

Paper Code: M-EPA-CPR5005

Level 5

# Coaching Professional - EPA Mock Knowledge Test

## Information for registered centres

The seal on this examination paper must only be broken by the candidate at the time of the examination. Under no circumstances should a candidate use an unsealed examination paper.

## Information for candidates

Under no circumstances should you, the candidate, use an unsealed examination paper. This examination consists of 40 multiple-choice questions. The exam is worth 40 marks, with a Pass being 26 marks, and Distinction 35 marks. The duration of this examination is 90 minutes. You are NOT allowed any assistance to complete the answers. You must use a pencil to complete the answer sheet - pens must NOT be used. When completed, please leave the examination answer sheet (EAS) on the desk.

### EXAMINATION ANSWER SHEET (EAS) INSTRUCTIONS:

For each question, fill in ONE answer ONLY.

If you make a mistake, ensure you erase it thoroughly.

You must mark your choice of answer by shading in ONE answer circle only.

Please mark each choice like this:

01  A  B  C  **ANSWER COMPLETED CORRECTLY**

Examples of how NOT to mark your examination answer sheet (EAS). These will not be recorded.

01  A  B  C  **DO NOT** partially shade the answer circle  
**ANSWER COMPLETED INCORRECTLY**

01  A  B   **DO NOT** use ticks or crosses  
**ANSWER COMPLETED INCORRECTLY**

01  A  B  C  D **DO NOT** use circles  
**ANSWER COMPLETED INCORRECTLY**

01  A  B  C  **DO NOT** shade over more than one answer circle  
**ANSWER COMPLETED INCORRECTLY**

All candidates MUST sign the Examination Answer Sheet (EAS) in the bottom right-hand corner of the page before leaving the examination room.

1

In Gibbs reflective cycle, if you considered how you can make sense of a situation and what may have helped or hindered, which stage would you be applying?

- A. Evaluation
- B. Conclusion
- C. Description
- D. Analysis

2

The elements of Emotional Intelligence according to Goleman are:

- A. self-awareness, self-regulation, motivation, empathy and social skills
- B. self-awareness, self-regulation, determination, compassion and social skills
- C. self-awareness, self-regulation, determination, empathy and social skills
- D. self-regulation, determination, empathy, social skills and self-actualisation

3

If you were coaching an introverted client, the characteristics that they would most likely display are:

- A. shyness, withdrawal, not outwardly enthusiastic with thoughts processed internally rather than verbally
- B. high levels of self-awareness, easy going in nature, optimistic and reactive
- C. drawing attention to themselves in their mannerisms and behaviours, preferring the written word over speaking
- D. gaining energy and motivation from within themselves, seeking opinions, widely verbalise their thoughts to others

4

Which one of the following is not an ICF core competency?

- A. Demonstrating ethical practice
- B. Evoking awareness
- C. Establishing and maintaining agreements
- D. Using past experiences to engender learning

5

In a coaching session, the main purpose of giving feedback is to:

- A. reinforce learning and to help the coachee initiate change
- B. offer subtle direction to the coachee
- C. highlight areas for improvement as and when seen
- D. aid the goal setting process

6

According to Julie Starr, the best description of active listening is:

- A. I am more focused on you than me, and I am getting a sense of who you are
- B. If it looks like I am listening, I am not really
- C. I am very focused on what you are saying, paying attention and recording facts
- D. I am engaged in the conversation, listening, talking and thinking

7

In Schein's three stages of culture model, the Espoused Values stage can best be described as the:

- A. basic assumptions of how things are done in the organisation
- B. organisation's values and commitments which are widely shared and communicated
- C. visible signs of the organisational culture, that are evident for all to see
- D. unwritten rules on behaviours which people in the organisation abide by are not visible

8

In Kolb's experiential learning cycle, which stage can be best described as the 'thinking' stage?

- A. Concrete experience
- B. Reflective observation
- C. Active experimentation
- D. Abstract conceptualisation

9

According to Salovey and Mayer's theory of emotional intelligence, which of the four stages can be best described as 'having identified one's own emotions using them to help make decisions'?

- A. Emotional regulation for intellectual and emotional growth
- B. Emotional perception and expression
- C. Emotional facilitation of thinking
- D. Understanding emotions

10

The best description of diversity in the workplace is:

- A. treating everyone the same in the belief that individual talent will become visible
- B. actively implementing every employee's ideas and opinions
- C. ensuring that the ratio of ethnicities in the organisation is the same as the national average
- D. recognising and valuing that each person is unique

11

The leadership style which can best be described as the opposite of democratic is:

- A. laissez-faire
- B. autocratic
- C. affiliative
- D. authoritative

12

The best description of good coaching protocol is:

- A. sharing the content of the coaching conversation within your organisation to aid or facilitate your coachee's development
- B. offering physical support for comfort during an emotional response to coaching
- C. sharing your feelings, thoughts and experiences with your coachee if relevant to the topic
- D. agreeing with your coachee and relevant stakeholders before commencing coaching, the boundaries of your coaching relationship

13

The **largest** proportion of communication is:

- A. tone of voice
- B. verbal communication
- C. body language
- D. written communication

14

French and Raven's 5 sources of power are:

- A. Hierarchical, peer, knowledge, recognition and expert
- B. Relational, control, knowledge, reward and appropriate
- C. Reward, coercive, legitimate, expert and referent
- D. Status, relational, monetary, legitimate and coercive

15

A foundation principle of the General Data Protection Regulation (UK) is that data must be:

- A. managed fairly, lawfully and transparently
- B. used, stored and kept up to a maximum of 10 years
- C. used, stored appropriately and kept for a minimum of 10 years
- D. managed fairly, stored only electronically and destroyed immediately after use

16

What school of psychology can best be described as 'an integrated approach to understanding the effects of the brain on psychological responses and overall well-being'?

- A. Psychoanalysis
- B. Gestalt
- C. Neuroscience
- D. Cognitive Psychology

17

The psychodynamic perspective emphasises that:

- A. human behaviour is a direct result of facing reward and punishment
- B. a person's unconscious psychological processes as they show up in current behaviour
- C. a person's personality varies according to which personality trait is more dominant
- D. it is not only behaviour and thought patterns which shape personalities but also what someone believes

18

In a transformational style of leadership, the most likely impact on a team is that it can:

- A. result in a workforce who are demotivated and in need of close supervision
- B. lead to a competitive workplace culture
- C. empower teams and create job satisfaction
- D. maintain the status quo and stifle creativity

19

The Global Code of Ethics for coaches does not feature:

- A. maintaining one's professional development through continued personal development
- B. having professional indemnity insurance for your coaching practice
- C. having effective contracting in place which ensures that the client and stakeholders are fully aware of the terms and conditions of the coaching agreement
- D. clearly distinguishing professional coaching relationships with clients from other forms of relationships

20

What does Transactional Analysis seek to understand?

- A. How social relationships are analysed to determine the ego state of the communicator
- B. How coaching conversations can be interpreted by the coachee and impact on future communication
- C. How to analyse group discussions with the dominant party and whether their style is persuasive or not
- D. Whether all outcomes of a coaching relationship have been achieved

21

The **main** difference between coaching and training is that:

- A. training assesses skills, coaching assesses knowledge
- B. training deals with knowledge deficits, coaching imparts skills
- C. training is transferring knowledge, coaching is enhancing knowledge or skills
- D. training can be a one-off activity, coaching can be a longer relationship

22

The Safeguarding Vulnerable Groups Act (SVGA) 2006 was passed to:

- A. prevent people who are deemed unsuitable to work with children and vulnerable adults
- B. prevent those with a criminal record from gaining employment in the public sector
- C. help vulnerable adults and children to have equity of access to services and facilities
- D. establish vulnerable adults and children as a protected characteristic

23

In Burch's model of competence, Conscious Incompetence can **best** be described as:

- A. performing the skill is automatic and done without thinking
- B. being aware of the skill, but not yet being proficient
- C. being unaware of the skill and of the proficiency
- D. being aware of the skill with ability to use it, but only with effort and thought

24

The four principles of rapport are:

- A. empathy, authenticity, similarity and shared experience
- B. mirroring and matching, empathy and positivity
- C. professionalism, politeness, emotional intelligence and intuition
- D. understanding, listening, empathy and similarity

25

The **best** example of feedback in a coaching session is:

- A. giving constructive criticism at the end of your session
- B. using the SBI model (Situation, Behaviour, Impact)
- C. advising the coachee how they could improve their approach to a situation
- D. commenting on what you notice about your coachee in the moment

26

The two factored theory of motivation was introduced by:

- A. Goleman
- B. Herzberg
- C. Vroom
- D. Lewin

27

Which quadrant of the Johari window allows the exploration of what others know about the coachee, but not what the coachee knows about themselves?

- A. Open
- B. Hidden quadrant
- C. Blind spot
- D. Unknown quadrant

28

Handy's four organisational culture types are:

- A. club, role, task and existentialist
- B. team, role, leadership and existentialist
- C. club, team, dominant and task
- D. management, club, role and existentialist

29

Looking to confirm our own opinions and pre-existing ideas is a description of which unconscious bias?

- A. Halo Effect
- B. Perception Bias
- C. Affinity Bias
- D. Confirmation Bias

30

In Maslow's Hierarchy of needs theory there are 5 levels. Which of the following is not one of these?

- A. Esteem
- B. Love and belonging
- C. Safety needs
- D. Self-regulation

**Scenario 1**

Suki works in a call handling centre for a large insurance company. Her primary role is a sales coach. Suki is coaching Kylie, a newly appointed departmental manager and is experiencing some challenges from older and more established colleagues within her team. In her coaching session, Kylie highlighted an incident when she was giving Tyrone some feedback around his performance metrics. Kylie highlighted that Tyrone raised his voice to her and told her she did not know what she was talking about, as she had only been in the company for 5 minutes. Kylie wants to work on how she can be better at handling challenging conversations and remaining calm as she highlighted that she also raised her voice back and told Tyrone to 'just do as she said'.

**31**

In the session when Kylie was detailing what had happened, she became visibly upset. The best approach for Suki to take is to:

- A. sit closer to Kylie, comforting her saying 'it will all be alright'
- B. use silence to allow Kylie to express and process her thoughts and emotions
- C. offer Kylie tissues and tell her that 'it is not as bad as she thinks'
- D. use silence and when Kylie appears more composed, ask her what her first action to improving the situation would be

**32**

Suki believes Kylie will benefit from improving her social intelligence. Social Intelligence can best be described as:

- A. the ability to relate to those around you at all times and think before you speak or respond in a given situation
- B. awareness of body language in a situation and sensing when an interaction is required to restore the status-quo
- C. awareness of others and the ability to read verbal, non-verbal and contextual cues for building relationships
- D. the ability to observe others, identify non-verbal cues and act appropriately at any given time

**33**

During the coaching session Suki wants to explore Kylie's comment about Tyrone, saying he is "a bit of a dinosaur type". What type of bias is Kylie more likely to be displaying?

- A. Confirmation bias
- B. Unconscious bias
- C. Anchoring bias
- D. Framing cognitive bias

**34**

During the session, Suki asks Kylie to describe the situation in more detail and asks how she felt at the time. The reflective model that Suki is using is:

- A. Kolb
- B. Herzberg
- C. Gibbs
- D. Schon

**35**

When Kylie describes the situation to Suki, she states that she told Tyrone to 'just do as I say'. Which of Eric Berne's Ego states was Kylie in at this moment?

- A. Critical Parent
- B. Adult
- C. Free Child
- D. Nurturing Parent

**Scenario 2**

You have been recruited to coach Sara, a company director. The organisation is taking a more agile approach to the working week, looking at both hybrid and flexible working patterns. The director confides in you that she does not believe in this strategy as she can see that people would abuse it, take advantage and that the business would suffer as a result. The CEO who hired you has asked you to work with Sara to explore her thoughts and behaviours around this topic and has asked for feedback on her progress.

**36**

In your third session with Sara, you explored her style of leadership. Sara acknowledged that she has a tendency to favour an autocratic approach, regardless of situation. You ask what the implication of this approach to her colleagues could be. The best description of areas to be highlighted is:

- A. greater job satisfaction and engagement of her colleagues
- B. increased stress, decreased motivation and reduced morale
- C. greater commitment to the organisation's strategic aims
- D. a lack of innovation and development of colleagues

**37**

In the two factor theory of motivation, the term that best describes dissatisfaction in the workplace is:

- A. motivators
- B. hygiene factors
- C. environmental factors
- D. recognition and reward factors

**38**

You ask Sara to complete a Johari Window exercise. You must take this approach to:

- A. help Sara gain a better understanding of her relationship with herself and others
- B. help Sara set goals and actions in her meeting with colleagues to get them to think as she does
- C. provide Sara with timely feedback on her recent performance
- D. get her colleagues to think that she cares about their opinions of her

**39**

In your sessions, you are aware of an increasing feeling of frustration around Sara's belief that people will abuse hybrid working. After reflecting and discussing with your supervisor, at your next session with Sara, you are more alert to a non-judgemental approach and having unconditional positive regard. The best description of this in a coaching setting is:

- A. working on your own positive mindset in and out of the sessions
- B. providing positive feedback to a coachee regardless of circumstance
- C. remaining free of judgement and bias during sessions
- D. remain unconditionally positive throughout all sessions

**40**

You decide to work on Sara's underlying belief that people would abuse hybrid working. Which of the following questions would be the most suitable?

- A. Why do you believe the worst of your team?
- B. What could you put in place to limit or prevent team members abusing the system?
- C. How could you convince others that working from the office is the best way forward?
- D. If you knew that this was absolutely not true, what would you do differently?











# Level 5

## Highfield Qualifications

Highfield ICON  
First Point  
Balby Carr Bank  
Doncaster  
South Yorkshire  
DN4 5JQ  
United Kingdom

01302 363277  
[info@highfield.co.uk](mailto:info@highfield.co.uk)  
[www.highfieldqualifications.com](http://www.highfieldqualifications.com)