

Paper Code: M-EPA-CPR5006

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 D **ANSWER COMPLETED CORRECTLY**

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

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

01 A B C D **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 D **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

The theory of cognitive psychology is explained as:

- A. behaviours caused by the environment, rather than internal drivers
- B. individuals having free will, personal growth and self-actualisation
- C. studying mental processes including how people think, perceive, remember and learn
- D. the study of the unconscious mind on behaviours, including desires and impulses

2

Which area of psychology concentrates mainly on self-awareness in the present?

- A. Gestalt psychology
- B. Positive psychology
- C. Jungian psychology
- D. Performance psychology

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Vroom's Theory of Expectancy says that an individual's motivation is affected by:

- A. existence needs, expectancy needs and growth needs
- B. expectancy, instrumentality and valence
- C. physiological factors, expectancy and self-esteem needs
- D. expected working conditions, co-worker relations and company policies

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Active listening does **not** include:

- A. finishing the speaker's sentences
- B. good eye contact throughout the interaction
- C. reflection and clarification
- D. allowing the speaker to finish what they are saying

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Which job role would a Type A personality **best** suit?

- A. Army leader
- B. Design manager
- C. Nurse
- D. Secretary

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Good coaching protocol is:

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

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Schön describes the act of thinking about an experience in the moment as:

- A. reflection for action
- B. reflection in action
- C. reflection on action
- D. reflection to action

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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

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'Having identified one's own emotions and using them to help make decisions' describes which stage of Salovey and Mayer's theory of emotional intelligence?

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

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The Safeguarding Vulnerable Groups Act 2006 was introduced to:

- A. prevent those deemed unsuitable from working with vulnerable groups
- B. improve awareness of vulnerable groups, such as children and vulnerable adults
- C. support disclosures of abuse for children and vulnerable adults
- D. identify potential employees who are vulnerable and support them in the workplace

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Tone of voice is an example of what type of communication?

- A. Interpersonal
- B. Non-verbal
- C. Verbal
- D. Visual

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According to the Global Code of Ethics, which is a conflict of interest?

- A. Advertising your coaching services within your workplace
- B. Coaching a friend of one of your colleagues
- C. Providing free coaching to gain more experience
- D. Using quotes in your coaching testimonials without consent

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Affiliative leadership style is described as:

- A. building positive relationships and promoting harmony among team members
- B. delegating decision-making power to team members with minimal supervision
- C. inspiring and motivating team members to achieve their full potential
- D. making decisions without input from others and maintaining strict control

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Confirmation bias is:

- A. allowing a specific trait, or overall impression of a person, to positively influence our judgement of other related traits
- B. favouring people who share similar interests, backgrounds and experiences
- C. looking for information that supports our preconceptions by interpreting evidence to match existing beliefs
- D. viewing another person negatively after learning something unpleasant or negative about them

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One principle of General Data Protection Regulation (GDPR) is that data **must** be:

- A. used fairly, lawfully and transparently
- B. kept up to 10 years
- C. used consistently, across the business
- D. destroyed after use by government systems

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The learning relationship involving the sharing of skills, knowledge and experience is known as:

- A. coaching
- B. consultancy
- C. mentoring
- D. training

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The 3 domains of ontological coaching are:

- A. belief, thoughts and language
- B. language, emotions and body
- C. moods, values and experiences
- D. thoughts, feelings and emotions

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Kolb suggests that effective learning takes place when a person progresses through a cycle of 4 stages. These are:

- A. understanding the experience, applying the concept, reflecting on the experience and practising over a set period of time
- B. a concrete experience, reflective observation of the new experience, abstract conceptualisation and active experimentation
- C. understanding the experience, reflection, applying changes to develop understanding and further reflection to evaluate effectiveness
- D. a concrete experience, active experimentation, abstract conceptualisation and reflection of the experience

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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

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Which legislation protects people from discrimination in the workplace?

- A. Employment Rights Act 1996
- B. Equality Act 2010
- C. Health and Safety at Work etc. Act 1974
- D. The Data Protection Act 2018

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Hygiene factors are:

- A. characteristics associated with job dissatisfaction that do not additionally motivate the person when adequately addressed
- B. how hygienic the workplace is. An unhygienic workplace will have a detrimental effect on people's productivity
- C. items associated with job dissatisfaction. Once addressed, they lead to immediate and sustained long-term motivation
- D. key motivators to an individual which will result in a loss of motivation and productivity if removed

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Countertransference is:

- A. asking leading questions of the coachee to move them to a resolution
- B. the coach offering direction to the coachee to address their issue
- C. using a story telling technique to unblock a situation for a coachee
- D. when the coachee unconsciously creates a state within the coach

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Values in an organisation:

- A. clearly outline the overall direction the company is heading in
- B. define how leaders and team members operate, behave and interact on a day-to-day basis
- C. determine the monetary value of the organisation's business
- D. enable the organisational strategy to be disseminated to all colleagues within the business

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According to the European Mentoring and Coaching Council (EMCC), what is the purpose of the Global Code of Ethics?

- A. Formally regulates the coaching profession
- B. Offers a process of formal accreditation as a professional coach
- C. Outlines the professional responsibility of coaches
- D. Provides a formal complaints process

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As part of the International Coaching Federation (ICF) core competencies, which does **not** embody a coaching mindset?

- A. Acknowledging that clients are responsible for their own choices
- B. Offering directive feedback with the best intention of supporting their client
- C. Remaining aware of, and open to the influence of context and culture on the self and others
- D. Using awareness of self and one's intuition to benefit clients

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The **third** level of Maslow's Hierarchy of Needs is:

- A. esteem
- B. love and belonging
- C. safety needs
- D. self-actualisation

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How does Edgar Schein explain artefacts?

- A. Things that can be easily viewed, heard and felt by individuals
- B. The aims and focus on tasks and projects within the organisation
- C. Thought processes and attitudes of employees
- D. Unwritten rules and values which cannot be measured

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In Burch's model, conscious incompetence is explained as:

- A. being aware of the skill but not yet proficient
- B. performing the skill but only proficient with effort and thought
- C. being unaware of the skill and proficiency
- D. performing the skill automatically without thinking

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Daniel Goleman outlines 5 domains of emotional intelligence. Which is **not** one of them?

- A. Empathy
- B. Self-regulation
- C. Self-discovery
- D. Social skills

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Which of the following widely uses mirroring and matching techniques?

- A. X and Y theory
- B. Neuro-linguistic programming
- C. Neuroscience
- D. Psychodynamic theory

Scenario 1: Jenny is a director of 6 account managers and has worked for the organisation for a relatively long period of time. She has recently employed Peter, who has come from a higher position in a larger company. Jenny is being coached as she wants to effectively manage Peter. However, she often doubts her own ability and now believes that Peter thinks that he can do a better job than her. Due to this, Jenny's CEO has seen a decline in her confidence and has asked you to deliver coaching to Jenny. Your objective, using coaching, is to help Jenny increase her confidence to a higher level.

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Which question will help Jenny further explore her limiting belief?

- A. How are you going to discuss this with your account manager?
- B. How can you tackle this situation?
- C. What can you do differently?
- D. What evidence do you have that supports your thoughts?

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Which technique will establish Jenny's current confidence levels?

- A. Asking closed questions
- B. Asking probing questions
- C. Using scaling
- D. Using the Wheel of Life

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According to Goleman's Emotional Intelligence model, Jenny is in the self-awareness stage. Indicators of this include:

- A. developing others and service orientation
- B. emotional self-control and empathy
- C. mindfulness and self-motivation
- D. optimism and adaptability

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In your session, Jenny discusses a meeting that she had with Peter last week. You use a reflective model to support Jenny exploring her feelings. Which model is most suitable?

- A. Borton
- B. Gibbs
- C. Handy
- D. Schön

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On completion of the coaching, you meet with Jenny and the CEO to discuss the impact it had. Jenny tells you the coaching has been useful and she has used some techniques in her sessions with Peter. The CEO has seen a positive change. Which of Kirkpatrick's levels does this describe?

- A. Behaviour
- B. Learning
- C. Reaction
- D. Results

Scenario 2: Shabana is an operational manager within the NHS. She has worked for 20 years within the same Trust and has held several different roles, gaining the operational manager position around 5 years ago. In recent months, Shabana has begun to think about leaving the Trust, saying that she is frustrated and fed up with the leadership team making constant unwise decisions. She feels that no one is listening to her and feels that she is being ignored and perceived as a troublemaker. Shabana has also highlighted that she feels pulled in lots of directions, trying to balance home life and a young family with the increasingly stressful situation at work. Shabana has asked for coaching as she is at a loss as to what to do next.

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In sessions, you hear Shabana use all-or-nothing language. Which would **not** help Shabana to see a different perspective?

- A. Empty chair
- B. Mirroring and matching
- C. Perceptual positioning
- D. Reframing

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Which technique would help Shabana understand the similarities and differences between how she sees herself and how others see her?

- A. ABC technique
- B. Johari Window
- C. Reflection in action
- D. Wheel of Life

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You work with Shabana to identify her Circle of Control and Influence within her working environment. Which theorist developed this?

- A. Douglas McGregor
- B. Elton Mayo
- C. John Adair
- D. Stephen Covey

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It emerges that Shabana's team members find her difficult to communicate with due to her inconsistent approach. This upsets Shabana and she is emotional in her session with you. The **most** appropriate model to use in this situation is:

- A. CLEAR
- B. GROW
- C. OSCAR
- D. STEPPA

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When talking about changing her approach, Shabana becomes quiet and her body language changes. This describes:

- A. acceptance
- B. break in rapport
- C. energy shift
- D. self-motivation

Level 5

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