



Office of Human Resources  
at The Ohio State University  
*Leadership and Learning*



## Building a Culture of Coaching

**Gateway 2 Management (G2M)** is a premier higher education learning and development program for managers. The first module of G2M, **Building a Culture of Coaching**, engages managers in skill building experiences to strengthen their capacity to achieve the university's goals and model our institutional values and define what a true culture of coaching looks like in their units.

Gateway 2 Management is most effective when managers from a unit participate together. It is essential that their organization's leaders endorse and support participation in the program. In this way, departments are able to sustain and build upon the lessons learned in Building a Culture of Coaching.

Since 2009, more than 500 managers have experienced Building a Culture of Coaching. The course consists of 3 weeks of interactive learning that blends online, self-directed instruction with classroom experience.

The course consists of:

- 3 weekly instructor-led classroom sessions with hands-on exercises, case studies, and group interaction for 2.5 hours each.
- Online anywhere/anytime learning via Carmen with podcasts, videos, self-assessments and readings that coordinate with the classroom sessions.

The weekly themes are:

- **Introduction to Coaching** – Participants define coaching as creating a work environment where people can reach their full potential and begin to shift and refine their thinking about what coaching means at Ohio State. They assess their attitudes to coaching, delve into some of the common barriers to coaching and engage in class with solving problems presented in case study format.
- **Feedback and Listening** – Participants define effective feedback and discuss barriers and benefits to feedback. They assess their listening habits and engage in activities designed to heighten awareness of listening and its crucial role in the feedback process.
- **Developing and Motivating** – Participants define the engaged employee and the role of the manager in building engagement and motivating staff. Participants tie the three sessions together by demonstrating skill in a practice coaching session.

Building a Culture of Coaching has been proven effective not only through the positive evaluations by participants, but also through reports from units that have experienced the program.

For more information and to explore possibilities of bringing G2M to your unit please contact:

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