



PAN AFRICA CHRISTIAN UNIVERSITY
SCHOOL OF LEADERSHIP, BUSINESS & TECHNOLOGY
END OF SEMESTER EXAMINATION FOR
DIPLOMA IN LEADERSHIP AND MANAGEMENT
MAY-AUGUST 2019

CAMPUS: ROYSAMBU

DEPARTMENT: LEADERSHIP AND GOVERNANCE

COURSE CODE: DLM204

COURSE TITLE: WORKPLACE MENTORING & COACHING

EXAM DATE: TUESDAY 6th AUGUST 2019

DURATION: 2 HOURS

TIME: 5:30PM-7:30PM

INSTRUCTIONS

- Read the instructions and questions carefully before you write the answers.
- Write your **STUDENT NUMBER** in the Answer Booklet given
- *Write clearly and legibly.*
- This exam script consists of **two (2)** sections
- Answer **ALL** questions in **Section A** and ANY other **THREE** Questions from **Section B**
- *ALL PAC University's examination rules and regulations apply*

SECTION A: ANSWER ALL QUESTIONS FROM THIS SECTION

1. a) Define the following terms:-

- i) Coaching (2 marks)
- ii) Mentoring (2 marks)
- iii) Protégé (2 marks)

b). Name and explain two benefits of coaching to an organization (4marks)

2. (a) Give two reasons for the discussion phase in coaching (2 marks)

(b) Identify and explain two ways in which a coach can demonstrate active listening during a coaching session (4 marks)

(c) Name and explain two mistakes that a coach should avoid for the coaching process to be effective (4 marks)

3. (a) State two characteristics of effective mentors (2 Marks).

(b) State two differences between coaching and mentoring (2 marks)

(c) Name two benefits of mentoring to an organization (2 marks)

(d) Identify and explain two characteristics of protégés who are ready for mentoring (4 marks)

SECTION B: ANSWER ANY THREE QUESTIONS FROM THIS SECTION

4. Identify and explain four challenges that mentors should be aware of while mentoring. In your answer, explain how they can be dealt with (10 marks)

5. Name and explain in detail four types of coaching (10 Marks).

6. Identify and elaborate on the elements of the CLEAR model of coaching that was developed by Peter Hawkins in the early 1980s (10 marks)

7. Name explain in detail five aspects to consider when matching a mentor and a protégé (10 marks)

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| **8. State and explain four ways in which people can recognize a right match between a mentor and protégé** (10 marks)