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

#### NEW QUESTION # 31

Which would most likely lead a client to feel they have less power or influence than the coach in the coaching process?

- A. The client's perceptions of the coach as an expert in coaching
- B. The coach's tendency to ask more questions than the client
- C. The sponsoring company's willingness to pay for coaching services for the client
- D. The client's control over the timing of payments to the coach

Answer: A

#### NEW QUESTION # 32

Which is considered a conflict of interest for a coach?

- A. Providing coaching services to employees at a company the coach owns
- B. Providing coaching to part of an organization rather than coaching across the entire organization
- C. Putting a client's interests ahead of the coach's own business interests
- D. Encouraging the interests of a department over the interests of the entire company

**Answer: A**

Explanation:

The ICF Code of Ethics (Section 3.1) defines a conflict of interest as a situation where a coach's "personal interest appears to influence the objective exercise of their professional duties." Ownership creates a personal stake that could bias coaching. Let's evaluate:

A . Providing coaching services to employees at a company the coach owns: This is a conflict, as the coach's business interests may conflict with employee needs (Section 3.2 requires disclosure).

B . Providing coaching to part of an organization rather than coaching across the entire organization: This is a scope decision, not a conflict of interest.

C . Encouraging the interests of a department over the interests of the entire company: This may be unethical but isn't a personal conflict of interest for the coach.

D . Putting a client's interests ahead of the coach's own business interests: This aligns with ethics, not a conflict (Section 1).

Option A is a conflict of interest, per ICF's definition.

### NEW QUESTION # 33

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

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

**Answer: B**

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 # 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 best response is:

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

**Answer: A**

Explanation:

Option D aligns with Competency 7, "Evokes Awareness" (7.3 - Offers reframes to shift perspective), by gently encouraging the client to see her frustration in a new light without judgment (Competency 4.1). It fosters curiosity and supports Ethics Section 1.1 (respecting client experience).

Option A is overly personal and directive, breaching Competency 2.2. Option B dismisses the client's current state, missing Competency 6.1 (acknowledges emotions). Option C risks sounding accusatory, undermining trust (Competency 4.1). D best facilitates awareness and growth.

References: ICF Core Competencies (2.2, 4.1, 6.1, 7.3); ICF Code of Ethics (1.1).

### NEW QUESTION # 35

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. Tell the client that you like her a lot and that she should not be so negative.**
- 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. Ask the client if she always is this negative about herself.

**Answer: A**

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).

### NEW QUESTION # 36

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