

# 316- Mentoring and Coaching

## 1. What is the primary purpose of mentoring?

- a) To compete with colleagues
- b) To support personal and professional growth
- c) To criticize mentees
- d) To create conflicts in the workplace

**Answer: b) To support personal and professional growth**

## 2. What are the characteristics of an effective mentor?

- a) Domineering and controlling
- b) Passive and indifferent
- c) Supportive and knowledgeable
- d) Unreliable and unpredictable

**Answer: c) Supportive and knowledgeable**

## 3. What are some ethical issues in mentoring?

- a) Lack of confidentiality
- b) Overstepping boundaries
- c) Discrimination
- d) All of the above

**Answer: d) All of the above**

## 4. What is a barrier to mentoring at the organizational level?

- a) Lack of mentor training
- b) Limited resources

- c) Organizational culture that values individualism over collaboration
- d) All of the above

**Answer: d) All of the above**

**5. How can a coaching mentoring culture be created?**

- a) By promoting competition among employees
- b) By providing mentor training and support
- c) By discouraging knowledge sharing
- d) By micromanaging employees

**Answer: b) By providing mentor training and support**

**6. What is the main difference between coaching and mentoring?**

- a) Coaching focuses on personal and professional development, while mentoring focuses on skill development.
- b) Coaching is short-term, while mentoring is long-term.
- c) Coaching is directive, while mentoring is non-directive.
- d) Coaching is only for executives, while mentoring is for all employees.

**Answer: a) Coaching focuses on personal and professional development, while mentoring focuses on skill development.**

**7. What are the principles of coaching?**

- a) Directive and controlling
- b) Supportive and non-judgmental
- c) Uninterested and indifferent
- d) Authoritative and dismissive

**Answer: b) Supportive and non-judgmental**

**8. What is a barrier to coaching?**

- a) Lack of trust between coach and coachee
- b) Clear communication
- c) Mutual respect
- d) Openness to feedback

**Answer: a) Lack of trust between coach and coachee**

**9. What is a key element of the coaching process?**

- a) Imposing solutions on the coachee
- b) Asking open-ended questions
- c) Ignoring the coachee's perspective
- d) Avoiding feedback

**Answer: b) Asking open-ended questions**

**10. Which ethical issue might arise in coaching?**

- a) Lack of confidentiality
- b) Building trust
- c) Honesty and integrity
- d) Respecting the coachee's autonomy

**Answer: a) Lack of confidentiality**

**11. Which coaching model emphasizes goal setting and action planning?**

- a) GROW model
- b) CLEAR and PRACTICE model
- c) FUEL Model
- d) Kolb's experiential learning model

**Answer: a) GROW model**

**12. Which type of mentoring involves one-to-one interaction between mentor and mentee?**

- a) Partner model/one-to-one mentoring
- b) Distance/Virtual mentoring
- c) Group mentoring
- d) Executive mentoring

**Answer: a) Partner model/one-to-one mentoring**

**13. What is the focus of cognitive behavioral coaching?**

- a) Exploring the coachee's past experiences
- b) Identifying and changing negative thought patterns and behaviors
- c) Providing advice and solutions
- d) Encouraging self-reflection

**Answer: b) Identifying and changing negative thought patterns and behaviors**

**14. Which coaching approach emphasizes identifying and leveraging strengths?**

- a) Solution-focused coaching
- b) Narrative coaching
- c) Alignment coaching
- d) Strengths coaching

**Answer: d) Strengths coaching**

**15. What is a characteristic of life coaching?**

- a) Focuses only on career development

- b) Uses a structured approach
- c) Helps clients achieve personal goals
- d) Relies on medical interventions

**Answer: c) Helps clients achieve personal goals**

**16. What is a core skill of coaching and mentoring?**

- a) Micromanaging
- b) Building trust
- c) Avoiding feedback
- d) Being judgmental

**Answer: b) Building trust**

**17. Which technique involves fully concentrating, understanding, responding, and then remembering what is being said?**

- a) Building trust
- b) Active listening
- c) Asking closed-ended questions
- d) Providing unsolicited advice

**Answer: b) Active listening**

**18. What is an example of an open-ended question?**

- a) "Do you want to continue?"
- b) "Why do you think that happened?"
- c) "Can you answer yes or no?"
- d) "Have you finished?"

**Answer: b) "Why do you think that happened?"**

**19. What is a technique for effective goal-setting?**

- a) Setting unrealistic goals
- b) Avoiding deadlines
- c) Making goals vague and ambiguous
- d) Making goals specific, measurable, achievable, relevant, and time-bound (SMART)

**Answer: d) Making goals specific, measurable, achievable, relevant, and time-bound (SMART)**

**20. What is the purpose of giving constructive feedback?**

- a) To criticize and demotivate the coachee
- b) To reinforce negative behaviors
- c) To help the coachee improve and grow
- d) To avoid confrontation

**Answer: c) To help the coachee improve and grow**

**21. What is a possible mini project for mentoring and coaching?**

- a) Writing a research paper alone
- b) Conducting a team project
- c) Attending a conference
- d) Ignoring mentor's advice

**Answer: b) Conducting a team project**

**22. What is a case study related to mentoring and coaching in the manufacturing sector?**

- a) A company implementing a mentoring program to improve employee retention

- b) A restaurant chain implementing a coaching program to improve customer service
- c) A tech startup using mentoring to develop leadership skills
- d) A healthcare organization implementing a coaching program to reduce medical errors

**Answer: a) A company implementing a mentoring program to improve employee retention**

**23. What is a case study related to mentoring and coaching in the service sector?**

- a) A construction company using coaching to improve safety practices
- b) A retail company implementing a mentoring program to develop sales skills
- c) A consulting firm using mentoring to onboard new employees
- d) A manufacturing company implementing a coaching program to increase productivity

**Answer: b) A retail company implementing a mentoring program to develop sales skills**

**24. What is an essential aspect of implementing mentoring and coaching in organizations?**

- a) Encouraging competition among employees
- b) Providing adequate training and support for mentors and coaches
- c) Ignoring the needs of employees
- d) Avoiding feedback mechanisms

**Answer: b) Providing adequate training and support for mentors and coaches**

**25. How can mentoring and coaching contribute to organizational success?**

- a) By creating a toxic work environment

b) By promoting individualism over collaboration

c) By fostering employee growth and development

d) By limiting opportunities for learning and advancement

**Answer: c) By fostering employee growth and development**