



PAN AFRICA CHRISTIAN UNIVERSITY

DIPLOMA IN LEADERSHIP MANAGEMENT

**END OF SEMESTER EXAMINATION SEP – DECEMBER
2021**

DEPARTMENT: LEADERSHIP

COURSE CODE: DLM 204

CAMPUS: ROYSAMBU

COURSE TITLE: WORKPLACE COACHING AND MENTORSHIP

EXAM DATE: DEC 2021

DURATION: 2 HOURS

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.

SECTION A: ANSWER ALL QUESTIONS FROM THIS SECTION

QUESTION ONE

Coaching and mentorship are both instrumental in the growth of an individual at the workplace. There are however some notable differences between the two as they serve unique functions.

- a) Identify and explain any 4 differences between coaching and mentorship (8 marks)
- b) Mention one benefit of both coaching and mentorship (2 marks)

QUESTION TWO

Peer to peer mentorship can be beneficial to upcoming managers for a number of reasons.

- a) Explain two benefits of peer to peer mentorship (4 marks)
- b) Describe two conditions necessary for peer to peer mentorship (4 marks)
- c) State two disadvantages of peer to peer mentorship (2 marks)

SECTION B: ANSWER ANY TWO QUESTIONS FROM THIS SECTION

QUESTION THREE

The preferred coaching approach can be influenced by a coach's personality and or the intended outcome of the coaching process. With reasons, explain which one of the two coaching approaches you would use. Simplify & state the number of reasons for your selection (10 marks).

QUESTION FOUR

- a) Describe three steps that are involved in active coaching and follow-up (6 marks)
- b) Explain two aspects to consider in order to become an effective coach (4 marks)

QUESTION FIVE

Discuss any five indicators of successful mentorship (10 marks)

QUESTION SIX

- a) Explain two skills that are necessary for effective mentorship (4 marks)
- b) Describe any three challenges of mentorship (6 marks)

QUESTION SEVEN

Feedback can negatively affect a good coaching relationship if not administered appropriately. Explain any five tips to adapt or consider while giving feedback to a coachee for maximum output (10 marks)

END