



FREE TASTER

Free taster

# ICF PCC / MCC Practice Question Pack

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Five original advanced practice questions on presence, awareness, partnering and ethical grey areas, with answers and rationales

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About 25 minutes. Answer the questions on page 3 first, then check yourself on page 4. You will need a pen.

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Name

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Date

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**STARBUCK & ASSOCIATES**

COACHING & LEADERSHIP DEVELOPMENT

## Where the best answer is a matter of nuance

The ICF PCC / MCC Practice Question Pack is for experienced coaches preparing for the Professional Certified Coach (PCC) or Master Certified Coach (MCC) credential exams. The questions are harder, and they are meant to be.

At this level, the wrong options are rarely bad coaching. They are often reasonable moves that are slightly less partnered, slightly more coach led, or made a moment too soon. The pack helps you slow down and notice those differences, which is exactly the judgement the higher credentials look for.

### What is inside

| PART                        | WHAT YOU GET                                                                          |
|-----------------------------|---------------------------------------------------------------------------------------|
| Advanced practice questions | Exam style questions written for coaches working towards PCC or MCC.                  |
| Verified answer key         | The best response for every question, set out clearly so you can check your own.      |
| Explanations                | The reasoning behind each answer, including why the near misses fall short.           |
| Nuanced scenarios           | Situations where more than one option looks sound, as they often do in real sessions. |
| Learning time               | About 2 learning hours, at your own pace.                                             |
| Access                      | A one-off purchase. Keep the material and return to it before your exam.              |

#### HOW TO USE THIS TASTER

Answer the five questions on page 3 without looking ahead, and note why you chose each answer. Then check page 4. Pay most attention to the questions where you hesitated between two options.

## Five advanced practice questions

Choose the single best response. Each option could be defended, so look for the one that best reflects the ICF core competencies at an advanced level.

**1. Your client becomes tearful talking about a close colleague leaving. You notice your own discomfort and an urge to move on. What is the best response?**

- A. Stay with the client, allow the silence, and when they are ready ask what is here for them right now
- B. Offer a short break, then move gently to planning to restore focus
- C. Reassure them that this is natural and share a similar experience of your own
- D. Suggest that counselling might be more suitable for this topic

**2. Your client lays out a detailed plan, then asks, "Does this sound right to you?" You noticed their voice drop when they mentioned their team. What is the best response?**

- A. "What do you think?"
- B. Give your honest view of the plan, as they asked for it
- C. Explain that as a coach you do not give opinions
- D. "I noticed your voice changed when you got to your team. What is happening for you there?"

**3. Halfway through a session your client moves to a topic unrelated to the agreed goal, and there is clearly more energy in it. What is the best response?**

- A. Bring them gently back to the agreed goal, to honour the agreement
- B. Share what you are noticing and ask whether they want to stay with the original goal or shift, and if so what they want from the new focus
- C. Follow the new topic, as it clearly matters more
- D. Make a note to raise the new topic next session

**4. You coach two members of the same leadership team, and both know this. One begins describing a conflict with the other. What is the best response?**

- A. Carry on, as each engagement is confidential
- B. Use what you know from the other session to help them see both sides
- C. Name the potential conflict of interest, check how the client wants to proceed, keep the other client's confidences, and take it to supervision
- D. End both engagements straight away

**5. Your client decides to turn down a promotion. You privately think it is a mistake. What is the best response?**

- A. Challenge the decision firmly, as a good coach should
- B. Tell them you think they will regret it, so they have honest feedback
- C. Say nothing and move on to the next topic
- D. Ask what makes this the right choice for them now, then support the choice they make

## Answers and rationales

| Q | ANSWER | WHY                                                                                                                                                                                                                  |
|---|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | A      | Maintains Presence. The coach stays focused and grounded, and is comfortable working with strong emotion. B serves the coach's discomfort. D may be right if there were wider signs, but not for one tearful moment. |
| 2 | D      | Evokes Awareness. The coach shares an observation without attachment and invites the client to explore. A is not wrong, but a reflex hand back can feel withholding and does not deepen the thinking.                |
| 3 | B      | Establishes and Maintains Agreements. The client decides whether the focus changes, and the agreement is renewed together. A and C are both coach decisions, however well meant.                                     |
| 4 | C      | Demonstrates Ethical Practice. The coach is open about the potential conflict, protects both clients' confidentiality and seeks support. B is a clear breach. D acts before exploring the options.                   |
| 5 | D      | Embodies a Coaching Mindset. The client is responsible for their own choices. The question checks their thinking without steering it. A and B put the coach's view at the centre.                                    |

### Score yourself

| QUESTION AND COMPETENCY                 | MY ANSWER | RIGHT? | WHAT I WANT TO REVISIT |
|-----------------------------------------|-----------|--------|------------------------|
| 1. Maintains Presence                   |           |        |                        |
| 2. Evokes Awareness                     |           |        |                        |
| 3. Establishes and Maintains Agreements |           |        |                        |
| 4. Demonstrates Ethical Practice        |           |        |                        |
| 5. Embodies a Coaching Mindset          |           |        |                        |

#### WORTH KNOWING

If you chose a near miss, ask what it was protecting. Often it is the coach's comfort, a wish to be helpful, or a worry about wasting the session. Noticing that is the real work at PCC and MCC level.

# Sharpening advanced judgement

This taster shows the style. The full pack gives you more questions across the competencies, a verified answer key and fuller explanations of the thinking.

- 1 Answer the questions cold.**  
Work through them without the answer key, and jot down why you chose each option.
- 2 Compare with the answer key.**  
Check each answer against the verified key and read every explanation, including for the ones you got right.
- 3 Study the near misses.**  
Look at where you hesitated between two options. The difference between them usually points to the competency to work on.
- 4 Take it into your sessions.**  
Notice the same moments in real coaching: the urge to rescue, to steer, or to move on too soon.
- 5 Return before your exam.**  
Try the questions again and see whether your reasoning has shifted as well as your score.

## Who gets most from it

- Coaches preparing for the PCC or MCC credential exams
- Experienced coaches who want to test the finer points of their practice
- Mentor coaches and supervisors looking for material to discuss with coaches

### HOW PEOPLE USE IT

Many coaches find the pack most useful with a peer or mentor coach. Answer separately, then talk through the questions where you disagreed. The conversation about *why* tends to be where the learning happens.

Treat it as practice for your judgement. The exam will use different questions.

# What I am going to do

Two or three small changes that you actually make will do more than a long list you never start.

## My three actions

| WHAT I WILL DO | WHEN | WHO I WILL TELL |
|----------------|------|-----------------|
|                |      |                 |
|                |      |                 |
|                |      |                 |

## Coming back to this

Put a date in your diary about a month from now and answer these three questions.

**What has changed since I did this taster?**

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**What did I not get to, and what got in the way?**

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**What am I carrying forward?**

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READY FOR THE FULL HUB?

## ICF PCC / MCC Practice Question Pack

Advanced exam style questions for coaches preparing for the PCC or MCC credential exams, with a verified answer key and explanations.

**£30 per person, one-off, inc. VAT**

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