

ASSESSMENT # 3

Total Marks: 20

1. Short Questions: (10)
 - I. What is the difference between coaching and mentoring?
 - II. Who is a mentee?
 - III. What are the three elements of coaching?
 - IV. When do you know it is time to give up on coaching an employee?
 - V. Generate some opening sentences for your coaching conversation

2. Discuss some probing techniques (5)

3. What are the key principles of adult learning? (6)

4. What can you do in the following situations to make your coaching session more effective? (9)
 - i. A staff member will not admit that their behavior was wrong.
 - II. An employee agrees with what you say, but you feel they are not really committed to change.
 - III. The individual refuses to accept responsibility. They blame you for not providing enough support and other people for not doing their jobs properly.