



Coach's Knowledge Assessment Tips

After you submit your ACC application and your documentation has been approved, you will be invited to open the link that launches the Coach's Knowledge Assessment.

You have 90 days to open the link and complete the assessment. I highly recommend that you do not allow a long gap between your mentoring coaching and sitting for the assessment. Set aside a time that you know you will not be interrupted for 3 hours. On average my students take about 1:30 to complete the assessment, however know you have 3 hours.

You will be expected to answer 155 questions in one 3 hour sitting. You need to get 75% correct to pass or 116 correct. You will not have an opportunity to save and close, if the system goes down you will have to contact the ICF (this not likely to happen). You have plenty of time, use it wisely by reading the questions very carefully.

In preparation review all class content with a focus on the ICF portions for the Core Competencies and Code of Ethics. Review very closely pages in the Advanced Coach Textbook Pages 6 through 18.

Know the difference in roles of coaches and therapist and mentor coaches.

Always error on the side of the client, expect when you have something that is specific to your coaching agreement in reference to fees and a client want to get out of the arrangement. You are entitled to get paid for your work. Look at each ethical question by sorting for who will benefit and if it is reasonable and referenced in the code. Questions may be filled with details, however they are not "tricky". Do not read anything into a question, take it at face value.

Be prepared to recognize when more than one competency is in play in the scenario that is represented in the question and determine how they impact each other before answering. Sort for the best order to any actions and the highest impact of your actions and decisions.

Know that the coach has an agreement and a responsibility to keep your client on track for their overarching or big picture goal. If your client wants to shift to a new goal midway through the process, for whatever reason, you are expected to listen and take a pause to remind the client of the purpose and reasons the goal was established and make sure they understand the

impact of the interruption or re-direction. Once they are informed and acknowledge their understanding of the impact of their decision and that they own the agenda, the coach should proceed in a logical and reasonable manner. **The coach should make a thorough check-in to assure the client has not been emotionally hijacked.**

Read the questions very carefully and be on the lookout for scenarios where the coach is offering an opinion, “me too”, tell, direction, or a tool or technique. Sort for the clue that the coach did or did not tell the client to do something, or did not ask permission to proceed. **The coach should not tell the client what to do, they must ask. The Coach should never make the session about themselves.**

General best test practices include the following:

Determine what the material concept is included in the questions, break down and eliminate the 2 worst answers, then sort for the remaining best answer.

Determine if the question is asking about a positive or a negative. For example, **is the question asking if it is NOT something. .**

Reread the question to make sure you have not missed something. However, reading numerous times may lead to overthinking and self-doubt. **If you have to guess, go with your first impression.**

You can use notes but keep them simple, **do not try to look up answers.**

Make sure you understand coaching terms and definition in advance of sitting for the assessment. Refer to glossary in Advanced book.

Know that your goal should be to get 100%, perfection may lead to over thinking and self-doubt. When making your decisions as you read the questions, you may want to note questions that you have guessed at. On occasion another questions may provide you information that solve your guessed question. You should note the questions you want to review, however to go back and start changing answers may cause over thinking and self-doubt. Spending time in final review of your answers can be problematic if you go back and start changing a lot of answers. Keep that review to a minimum, typically your first response it the best.

Study:

Reviewing the content of your text books, observations form, handouts, and exams for the following:

- Know and understand the actions and questions related to each of the 11 core competencies.

- Know and understand the 8 guiding principles
- Know and understand the code of conduct and code of ethics. (download these from the ICF website as of July 2015)

Go the ICF website coachfederation.org

- Review the sample questions and understand format and reasons behind the correct questions.
- Review Code of Ethics
- Review Code of Conduct
- Review Table of Comparison of Competencies
- Browse the website for other information materials

Know that:

ICF defines coaching as partnering with clients in a thought-provoking and creative process that inspires them to maximize their personal and professional potential. Coaching is a distinct service and differs greatly from therapy, consulting, mentoring or training. Individuals who engage in a coaching relationship can expect to experience fresh perspectives on personal challenges and opportunities, enhanced thinking and decision-making skills, enhanced interpersonal effectiveness, and increased confidence in carrying out their chosen work and life roles.

Understand that a **coaching agreement** can be referred to as:

- A written agreement that spells out the terms of engagement, including but not limited to fees, appointment times and methods of delivery and others business arrangements.
- A verbal understanding of the coaching process and the roles and responsibilities of each party 1-the coach, 2-the client and 3- the sponsor
- The interaction between the parties honoring the code of ethic and code of conduct as defined by the ICF
- Understand that the client owns the agenda, however the coach is responsible for maintaining accountability to keep the client on track to the big picture stated goals.

NOTE: This collection of “tips” is not intended to replace the need to study the content of your training material and apply all available information gained from:

- 60 hours of classroom training and suggested reading materials
- Client coaching interaction
- Mentor coaching
- Application of your intuition and best practices
- Reference material found on the IFC website

All the best, Suzanne

P.S.

Attached are sample questions downloaded from the ICF website, read them and understand what makes the answer correct compared to the one that are not correct.

[Direct from the ICF website]

The following five questions are representative samples of the types of questions that may be on the test. Correct responses are shown in **bold**.

Domain: Setting the Foundation

The client is a high-energy manager with a generally positive outlook. Just before coming to the coaching session, the client was told that their responsibilities are about to drastically change and will no longer be doing the work they are passionate about. The client has come to the session in a particularly negative mood, and has expressed the desire to address this situation during today's session. What is the BEST way for the coach to proceed?

- a. Ask the client about all of the potential positive outcomes from this situation.
- b. Remind the client that the agenda for this session was set at the end of the last session.
- c. Explore the outcomes for the session and ensure that the client and coach are both clear on them.**
- d. Point out to the client how extremely important it is to be passionate about the work we do.

Domain: Co-Creating the Relationship

A client is explaining a situation to a coach, who senses that there is more that the client is not sharing. How should the coach approach the situation?

- a. Interrupt the client and ask for greater disclosure.

- b. Give the client the “bottom-line” read on the situation.
- c. Ask the client’s permission to probe a little deeper.**
- d. Give the client feedback on the importance of honesty in coaching.

Domain: Communicating Effectively

When dealing with a client who brings many issues to the table, it is best for the coach to pick the option

- a. where the coach has the most expertise.
- b. of asking what the client would like to start with.**
- c. that looks most likely to be handled in the time available.
- d. that the coach thinks can do the most good for the client.

Domain: Facilitating Learning and Results

An appropriate role for a coach in goal setting, planning, and prioritizing with a client is

- a. critiquing and embellishing a client’s goals.
- b. letting the client self-determine the need for goals.
- c. taking charge of the process to ensure it is completed accurately.
- d. facilitating a process around the client’s goal setting, planning, and prioritizing.**

Domain: Coaching Foundations and Knowledge Base

Every coaching conversation should include

- a. an action plan.
- b. an agenda identified by the client.**
- c. review of fieldwork.
- d. a summary by the coach of the client's progress.