



PAN AFRICA CHRISTIAN UNIVERSITY

DIPLOMA IN LEADERSHIP AND MANAGEMENT

END OF SEMESTER EXAMINATION

DEPARTMENT - LEADERSHIP

COURSE CODE – DLM 204

COURSE TITLE – WORKPLACE MENTORING AND COACHING

EXAM DATE – Tuesday December 15th, 2020

TIME – 11.15 – 14.15 HOURS

Duration - 3 hours (Online)

INSTRUCTIONS

- This exam script has **TWO (2)** sections.
- Read all questions carefully before attempting.
- Answer **ALL** questions in Section A and any other **TWO** questions in Section B.

Total Marks – 40

SECTION A: ANSWER ALL QUESTIONS FROM THIS SECTION

1. a) Define the following terms as used in coaching and mentoring:-
 - i) Supportive coaching (2 marks)
 - ii) Direct coaching (2 marks)
 - iii) Mentoring (2 marks)
- b) Explain three things you should bear in mind when giving feedback during coaching (4 marks)
2. (a) Name and explain three challenges of mentoring (6 marks)
- (b) Name and explain two reasons why follow up is necessary during coaching (4 marks)

SECTION B: ANSWER ANY TWO QUESTIONS FROM THIS SECTION

3. Identify and explain the CLEAR model of coaching developed by Peter Hawkins (10 marks)
4. List and explain five benefits of coaching (10 marks)
5. Differentiate between coaching and mentoring in terms of key goals, focus, volunteerism, duration, and relationship (10 marks)
6. (a) List and explain three benefits of mentoring (6 marks)
- (b) Explain two ways that indicates that a mentee is ready for mentoring (4 marks)
7. Identify and explain five characteristics of effective mentors (10 marks)

END