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## ICF ICF-ACC

ICF Associate Certified Coach Exam

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### ICF ICF-ACC Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>• Domain: Coaching Competencies, Strategies, and Techniques: This section measures the skills of Life Coaches in applying coaching competencies, strategies, and techniques. It includes knowledge of how to contract with clients, focusing on key elements of a coaching agreement. It also covers the ICF Core Competencies, goal setting, motivation, and a variety of coaching techniques, tools, and resources. This section ensures coaches are equipped to effectively support clients in achieving their goals.</li> </ul>

Topic 2	<ul style="list-style-type: none"> <li>• <b>Domain: Definition and Boundaries of Coaching:</b> This section evaluates the expertise of Coaching Consultants in understanding the definition of coaching and the coaching process. It includes differentiating coaching from related professions like therapy, counseling, mentoring, and consulting. Additionally, it covers knowledge of when and how to make appropriate referrals to mental health professionals and recognizing signs of mental health conditions that may hinder coaching progress. This section ensures coaches maintain clear boundaries and make informed decisions for client well-being.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>• <b>Domain: Coaching Ethics:</b> This section of the exam measures the skills of Professional Coaches and covers knowledge of professional ethics codes, including understanding what constitutes a conflict of interest. It also evaluates awareness of relevant laws, regulations, and organizational policies related to confidentiality, such as identifying factors that may necessitate breaking confidentiality. This section ensures that coaches adhere to ethical standards and legal requirements.</li> </ul>

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### ICF Associate Certified Coach Sample Questions (Q31-Q36):

#### NEW QUESTION # 31

Which response reflects active listening to a client who claims to be struggling?

- A. Allowing the client to direct the discussion while the coach asks questions to learn more
- B. Asking to share a suggestion while the client is speaking to demonstrate the urgency of the issue
- C. Letting the client know the coach is listening and would like to share some recommendations
- D. Relating to the client's struggles by mentioning similar struggles the coach has experienced

**Answer: A**

Explanation:

ICF Competency 6 ("Listens Actively") involves "focusing fully on what the client is saying and not saying, understanding the meaning in context, and demonstrating that the client is heard." It prioritizes client-led dialogue and clarification over coach input. Let's assess:

A . Asking to share a suggestion while the client is speaking to demonstrate the urgency of the issue: Interrupting shifts focus to the coach, undermining active listening (Competency 6).

B . Relating to the client's struggles by mentioning similar struggles the coach has experienced: This risks redirecting attention to the coach, not fully hearing the client (ICF Code of Ethics, Section 1).

C . Allowing the client to direct the discussion while the coach asks questions to learn more: This embodies Competency 6 by keeping the client central, using questions to deepen understanding and reflect listening.

D . Letting the client know the coach is listening and would like to share some recommendations: Offering recommendations shifts to action (Competency 8), not pure active listening.

Option C best reflects active listening, per ICF's competency standards.

#### NEW QUESTION # 32

Which of the following examples best reflects a conflict of interest?

- A. Receiving payment from a client's employer for coaching the client because the employer may try to influence the coach
- B. Providing individual coaching to a married couple because they may discuss each other's sessions
- C. Coaching a peer while competing with them for the same work because that may interfere with the coach's objectivity
- D. Accepting professional recognition instead of payment because the recognition is greatly valued by the coach

**Answer: C**

Explanation:

The ICF Code of Ethics (Section 3.1) defines a conflict of interest as "a situation in which a coach has a private or personal interest sufficient to appear to influence the objective exercise of their professional duties." Objectivity and impartiality are critical to maintaining trust and integrity in the coaching relationship (ICF Competency 2: "Embodies a Coaching Mindset"). Let's evaluate the options:

- \* A. Receiving payment from a client's employer for coaching the client because the employer may try to influence the coach: While this could raise concerns about influence, it's not inherently a conflict unless the coach's objectivity is compromised (e.g., prioritizing the employer's agenda over the client's). ICF allows third-party payment if disclosed and agreed upon (ICF Code of Ethics, Section 1.2).
- \* B. Accepting professional recognition instead of payment because the recognition is greatly valued by the coach: This is a personal preference, not a conflict, as it doesn't inherently affect the coach's ability to serve the client objectively.
- \* C. Providing individual coaching to a married couple because they may discuss each other's sessions: This involves confidentiality risks (ICF Code of Ethics, Section 4), but it's not a conflict of interest unless the coach has a personal stake in their relationship. ICF permits this if boundaries are clear and agreed upon.
- \* D. Coaching a peer while competing with them for the same work because that may interfere with the coach's objectivity: This is a clear conflict of interest. Competing with the client creates a personal interest (e.g., career advancement) that could bias the coach's actions, undermining ICF's requirement for impartiality (ICF Code of Ethics, Section 3.2: "I will disclose any conflict of interest"). Option D best reflects a conflict of interest, as it directly threatens the coach's objectivity, a cornerstone of ICF ethics.

### NEW QUESTION # 33

Which is a key element of ICPs Evokes Awareness competency?

- A. Acknowledge what is hard for the client
- B. Agree with the client on their overall goals.
- C. Support the client by showing empathy
- **D. Share observations to create new learning for the client**

**Answer: D**

Explanation:

ICF Competency 7 ("Evokes Awareness") involves "providing observations, asking questions, and challenging the client to increase awareness and insight." Sharing observations is a key element to spark new learning. Let's evaluate:

- A . Support the client by showing empathy: This aligns with Competency 5 ("Cultivates Trust and Safety"), not evoking awareness.
  - B . Agree with the client on their overall goals: This fits Competency 3 ("Establishes Agreements"), not Competency 7.
  - C . Share observations to create new learning for the client: This directly reflects Competency 7's focus on offering perspectives to enhance client insight.
  - D . Acknowledge what is hard for the client: This supports empathy (Competency 5), not the proactive awareness-evoking of Competency 7.
- Option C is a key element of "Evokes Awareness," per ICF's competency definition.

### NEW QUESTION # 34

Your client is frustrated that she is frustrated. She should have been over this mishap in her work a long time ago. She is talking very negatively about herself: "Why can't I get over this..." The worst response is:

- A. Ask the client if she always is this negative about herself.
- B. Invite a reframe and say that sometimes people become frustrated when something is really important to them-might this be the case here?
- C. Remind the client that coaching is forward-looking.
- **D. Tell the client that you like her a lot and that she should not be so negative.**

**Answer: D**

Explanation:

Option A is the worst because it introduces the coach's personal feelings ("I like her a lot") and directs the client ("should not be so negative"), violating Competency 2.2 (partnership) and Ethics Section 2.1 (maintaining professional boundaries). It fails to evoke awareness (Competency 7) or respect the client's experience (Ethics 1.1).

Option B is dismissive but forward-focused. Option C may feel judgmental but invites reflection. Option D (best, see Question 7) supports growth. A most egregiously shifts focus to the coach and undermines the process.

References: ICF Core Competencies (2.2, 7); ICF Code of Ethics (1.1, 2.1).



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