers and manager, and sustain effective changes over time.
- **Two-Hour Live Online Cohort Call With a Gallup Instructor**
Midway through the Learning in Action modules, the cohort will meet virtually (via videoconference platform) to share successes and ideas about implementation.

Gallup recommends that managers are given three months to integrate their learning from Boss to Coach One before they begin Boss to Coach Two.

Boss to Coach Two follows a similar learning path, which begins with the in-depth instruction (two full days or four half-days). Next, managers are invited to participate in a second coaching call with a Gallup instructor, complete eight self-paced Learning in Action modules specific to Boss to Coach Two, and attend another two-hour cohort session with their instructor and peers.

Learning Outcomes

Participants in the Boss to Coach Journey will experience transformational development through individualized learning, shared experiences and one-on-one coaching. Participants will become effective coaching managers by:

- understanding and applying their unique strengths in their role
- implementing best practices for using CliftonStrengths with individuals and teams
- applying principles of engagement to motivate excellent performance
- practicing effective ongoing conversations with individuals and teams
- mastering the coaching of performance challenges and conflict
- learning how to coach common workplace issues
- optimizing conversations about progress on goals
- planning the implementation and sustainment of an effective approach to performance development

After completing all requirements, participants are eligible to become a Gallup-Certified Manager for three years.

Professional Credits

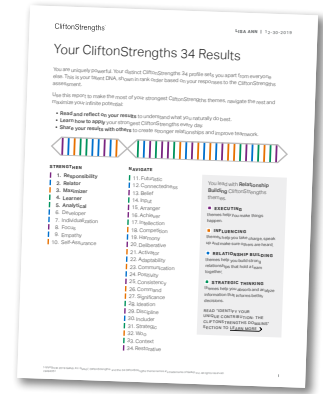
Participants who successfully complete this course can earn professional credit hours from HRCI and SHRM. For more information, contact CEU@gallup.com.

Participant Materials

These course materials provide participants with practical and effective resources to enhance their learning and practice as they become more of a coach to those they lead. Participants receive the following resources:

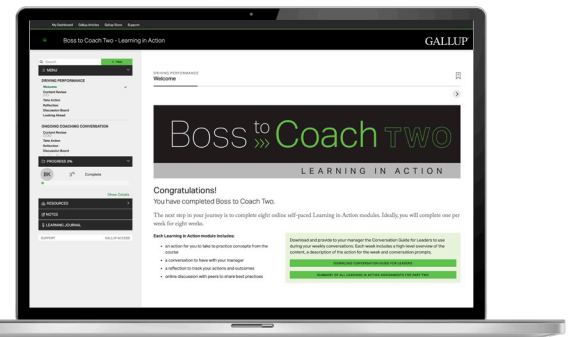
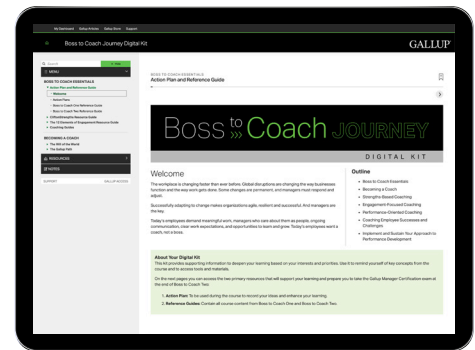
CliftonStrengths 34 Report

The CliftonStrengths 34 results report gives an individual a ranked listing of their most dominant natural talents — the ways in which they most naturally think, feel and behave.



Boss to Coach Journey Digital Kit

- Boss to Coach One Action Plan
- Boss to Coach One Reference Guide
- Boss to Coach Two Action Plan
- Boss to Coach Two Reference Guide
- CliftonStrengths Resource Guide
- The 12 Elements of Engagement Resource Guide
- Coaching guides:
 - The Role and Relationship Conversation
 - Ongoing Coaching
 - Progress on Goals Conversation Preparation
 - Progress on Goals
- Powerful Questions to Individualize Your Coaching



Self-Paced Learning in Action Modules

Both Boss to Coach One and Boss to Coach Two include eight topic-specific, self-paced Learning in Action modules to help managers convert their learning into behavior change.

Boss to Coach One

Topics:

- becoming a coach
- strengths-based coaching
- ongoing coaching
- clues to strengths and engagement

Boss to Coach Two

Topics:

- performance-oriented coaching
- coaching performance challenges and conflict
- effective Progress on Goals conversations
- continuing to become a coach

Also included are the Conversation Guide for Leaders: Boss to Coach One Edition and Conversation Guide for Leaders: Boss to Coach Two Edition.

Additional Digital Resources Included

Managers also receive access to short, self-paced on-demand learning modules focused on strengths and engagement. These modules provide managers with the opportunity to deepen their knowledge and understanding in specific areas of interest. The topics covered include:

- The CliftonStrengths Series (Your Development, Your Leadership and Your Team)
- The 12 Elements of Employee Engagement Series

Course participants have access to the digital resources for two years. They receive extended access with an active Gallup-Certified Manager certification.

Additional Resources for Your Organization

- **Pre-course call with a Gallup course instructor:** A discovery call with your executive sponsor or program leader will set the tone for the partnership and ensure the course leader is well-versed in your organization's norms, needs, issues and expectations.
- **Conversation Guide for Leaders:** Organizational leaders can use this conversation guide with their direct reports who are enrolled in Boss to Coach. It includes high-level concepts from the course and weekly questions that facilitate and sustain the shift from boss to coach.
- **Two-year Basic Gallup Access CliftonStrengths Subscription:** This subscription includes personalized strengths reports, CliftonStrengths Team Grids, interactive learning modules and action planning guides.
- **Two-year superuser access to Gallup's learning management system:** This access allows one person to view completion reports for employees in their organization.
- **Gallup Access onboarding session:** This session will provide the superuser with an overview of the Gallup Access platform.