

2021

# Learning Series for Gallup-Certified Strengths Coaches Participant Guide

GALLUP®

## ABOUT THIS GUIDE

Thank you for registering for Gallup's 2021 Learning Series exclusively for Gallup-Certified Strengths Coaches. Gallup is committed to your ongoing development and appreciates your partnership in our mission to help individuals worldwide discover and develop their talents and strengths.

Use this guide during each of the seven webinars. This guide includes valuable information from the presenter(s) for each session and space to capture your insights so you can apply what you've learned during the live sessions to your coaching.

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## Continuing Coach Education (CCE) Credits

The International Coaching Federation has approved this learning event for up to 8.5 CCE core and resource development credits. Watch for the event evaluation email to request CCE credits after attending the live sessions. If you cannot participate in the live sessions but watch the recorded sessions after the event, you can request CCE resource development hours by sending an email to [CEU@gallup.com](mailto:CEU@gallup.com).

# Wellbeing in the Workplace

**Presenters** **Dr. Jim Harter**, *Chief Scientist, Workplace and Wellbeing*

**Top Five CliftonStrengths Themes:**

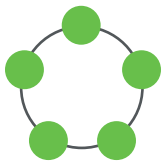
Achiever, Focus, Learner, Relator, Futuristic

**Dr. Jaclynn Robinson, ACC**, *Learning and Development Consultant*

**Top Five CliftonStrengths Themes:**

Achiever, Strategic, Maximizer, Positivity, Relator

Gallup research has identified five elements that encompass how we experience our lives and that can be considered the currency of a life that matters. Wellbeing is composed of five interrelated and interdependent elements. The five elements of wellbeing are:



**Career wellbeing:** You like what you do every day.

**Social wellbeing:** You have meaningful friendships in your life.

**Financial wellbeing:** You manage your money well.

**Physical wellbeing:** You have energy to get things done.

**Community wellbeing:** You like where you live.

Together, these elements provide key insights into whether people find daily life and work experiences fulfilling, have strong and supportive relationships, are financially secure, are physically healthy and making smart choices about their health, and are proud of and actively involved in their community.

## THRIVING

Wellbeing that is strong, consistent and progressing in a particular element.

## STRUGGLING

Wellbeing that is moderate or inconsistent in a particular element.

## SUFFERING

Wellbeing that is very low and at high risk in a particular element.

## The Four Risks to a Thriving Workplace Culture

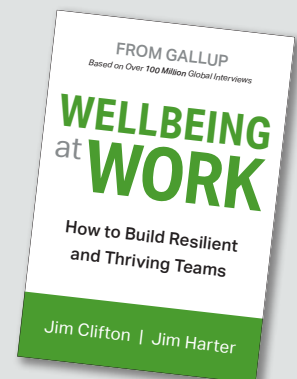
- Employee mental health
- Lack of clarity and purpose
- Overreliance on policies, programs and perks
- Poorly skilled managers

## ADDITIONAL NOTES

### Wellbeing at Work

As workplaces around the world face challenges of economic uncertainty as well as health and social crises, creating wellbeing in organizations is more critical than ever. Increasingly, leaders and managers have to cultivate the whole person at work, not merely the employee. Based on over 100 million global interviews and drawing on extensive research into the key elements of wellbeing, Gallup's latest book, *Wellbeing at Work*, tells how the best managers build resilient and thriving teams.

*Wellbeing at Work* will be released in April 2021.



# Live CliftonStrengths® Coaching #1

**Featured Coaches** **Vidhya Thomas, PCC**, *Talent Management Consultant*

**Top Five CliftonStrengths Themes:**

Ideation, Maximizer, Strategic, Relator, Arranger

**Linda Moorman, PCC**, *Talent Management Senior Consultant*

**Top Five CliftonStrengths Themes:**

Maximizer, Relator, Individualization, Input, Positivity

## As You Listen

Which coaching competencies did you hear?

What techniques did the coach use that you want to try in your coaching?

Insights:

### International Coaching Federation (ICF) Coaching Competencies:

**A. Foundation**

- Demonstrates Ethical Practice
- Embodies a Coaching Mindset

**B. Co-Creating the Relationship**

- Establishes and Maintains Agreements
- Cultivates Trust and Safety
- Maintains Presence

**C. Communicating Effectively**

- Listens Actively
- Evokes Awareness

**D. Cultivating Learning and Growth**

- Facilitates Client Growth

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To learn more, refer to the ICF website:  
<https://coachingfederation.org/core-competencies>

## ADDITIONAL NOTES

### Coaching for Your Development

As a CliftonStrengths coach, you have invested hours in learning about CliftonStrengths. Dedicate an hour to your development with one of Gallup's expert strengths coaches. If you are working toward an ICF credential, we can pair you with an ICF-certified coach, and your hour of coaching can also count toward your ICF mentoring requirements. [Learn more.](#)

# CliftonStrengths® Coaching and Wellbeing

**Presenters**      **Colette Maguire, ACC**, *Talent Management Senior Consultant*

**Top Five CliftonStrengths Themes:**

Maximizer, Input, Learner, Achiever, Intellection

**Claire DeCarteret**, *Regional Director of Learning and Development*

**Top Five CliftonStrengths Themes:**

Activator, Maximizer, Communication, Woo, Empathy

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## Coaching Questions

Career:

- Where do you find the most fulfillment in your role?
- How will your work today fulfill your sense of purpose?

Social:

- How do you celebrate others' personal and professional successes?
- Who supports your wellbeing?

Financial:

- What financial learning opportunities are available to you?
- What support do you need in pursuit of your financial goals?

Physical:

- How can you incorporate physical wellbeing elements into your day?
- What physical wellbeing obstacles might you encounter?

Community:

- What is your personal mission?
- In what ways does your work connect to the community?

## NOTES



## Take Action to Have a Life Well-Lived



## ADDITIONAL NOTES

### Learn More

[Employee Burnout: The Biggest Myth](#)

[Remote Workers Facing High Burnout: How to Turn It Around](#)

# Going Deeper With CliftonStrengths® Coaching With the ICF Coaching Competencies

**Presenters** **Benjamin Erikson-Farr**, *Global Director of Learning and Development*

**Top Five CliftonStrengths Themes:**

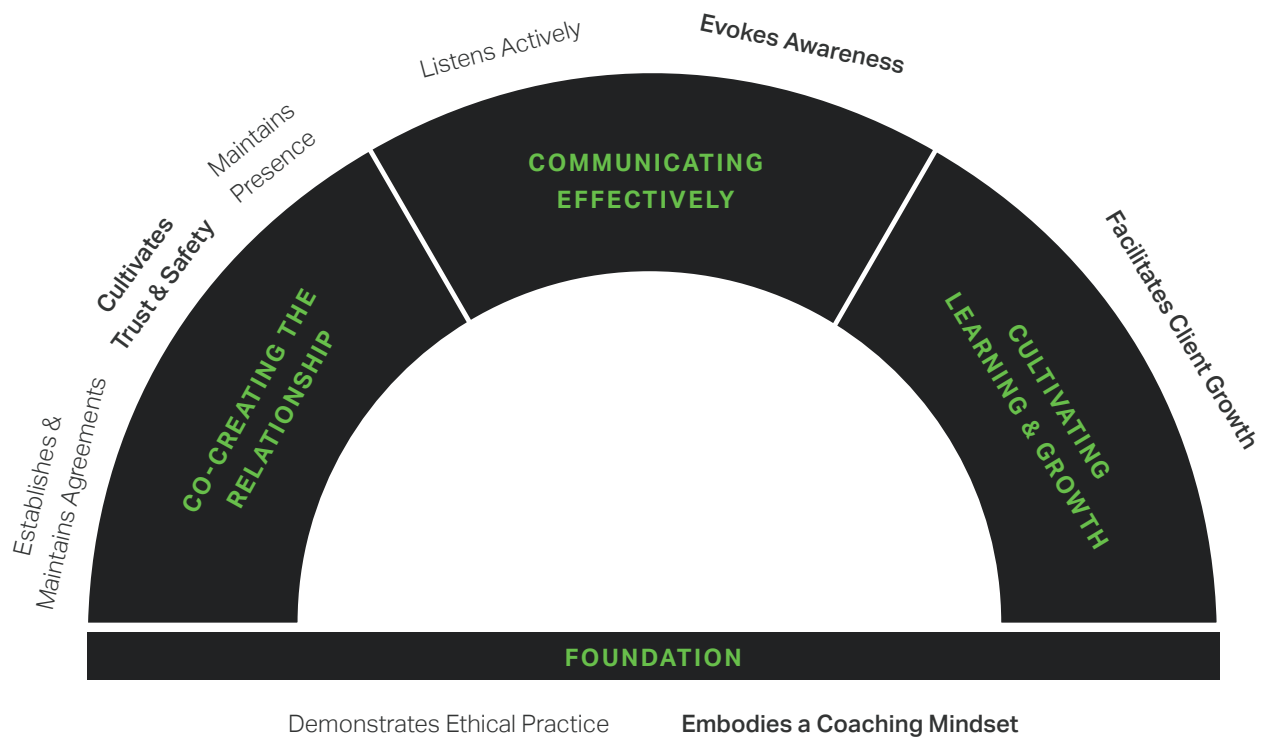
Analytical, Connectedness, Learner, Strategic, Achiever

**Jacque Merritt, MCC**, *Talent Management Senior Consultant*

**Top Five CliftonStrengths Themes:**

Woo, Maximizer, Input, Focus, Connectedness

## International Coaching Federation Coaching Competencies



Learn more about the ICF competencies in their video series on [YouTube](#) and the [ICF website](#).

## NOTES

## Self-Assessment

Spend a few minutes reflecting on your comfort level with the ICF coaching competencies.

ICF Coaching Competencies	Comes Naturally to Me	I Sometimes Skip Over or Miss	I Sometimes Struggle With
<b>A. Foundation</b> <ul style="list-style-type: none"> <li>• Demonstrates Ethical Practice</li> <li>• Embodies a Coaching Mindset</li> </ul>			
<b>B. Co-Creating the Relationship</b> <ul style="list-style-type: none"> <li>• Establishes and Maintains Agreements</li> <li>• Cultivates Trust and Safety</li> <li>• Maintains Presence</li> </ul>			
<b>C. Communicating Effectively</b> <ul style="list-style-type: none"> <li>• Listens Actively</li> <li>• Evokes Awareness</li> </ul>			
<b>D. Cultivating Learning and Growth</b> <ul style="list-style-type: none"> <li>• Facilitates Client Growth</li> </ul>			

## ADDITIONAL INSIGHTS

### Advanced CliftonStrengths Coaching Course

In this two-day course, you'll explore Gallup's seven CliftonStrengths developmental milestones and practice coaching techniques to enhance your effectiveness. This course is designed to advance your development as a coach and equip you to better guide people on their strengths journey, no matter the challenges or opportunities they face. [Learn more.](#)

# Coaching Managers and the Needs of Followers

**Presenters**      **Peter Ghanem**, *Learning and Development Market Leader*  
**Top Five CliftonStrengths Themes:**  
Focus, Achiever, Discipline, Analytical, Arranger

**Purva Hassomal**, *Learning and Development Consultant*  
**Top Five CliftonStrengths Themes:**  
Woo, Communication, Maximizer, Positivity, Activator

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## The Demands of Being a Manager

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## The Four Needs of Followers



**TRUST**



**COMPASSION**



**STABILITY**



**HOPE**

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**When Coaching Managers, Remember ...**

**ADDITIONAL NOTES**

# Live CliftonStrengths® Coaching #2

**Featured Coaches** **Anika Diedrich, ACC**, *Talent Management Consultant*

**Top Five CliftonStrengths Themes:**

Communication, Individualization, Achiever, Harmony, Discipline

**Cathy DeWeese, MCC**, *Talent Management Senior Consultant*

**Top Five CliftonStrengths Themes:**

Individualization, Arranger, Maximizer, Input, Relator

## As You Listen

Which coaching competencies did you hear?

What techniques did the coach use that you want to try in your coaching?

Insights:

### International Coaching Federation (ICF) Coaching Competencies:

**A. Foundation**

- Demonstrates Ethical Practice
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*To learn more, refer to the ICF website:*  
<https://coachingfederation.org/core-competencies>

# Live CliftonStrengths® Coaching #3

**Featured Coaches** **Diane Obrist, ACC**, *Talent Management Senior Consultant*

**Top Five CliftonStrengths Themes:**

Significance, Futuristic, Individualization, Activator, Woo

**Jacque Merritt, MCC**, *Talent Management Senior Consultant*

**Top Five CliftonStrengths Themes:**

Woo, Maximizer, Input, Focus, Connectedness

## As You Listen

Which coaching competencies did you hear?

What techniques did the coach use that you want to try in your coaching?

Insights:

### International Coaching Federation (ICF) Coaching Competencies:

**A. Foundation**

- Demonstrates Ethical Practice
- Embodies a Coaching Mindset

**B. Co-Creating the Relationship**

- Establishes and Maintains Agreements
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*To learn more, refer to the ICF website:*  
<https://coachingfederation.org/core-competencies>

# Additional Resources

## THE SCIENCE OF CLIFTONSTRENGTHS

- Looking for the CliftonStrengths business case and statistics about the impact of strengths? Check out the numerous resources and data points related to the science of strengths:  
<https://www.gallup.com/cliftonstrengths/en/253790/science-of-cliftonstrengths.aspx>
- 2018 CliftonStrengths Meta-Analysis Report:  
<https://www.gallup.com/workplace/243827/cliftonstrengths-metaanalysis-2018-effects-34-feedback.aspx>
- CliftonStrengths Technical Report:  
<https://www.gallup.com/cliftonstrengths/en/253790/science-of-cliftonstrengths.aspx>

## BOOKMARK THESE PAGES

- Visit [gallup.com/cliftonstrengths](https://www.gallup.com/cliftonstrengths) for CliftonStrengths coaching resources such as articles, webcasts and your digital coaching kits.
- Subscribe to the new Talent Mindfulness podcast:  
<https://www.gallup.com/cliftonstrengths/en/328037/talent-mindfulness.aspx>
- Subscribe to our latest insights: <https://www.gallup.com/subscribe.aspx>
- Check out the Certified Coaches Directory: <https://www.gallup.com/coachingdirectory>
- If your contact information has changed, please let us know by sending an email to [certification@gallup.com](mailto:certification@gallup.com)

## WEBCASTS

- Watch the latest and greatest webcasts to become a better CliftonStrengths coach: <https://www.gallup.com/cliftonstrengths/en/253940/strengths-coaching-webcasts.aspx>
- Want to join a live webcast? Visit [www.gallup.eventbrite.com](https://www.gallup.eventbrite.com) and follow us to get the latest updates via email.

## CONNECT WITH THE CLIFTONSTRENGTHS COMMUNITY

- Check out these Gallup CliftonStrengths social media channels:

 [Instagram](#)  [Facebook](#)  [Pinterest](#)  [LinkedIn](#)  [Twitter](#)

- Join the Facebook group exclusively for Gallup-Certified Strengths Coaches — email [certification@gallup.com](mailto:certification@gallup.com) to request an invitation to join.



# Appendix



— THE ART & SCIENCE OF LIFE AT WORK —

**REGISTER NOW!**

**JUNE 8-9, 2021 | VIRTUAL**

Gain the education, inspiration and connections you need to transform your workplace.

**\$100 discount** for Gallup-Certified Strengths coaches. Promo code: CERTIFIEDCOACH

Register today at [GallupAtWork.com](https://GallupAtWork.com)

**20/21**

Access all content 90 days after the live event.



# CliftonStrengths® Feedback Coaching Session Sample Conversation Guide

Timing and Intentions	Coaching Session Framework	Listen for the Following From the Client
<p>5 minutes</p> <p>Setting the Foundation; Establishing the Coaching Agreement</p>	<p><b>Welcome and Introductions</b></p> <p>Open the conversation with a friendly greeting, thanking the client for making time to participate in this session. Introduce yourself. This session is about the person you are coaching. Establish rapport, trust and credibility with the client by using the following prompt.</p> <ul style="list-style-type: none"> <li>• <i>Thank you for your time. I am excited to talk with you today. Tell me a little about yourself.</i></li> </ul> <p>Be prepared to share your objective for the call and provide a few examples of what the client can gain from this conversation.</p> <p>Help the client see how they can use their natural talents in meaningful ways in their work and life.</p> <ul style="list-style-type: none"> <li>• <i>What do you want to learn from our conversation today?</i></li> </ul> <p>Repeat the client's response to this question to check for understanding.</p>	<p>Energy and comfort level</p> <p>The client's goal(s) for the session</p>
<p>10 minutes</p> <p>Creating Awareness</p>	<p><b>CliftonStrengths Results</b></p> <p>Ask some questions to gauge the client's familiarity with CliftonStrengths. Be prepared to share your two-minute CliftonStrengths/strengths-based development overview.</p> <ul style="list-style-type: none"> <li>• <i>CliftonStrengths helps you to identify your most dominant talents — your unique patterns of thought, feeling or behavior that differentiate you from others and are sources of energy, engagement, motivation and success.</i></li> <li>• <i>When you apply talents in a positive, productive way, they become strengths.</i></li> </ul> <p>Increase the client's understanding of strengths by building on their current awareness of the topic.</p> <p>Work with the client to create a sense of understanding of their CliftonStrengths report(s).</p> <ul style="list-style-type: none"> <li>• <i>Your talent themes appear in order of dominance in your report. Let's talk about your initial observations:</i> <ul style="list-style-type: none"> <li>- <i>What was your initial reaction to your report?</i></li> <li>- <i>How does your report fit you?</i></li> <li>- <i>Did anything in the report surprise you?</i></li> </ul> </li> </ul>	<p>Familiarity with CliftonStrengths</p> <p>Foundational understanding to build on</p> <p>Self-awareness</p> <p>Understanding: I get who I am.</p>





NOTES

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