

Question 1:

Which of the following actions is considered a violation of the ICF Code of Ethics?

- Maintaining confidentiality of client information.
- ***Engaging in a romantic relationship with a client.***
- Continuing professional development.
- Setting clear agreements with clients.

Question 2:

How MUST a coach maintain records pertaining to a client's coaching session?

- In a folder that is easy to access for reference.
- In digital and hardcopy formats.
- ***In a secure format that promotes client confidentiality.***
- With the other records for the client.

Question 3:

After two months of a six-month coaching engagement, a client begins missing appointments and not following through on agreed-upon actions. What is the BEST approach for the coach to take?

- Terminate the coaching agreement immediately.
- Ignore the issue for now and hope the client gets back on track.
- Refer the client to a colleague who may be a better fit.
- ***Explore with the client whether or not to continue with the coaching.***

Question 4:

A client asks a coach for advice about how to carry out a new, challenging assignment. What is the best action for the coach to take?

- Give the client the requested advice.
- Suggest that the client ask their supervisor for advice.
- Send the client an email after the coaching session with several strategies the client could consider.

- ***Explain the distinction between coaching and consulting and invite the client to identify strategies they could explore together.***

Question 5:

A coach accepts a new client who values the coach's industry work experience. Which is the best action for the coach to take?

- Offer the coach's advice based on their industry work experience.
- ***Clarify the distinction between coaching and consulting.***
- Provide the coach's credentials in the industry.
- Suggest engagement goals for the client, based on the coach's industry experience.

Question 6:

What is a key difference between coaching and facilitation?

- Coaching involves giving direct advice, while facilitation focuses on asking questions.
- Coaching is primarily for personal development, while facilitation is only for professional settings.
- ***Coaching is a thought-provoking and creative process to support a client to meet their full potential, while facilitation is about guiding group discussions.***
- Coaching requires a license to practice, while facilitation does not.

Question 7:

Which of the following represents the most important purpose of silence in coaching?

- ***To allow a client to process their thoughts.***
- To enable the coach and client to hear one another.
- To provide the coach time to think of their next question.
- To provide the client time to think of the right response to the coach's question.

Question 8:

Respecting a client's perceptions is a critical element of which coaching competency?

- ***Cultivates trust and safety.***

- Listens Actively.
- Facilitates Client Growth.
- Establishes and Maintains Agreements.

Question 9:

A coach asks the client permission to coach in a new and sensitive area. What is the purpose of this request?

- To allow the client to think through their potential solutions.
- To make the client feel anxious to speed up results.
- To create a space where the coach is able to accept negative feedback.
- ***To create a safe space where the client has a choice.***

Question 10:

Using metaphors as a coaching tool is most useful in which of the following situations?

- The coach is teaching a concept.
- The coach wants to nuance a message.
- ***The client is seeking clarity or meaning.***
- The client does not see the coach's perspective.