

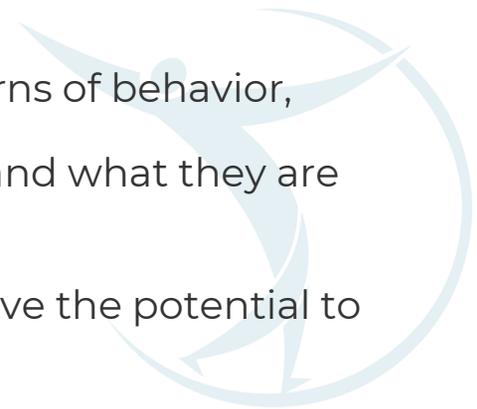


6

7. Evokes Awareness

Definition: Facilitates client insight and learning by using tools and techniques such as powerful questioning, silence, metaphor or analogy

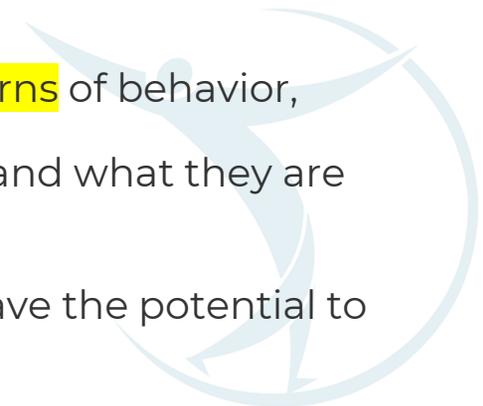
1. Considers client experience when deciding what might be most useful
2. Challenges the client as a way to evoke awareness or insight
3. Asks questions about the client, such as their way of thinking, values, needs, wants and beliefs
4. Asks questions that help the client explore beyond current thinking
5. Invites the client to share more about their experience in the moment
6. Notices what is working to enhance client progress
7. Adjusts the coaching approach in response to the client's needs
8. Helps the client identify factors that influence current and future patterns of behavior, thinking or emotion
9. Invites the client to generate ideas about how they can move forward and what they are willing or able to do
10. Supports the client in reframing perspectives
11. Shares observations, insights and feelings, without attachment, that have the potential to create new learning for the client



7. Evokes Awareness – Key Words

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C7

A client keeps mentioning past failures and expresses fear of making the same mistakes.

**What is the BEST action?
What is the WORST action?**

- A. Advise the client to forget their past and focus only on the future.
- B. Reassure the client that failure is common and not to worry about it.
- C. Help the client reflect on what they learned from those failures and how they can apply that learning.
- D. Encourage the client to create a detailed action plan to avoid future mistakes.



Your client expresses that they want to pursue a leadership role but doubts their ability to succeed.

**What is the BEST action?
What is the WORST action?**

C7

- A. Offer to create a leadership development plan for the client.
- B. Ask the client what strengths they believe they bring to a leadership role.
- C. Suggest the client start by taking small steps toward leadership and see how it goes.
- D. Share stories of other clients who succeeded in similar situations.



ICF SAMPLE QUESTION



A client struggles with delegating tasks at work to other team members. During the last session, the client shared that an important project they are leading is falling behind schedule. The coach supported the client in identifying strategies to delegate tasks to other team members. At the next session, the client reports back and shares, “In the end, I decided to complete all the tasks myself. That was the only way to get them done on time.” The coach feels disappointment that the client did not follow through on their plans to delegate. What should the coach do?

What is the BEST action? What is the WORST action?

- A. Immediately reflect back on their last session with the client and identify what they could have done differently to support the client in following through on their plans.
- B. Take a breath and acknowledge that the client is responsible for their own choice of whether to follow through with their stated plans or not.
- C. Set aside their disappointment for now and focus on the current session with the client. Decide to reflect on this situation during an upcoming session with their mentor coach.
- D. Praise the client for meeting the project deadlines and ask why the client failed to support their team members’ development.

During an intake session, a client expresses interest in changing their initial goals halfway through the coaching process.

**What is the BEST action?
What is the WORST action?**

C3

- A. Suggest the client consider changing their goals at the end of the current agreement.
- B. Inform the client that changing goals may delay achieving results.
- C. Continue working toward the original goals to avoid confusion.
- D. Revisit the coaching agreement and update it to align with the client's new goals.



Your client shares a vulnerable story about their fear of failure in front of their team.

**What is the BEST action?
What is the WORST action?**

C4

- A. Offer reassurance by sharing a story of your own failure.
- B. Encourage the client to “push through” their fear to build resilience.
- C. Suggest the client ignore their fear and focus on achieving results.
- D. Create a safe space for the client to express their feelings without judgment.



A client shares confidential information about their workplace conflict.

**What is the BEST action?
What is the WORST action?**

C4

- A. Mention that sharing this information with their supervisor could be beneficial.
- B. Reassure the client that their information is confidential unless disclosure is legally required.
- C. Advise the client to take a break from discussing the conflict.
- D. Ask if you can provide a summary of the situation to help mediate.



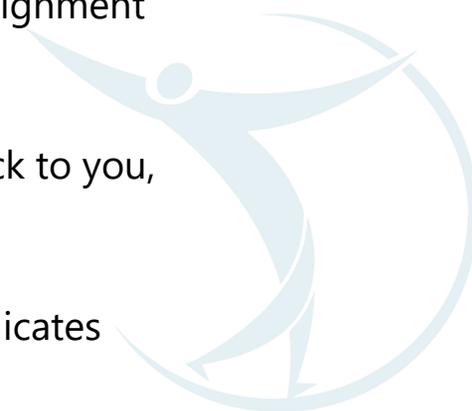
A client has spent the past 15 minutes talking about accountability challenges with his team lead on a very important project. Watching his team miss a recent deadline has made him angrier and more agitated. In his anger he says, "I feel I should just fire this guy and put one of my more experience leads onto this. He clearly doesn't get the urgency and importance of this project." You only have 15 minutes left in your coaching session to move your client towards an action.

What is your BEST action? What is your WORST action?

- A. Ask the client about employee termination protocol and what he needs to do to prepare for that.
- B. Ask the client how he would like to proceed with this situation that would be in alignment with who he wants to be as a leader.
- C. Ask the client to take some time to cool down from his anger and then report back to you, the coach, with whether he still wants to fire this employee or not in two days.
- D. Co-create a performance plan outline for the employee with your client which indicates benchmarks for improvement and consequences if not met.

C8

**Facilitating
Client
Growth**



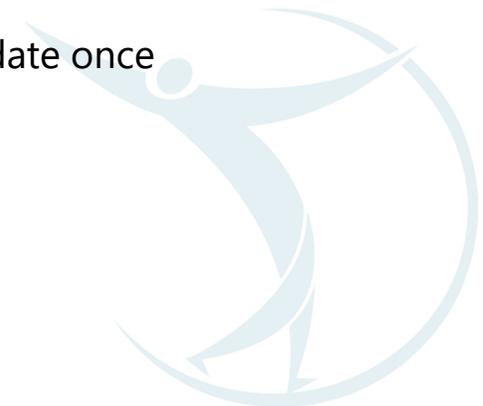
You are contacted by an HR representative from a large organization where you have previously coached other leaders successfully. They want you to coach a manager who has had several angry outbursts over the last six months. He has been put on a performance improvement plan and was doing well till last week where in a fit of anger, he threw his phone against a wall during a meeting and stormed out after turning over chairs and cussing and threatening everyone in the room.

This client:

C3

What is Coaching

- A. Could only be coached on the points in his performance improvement plan.
- B. Would not be a candidate for coaching as his behavior is threatening and destructive.
- C. Could only be determined to be a candidate for coaching by talking to the candidate once he has calmed down and can articulate what happened in a rational way.
- D. Would be a good candidate for coaching as the gaps are clearly presented in his performance improvement plan.



You have been hired by an organization to coach a leader that they feel has great potential. Once the work has begun, your client tells you that she is planning to leave the organization and is biding her time for the most advantageous time to go.

What is your BEST action? What is your WORST action?

- A. Check your contract and tell the sponsor the client is planning to leave.
- B. Contact the client's manager and tell them that the client is planning to leave.
- C. Coach the client on the topic she brings forward.
- D. Discontinue the coaching relationship as it conflicts with the organisation's goals.

E

**Code of
Ethics**



After attaining amazing insight within the coaching session, the client excitedly shares that the next step will involve leaving their long-term employment, moving to another side of the country and pursuing their dream as an entrepreneur. You don't agree with any of the plans and are concerned as you know this client extremely well.

What is your BEST response? What is your WORST response?

- A. Being a coach involves transparency, so allow your feelings to flow and share from your heart how concerned you are, adding that you disagree with the client's plans.
- B. Put out a challenge to the client in relation to their plan of action.
- C. Ask the client how they plan to successfully make that all happen.
- D. Acknowledge the client's excitement and help them explore potential impacts of their decision.

C2

**Embodies a
Coaching
Mindset**



A client of yours has increasingly chosen to come for your sessions without a coaching agenda. He claims that it is easier for him to just talk it out with you, until he stumbles upon something that he needs to be coached upon.

What is the BEST response? What is the WORST response?

- A. Revisit your coaching agreement/goals, confirming with the client how they would like to structure your time together each week to most successfully work towards the goal(s).
- B. Review with the client the value of having a session prep form sent in advance.
- C. Educate the client on how coaching works and what you need to support them effectively.
- D. Suggest to the client that they may not be ready for coaching until they are willing to create the time to pay attention to commitments.

C3

**Establishes and
Maintains
Agreements**



Your client uses a lot of imagery in their explanation of what they want to create.

What is your BEST action? What is your WORST action?

C6

Listens Actively

- A. Support the client in creating a full picture of their vision, aligning your use of language as a coach with the client's.
- B. Be sure that the client creates a practical outline of their vision.
- C. Tell the client imagery is only useful if it leads to action.
- D. Let the client know that successful visions have defined goals and achievable tactics that must be created.



A newer client, prefers to ponder over your open questions for a while before answering. The responses are unusually short, often just one short sentence each. You want them to express themselves a bit more freely.

What is your BEST action? What is your WORST action?

- A. Continue to build trust and intimacy trusting that if the client is ready, they will do the work with your support.
- B. Let the client know you don't know what is the best way to assist them in expressing their ideas.
- C. Remind the client of the confidentiality of the coaching relationship.
- D. Trust that they are getting what they need and don't worry about it.

C4

**Cultivates
Trust and
Safety**



ICF SAMPLE QUESTION:



A university biomedical researcher is working with a coach to improve their interactions with colleagues. The client is a very analytical thinker and can easily explain detailed data points and complex graphs but seems reluctant share anything personal with the coach. In previous sessions, the coach encouraged the client to describe how they felt at social events, but the client seems highly uncomfortable, answering only with short, one-word responses. When the client arrives to their session today, the client silently hands the coach a journal. The client has written several, detailed entries over the last week about their experience attending a university luncheon, a faculty party, and a staff development workshop since their last session. While the client says little to the coach in the moment, their entries show deep reflections about the anxiety the client experienced at these events and their desire to overcome social anxiety. What should the coach do?

What is the BEST action? What is the WORST action?

- A. Acknowledge the reflection work the client has done and ask the client if they feel comfortable exploring some of the emotions they described in their journal.
- B. Ask the client if they would summarize the entries they detailed in their journal for the coach.
- C. Ask the client to identify some steps they can take to overcome the anxieties they wrote about.
- D. Ask the client what new awareness they developed about themselves through the journaling process.

You notice a pattern in your client's behavior that reminds you of past clients.

**What is the BEST action?
What is the WORST action?**

**Warm
up**

- A. Share insights from your past clients' experiences.
- B. Assume the client will respond similarly to past clients.
- C. Mention that you've seen this pattern before but keep it brief.
- D. Treat the situation as unique and avoid comparing with previous cases.



YOU ARE PREPARED AND READY

You now have all the resources you need to write the ICF Credentialing Exam.

- What will you do to ensure you are ready to **think and act “like the ICF”**?



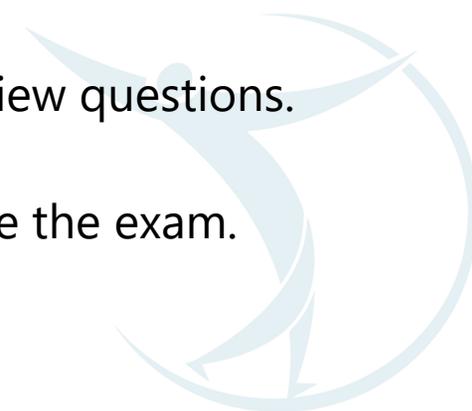
HINT

- There may be more than one good answer.
- Ask Yourself: *What is the very first thing a coach should do or think.* (according to the ICF Definition, Core Competencies and Ethics)
- Select the best practice based on the how the ICF views it.



Best Practices to Prepare

- By taking ICF-approved courses you've learned the ICF definition of coaching, the ICF Core Competencies, and the ICF Code of Ethics.
- Read through each of the handouts prior to taking the exam. You don't need to memorize them, but really read these and reflect on what's written.
- Be rested. Remember, the exam usually takes three to four hours to complete.
- Once you begin, move through the questions with your best answers. You can mark questions you want to return to.
- Before submitting your answers, the assessment allows you to review questions. Review any questions you didn't answer.
- Save the recording link of these classes to re-listen before you take the exam.
- Take the ICG Practice exams many times.



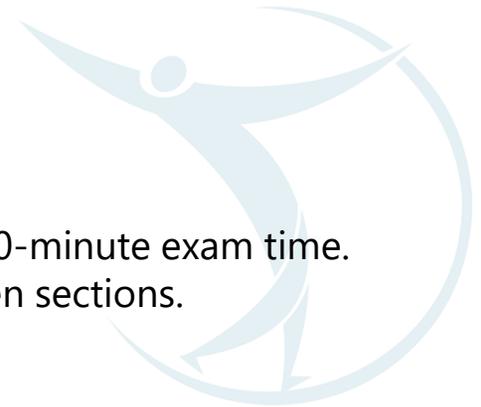
Info from the ICF Website

The ICF Credentialing Exam is a three-hour exam, delivered by computer in a testing center or through Pearson's OnVUE remote proctored testing service.

The total exam time is organized into the following sections:

- I. Exam Instructions: 3 minutes
- II. Section 1 (41 items): 87 minutes
- III. Scheduled Break: 5 minutes
- IV. Section 2 (40 items): 85 minutes

The new exam format will include a five-minute scheduled exam break within the 180-minute exam time. The 81 exam items would be delivered in two sections with a 5-minute break between sections.



Info from the ICF Website

For test security purposes, **a candidate is not able to view any exam items from section 1 once they have exited that section of the exam or the section time has elapsed**. Thus, when returning from the scheduled break, candidates are not able to review any items from Section 1; they would have access only to items in Section 2.

The scheduled break will be available to candidates who sit for the exam at a Pearson VUE testing center and who complete it through OnVUE remote-proctored delivery beginning February 1, 2023.

Candidates will have the opportunity to “flag” items. Flagging items allows candidates to revisit those items again before exiting the exam. Candidates will also be able to review any unanswered items before exiting the exam.



Video Excerpt: Demystifying the ICF Exam.



March Discovery Series: Demystifying the ICF Credentialing Exam

Recorded on March 15, 2023
Associated with [ICF Coaching Education](#)

Join staff from ICF Coaching Education, ICF Credentials & Standards, and our exam development partner, HumRRO, to learn more about the new ICF Exam.

Topics covered will include the development and implementation of the new ICF exam, preliminary exam data and statistics, exam processes with PearsonVUE, and plans for additional language aids and support.

See a link to the full hour-long presentation in the fieldwork section of Porto



YOUR WORK
BEFORE
NEXT WEEK



1. **Complete exercises in the CE Learning Pack 3**
 - Info Video: Watch ICF Exam Accommodation
2. Take our **ICF Credentialing Practice Exam.**

