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ICF Associate Certified Coach Sample Questions (Q61-Q66):

NEW QUESTION # 61

A coach should refer a client to seek help from a non-coaching professional when the client

- A. requests guidance in determining which employees should lose their jobs
- B. needs support navigating a transitional period in their life
- C. wants help building better relationships
- D. seeks confidence and clarity during a career change

Answer: A

Explanation:

The ICF Code of Ethics (Section 2.5) mandates referral to other professionals when client needs exceed coaching's scope, which is limited to supporting personal and professional growth, not providing expert advice or managing organizational decisions (ICF Coaching Boundaries). Let's analyze:

A . Needs support navigating a transitional period in their life: This fits coaching's scope (ICF Definition of Coaching), supporting transitions through goal-setting and awareness (Competency 8).

B . Requests guidance in determining which employees should lose their jobs: This requires expertise in HR or management consulting, not coaching, as it involves directive advice and third-party impact, exceeding ICF boundaries (ICF Code of Ethics, Section 2.3). Referral to a consultant or HR professional is appropriate.

C . Wants help building better relationships: This is within coaching's domain, focusing on personal skills and growth (Competency 8), not requiring referral.

D . Seeks confidence and clarity during a career change: This aligns with coaching's purpose of enhancing potential and decision-making (ICF Definition of Coaching), not necessitating referral.

Option B warrants referral, as it falls outside ICF's non-directive, growth-focused scope.

NEW QUESTION # 62

Which adjectives best reflect the competency Embodies a Coaching Mindset?

- A. Careful, prepared and purposeful
- B. **Open curious, and flexible**
- C. Decisive, agreeable and observant
- D. Focused, task-oriented and professional

Answer: B

Explanation:

ICF Competency 2 ("Embodies a Coaching Mindset") describes a coach who is "open to not knowing, curious about the client's perspective, and flexible in adapting to the client's needs." This mindset prioritizes a non-judgmental, exploratory stance over rigidity or task focus. Let's evaluate:

- * A. Focused, task-oriented, and professional: While professionalism matters, "task-oriented" suggests a directive approach, misaligned with the client-centered curiosity of Competency 2.
- * B. Decisive, agreeable, and observant: "Decisive" implies control, and "agreeable" may suggest pleasing rather than challenging, both inconsistent with the exploratory nature of a coaching mindset.
- * C. Careful, prepared, and purposeful: These are positive traits, but "careful" and "prepared" imply caution and structure over the openness and adaptability central to Competency 2.
- * D. Open, curious, and flexible: These directly reflect Competency 2's emphasis on being receptive, inquisitive, and adaptable, fostering a mindset that supports client growth (ICF Code of Ethics, Section 1).

Option D best captures "Embodies a Coaching Mindset," per ICF's competency definition.

NEW QUESTION # 63

Which type of listening involves attending to the client's words body language and tone at the same time?

- A. Explorative
- B. Basic
- C. Attentive
- D. **Active**

Answer: D

Explanation:

ICF Competency 6 ("Listens Actively") involves "focusing fully on what the client is saying and not saying, understanding the meaning in context," including verbal and non-verbal cues like tone and body language. Let's evaluate:

- A . Basic: This implies minimal engagement, not attending to multiple cues (below Competency 6).
- B . Attentive: This suggests focus but lacks the depth of interpreting body language and tone (less than Competency 6).
- C . Active: This matches Competency 6, encompassing words, tone, and body language simultaneously.
- D . Explorative: This aligns more with questioning (Competency 7), not listening.

Option C is the type of listening described, per ICF's definition of active listening.

NEW QUESTION # 64

During the coaching session, a client has a new and very clear insight about the way that they have been treating a colleague. The

worst response is:

- A. Ask them how they would feel if they were the colleague being treated in this way.
- B. Ask the client how this new insight could impact his/her behavior towards the colleague.
- **C. Tell them that the way they have been treating the colleague is unacceptable, and they need to change if they want to be a better person.**
- D. Suggest that this insight could be very useful in changing the client's behavior toward the colleague.

Answer: C

Explanation:

Option A is the worst because it imposes judgment ("unacceptable") and directs the client ("need to change"), violating Competency 4.1 (safe, non-judgmental environment) and Competency 2.2 (partnership). It also breaches Ethics Section 2.2 (avoiding personal bias) and the ICF Definition of Coaching, which emphasizes facilitating, not dictating.

Option B invites perspective but isn't harmful. Option C (best, see Question 11) empowers the client. Option D suggests rather than collaborates but isn't judgmental. A most severely undermines the coaching process.

References: ICF Core Competencies (2.2, 4.1); ICF Code of Ethics (2.2); ICF Definition of Coaching.

NEW QUESTION # 65

A coach is approached by a company with a request to provide coaching services to an employee. If the coach and potential client meet and determine they would like to work together, what is the next step?

- A. Identify the company's goals
- B. Develop an evaluation plan
- **C. Draft a coaching agreement**
- D. Begin the coaching process

Answer: C

Explanation:

ICF Competency 3 ("Establishes and Maintains Agreements") requires a formal agreement before coaching begins, outlining roles, responsibilities, and logistics (ICF Code of Ethics, Section 1.1). This step follows mutual interest and precedes coaching. Let's analyze:

- A . Begin the coaching process: Starting without an agreement violates ICF ethics and competency standards.
- B . Draft a coaching agreement: This is the next step, ensuring clarity and consent, especially with a third-party (company) involved (ICF Code of Ethics, Section 1.2).
- C . Identify the company's goals: This may inform the process but follows agreement drafting, which focuses on the client's goals (Competency 3).
- D . Develop an evaluation plan: This occurs later, after goals are set (Competency 8).

Option B is the correct next step, per ICF's agreement requirements.

NEW QUESTION # 66

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