

Test taker's answer **a** Correct **r** Incorrect **=** Partial Credit

- a** 1) What is the result of having workplace wellness programs?
- a) a. Reduce effects of stress, obesity and depression on employees**
 - b) b. Reduce effects of stress, obesity and sick days on employees
 - c) c. Reduce effects of obesity, sick days and turnover on employees
 - d) d. Reduce effects of depression, obesity and turnover on employees
- a** 2) As a wellness coach, you will assist your clients _____.
- a) a. In determining what they should do
 - b) b. In assessing their life choices and choosing their next steps
 - c) c. In defining what wellness means to them and working with what they already have to achieve it**
 - d) d. In creating a dietary plan that balances their weight loss goals and ensures they are eating properly
- a** 3) Which of the following regarding wellness coaching is *true*?
- a) a. Coaches provide guidance in behavioral and mindset changes**
 - b) b. Coaches give clinical advice
 - c) c. Coaches clinically treat emotional disorders
 - d) d. Coaches can prescribe medication for such conditions
- a** 4) What is the most effective method of wellness coaching?
- a) a. Worksite coaching
 - b) b. Coaching children
 - c) c. One-on-one coaching**
 - d) d. Group coaching
- a** 5) Learning to love themselves is one of the key issues to the well-being of which group?
- a) a. Cancer survivors
 - b) b. Youth**
 - c) c. Seniors
 - d) d. Employee groups
- a** 6) What area of wellness coaching may require special certification?
- a) a. Youth wellness
 - b) b. Cancer patient wellness
 - c) c. Addiction recovery**
 - d) d. Heart health and wellness

- a** 7) What is important for clients who try to quit smoking?
- a) a. To find out why they are smoking
 - b) b. To know they are doing it for themselves**
 - c) c. To have other people in their household also quit smoking
 - d) d. To not stop abruptly with smoking
- a** 8) What growing market for wellness coaching specifically focuses on helping with stress, insomnia and food choices?
- a) a. College coaching
 - b) b. Military coaching**
 - c) c. Coaching for the LGBTQ community
 - d) d. Family coaching
- a** 9) Which of the following client statements would indicate a need for therapy, rather than coaching?
- a) a. "I'm feeling unsure about my relationship, and want to figure out how to communicate better with my partner"
 - b) b. "I'm dissatisfied with my life, and I'm thinking of ending it"**
 - c) c. "I'm not satisfied with the direction my career is going, and I'd like to make a transition"
 - d) d. "I'm not pleased with my current weight, and would like to lose 30 pounds"
- a** 10) Which of the following will best help you build credibility with a coaching client?
- a) a. Show them the tests and questionnaires you give to clients
 - b) b. Review the types of homework or fieldwork that you provide to clients
 - c) c. Provide real-life examples of results achieved with other clients**
 - d) d. Emphasize that you can be flexible regarding the techniques you use
- a** 11) The standard coaching session typically lasts for_____.
- a) a. 30 minutes**
 - b) b. 60 minutes
 - c) c. 90 minutes
 - d) d. 120 minutes

- a** 12) If a coaching client indicates strong resistance about a particular topic, which of the following should you do?
- a) a. Continue to press the client for more information, so that they can achieve a breakthrough
 - b) b. Ask them why the subject bothers them so much, but tread lightly when doing so and respect their answer.**
 - c) c. Move directly on to the next topic, ignoring the resistance
 - d) d. Relay to the client what you think is the root cause of their resistance
- a** 13) As a coach, you should approach your client in which of the following ways?
- a) a. Talk more than listen
 - b) b. Focus on closed-ended questions
 - c) c. Listen more than talk**
 - d) d. Ask yes-or-no questions
- a** 14) Which of the following coaching techniques works for almost any area of life or business?
- a) a. Challenging the client's assumptions**
 - b) b. Helping the client figure out who to hold accountable
 - c) c. Convincing the client to adopt your line of thinking
 - d) d. Aligning yourself with the client's patterns of thinking
- a** 15) When a coaching client needs help with clarifying their goals, which of the following should you do?
- a) a. Simply tell the client what to do, since this is what they're paying you for
 - b) b. Refer back to the original evaluation from the initial consultation**
 - c) c. Make sure their stated goals do not refer to potential obstacles, which will dampen their enthusiasm for meeting them
 - d) d. Ensure they have at least 3 or more specific goals
- a** 16) When setting up group coaching sessions, which of the following group sizes works best?
- a) a. Three to five
 - b) b. Five to ten**
 - c) c. Ten to fifteen
 - d) d. Fifteen to twenty
- a** 17) Which of the following pertains to in-person coaching?
- a) a. Coaches who coach by phone normally charge a higher fee than in-person coaches
 - b) b. Telephone coaching may not be as productive as in-person coaching
 - c) c. It is good for clients who may not be comfortable being coached by someone they've never met**
 - d) d. There is more flexibility with in-person coaching

- a** 18) What percentage of overeating is caused by emotions?
- a) a. 25%
 - b) b. 66%
 - c) c. 75%**
 - d) d. 90%
- a** 19) A diet that consumes eggs and dairy while excluding meat, fish and poultry is:
- a) a. Lacto-ovo**
 - b) b. Paleo
 - c) c. Pescatarian
 - d) d. Gluten-free
- a** 20) Which of the following contains vitamins A, B, C, minerals, antioxidants and helps with asthma, cancer, skin issues, has antibiotic properties and more?
- a) a. Tofu
 - b) b. Garlic**
 - c) c. Chia seed
 - d) d. Quinoa
- a** 21) Which supplement is a "super algae that contains high amounts of chlorophyll, amino acids and a host of other nutrients; aids in immunity, nourishment, cell production, healing"??
- a) a. Echinacea
 - b) b. Lysine
 - c) c. Coenzyme Q10
 - d) d. Spirulina**
- a** 22) To receive the full enzymatic benefits, when should fresh juices be consumed?
- a) a. Within 15 minutes**
 - b) b. Within 2 hours
 - c) c. Within a day
 - d) d. Within a month if frozen immediately after juicing
- a** 23) Which alternative therapy technique uses the client's own energy on their body?
- a) a. Acupressure
 - b) b. Crystal therapy
 - c) c. Reiki**
 - d) d. Both a. and c.

- a** 24) Which of the following techniques is both energizing and calming at the same time?
- a) a. Meditation
 - b) b. Acupuncture
 - c) c. Deep, long breaths**
 - d) d. Visualization
- a** 25) Where are wellness coaching sessions often conducted?
- a) a. Hospitals and spas**
 - b) b. Spas and Shopping malls
 - c) c. Hospitals and shopping malls
 - d) d. Doctor's offices and gyms
- a** 26) Which of the following is an effective method of training and coaching groups?
- a) a. Delivering a lecture to the group
 - b) b. Presenting activities, such as group discussions or brainstorming**
 - c) c. Making the entire training game-focused
 - d) d. Both a. and b.
- a** 27) When it comes to educational credentials to become a life coach, which of the following is true?
- a) a. You must have an advanced degree from a Masters-level coaching degree program
 - b) b. You must have a degree from a Bachelors-level coaching degree program
 - c) c. You must have at least a certificate from a recognized coaching program
 - d) d. No specific educational credentials are required to become a life coach**
- a** 28) Which of the following is probably the best way to find a coach mentor?
- a) a. Hire a teacher of coaching in your town
 - b) b. Hire a teacher of coaching from out of town
 - c) c. Hire a coach from your own town
 - d) d. Hire a coach from out of town**
- a** 29) Consider the following question: "What are good ways for learning from other coaches?" Suppose the answer is: "You should join an association, try to get an information interview and get a coaching certification. "What's wrong with this answer?"
- a) a. Nothing. The answer is correct**
 - b) b. You cannot learn from interviews because you won't be talking to a coach
 - c) c. Getting coaching certification is not going to help you with coaching
 - d) d. Joining an association won't help you with coaching

- a** 30) What is the best approach to offering your services to a non-profit organization?
- a) a. Respond to a request for proposal
 - b) b. Walk in and offer your services
 - c) c. Wait until they advertise
 - d) d. Try to arrange a meeting with the executive director**
- a** 31) "One gets your foot in the door, the other one gets you across the threshold." Define the first and second "one".
- a) a. The first one is a brochure, the second one a good resume
 - b) b. The first one is a good resume, the second one a business card
 - c) c. The first one is a good resume, the second one a brochure
 - d) d. The first one is a business card, the second one a good resume**
- a** 32) Why should you consider moonlighting?
- a) a. To have more free time
 - b) b. To have a steady paycheck**
 - c) c. To only work in the evenings
 - d) d. To earn more money
- a** 33) What is it called when you prove your deductible expenses at tax time, create a balance sheet that lenders may request from time to time and see at a glance where your money has gone?
- a) a. Determine your accounting needs
 - b) b. Analyze your business
 - c) c. Keep an overview of your expenses
 - d) d. Create a paper trail**
- a** 34) What is "a record where the cash is in your business and how you pay for things" called?
- a) a. Balance sheet
 - b) b. Income statement
 - c) c. cash flow statement**
 - d) d. Invoicing and billing
- a** 35) Consider the question: "What are some factors that affect the fees you may charge for your coaching?" Suppose the answer is: "My relationship with the client, my reputation, my geographic location and my education." What's wrong with the answer?
- a) a. Nothing, the answer is correct
 - b) b. All of them are correct, except "my education"**
 - c) c. All of them are correct, except my geographic location
 - d) d. All of them are correct, except my relationship with the client

- a** 36) Which formula do you use to calculate your hourly rate? With Y being your hourly rate?
- a) a. *Salary + expenses + profit = X → X ÷ 1,200 hours per year = Y***
 - b) b. Profit + salary = X → X ÷ 1,200 hours per year = Y
 - c) c. Expenses + profit = X → X ÷ 1,200 hours per year = Y
 - d) d. Salary + expenses = X → X ÷ 1,200 hours per year = Y
- a** 37) Using a goal setting worksheet is an example of which method of keeping clients motivated?
- a) a. Dispel negative thoughts
 - b) b. Be honest about strengths and weaknesses
 - c) c. *Set realistic expectations***
 - d) d. Understand that we experience setbacks
- a** 38) Regarding time lengths for coaching contracts, which of the following is a good starting point for new individual clients?
- a) a. 1 month
 - b) b. *3 months***
 - c) c. 6 months
 - d) d. 1 year
- a** 39) What is a typical discount offered to encourage clients to hire you for a period of days rather than hours?
- a) a. 2-4%
 - b) b. *4-20%***
 - c) c. 20-30%
 - d) d. 30-37%
- a** 40) What does the "standard of professional courtesy" within coaching mean?
- a) a. Coaches charge less for their services compared to other professions
 - b) b. *Coaches refer clients to other coaches***
 - c) c. Coaches build strong relationships with their clients
 - d) d. Coaches treat others how they would like to be treated themselves
- a** 41) You have hired a person. You are training this person yourself. They work for a certain amount of hours and they are paid on a regular basis. What is this type of person called?
- a) a. Contractor
 - b) b. *Employee***
 - c) c. Freelancer
 - d) d. Consultant

- a** 42) To whom should you pass your business cards out??
- a) a. To all other coaches
 - b) b. To friends and family
 - c) c. To as many people as possible**
 - d) d. To companies
- a** 43) Many life coaches are adding audio and video messages to their websites to attract prospective clients. This message should ideally be how long?
- a) a. 8 to 10 minutes
 - b) b. 6 to 8 minutes
 - c) c. 4 to 6 minutes
 - d) d. 2 to 4 minutes**
- a** 44) When looking for keywords to optimize your website, you'll want them to be:
- a) a. With reasonable levels of competitiveness, targeted and up-to-date
 - b) b. Targeted, up-to-date and trendy
 - c) c. Relevant, with steady to decent traffic and targeted**
 - d) d. Trendy, with steady to decent traffic and relevant
- a** 45) What is a pitch letter?
- a) a. It is a letter of encouragement that clients write to themselves
 - b) b. It is a letter that you provide to clients considering your services
 - c) c. It is a letter you send to the media suggesting a story idea**
 - d) d. It is a letter you send to companies when you choose to offer workplace services
- a** 46) Which of the following could be a good partnership for a wellness coach?
- a) a. Massage therapist
 - b) b. Financial advisor
 - c) c. Medical clinics
 - d) d. All of the above**
- a** 47) When should you start an ecommerce enabled website as a coach?
- a) a. Within the first month of starting your business
 - b) b. As soon as you want to sell online**
 - c) c. When you need to save a lot of time
 - d) d. Before you start your business, so you are ready

- a** 48) When marketing your services to corporate clients, which of the following is the *most* important?
- a) a. Writing proposals
 - b) b. Meeting with corporate clients
 - c) c. Networking in the industry**
 - d) d. Calling other businesses
- a** 49) Consider this question: "What is the content of an RFP?" Suppose the answer is: "Among others, a written statement of the company's specific needs, information about the company and why they want to hire a coach." What's wrong with this answer?
- a) a. Nothing, the answer is correct**
 - b) b. Everything is correct, except that it doesn't contain why they want to hire a coach
 - c) c. Everything is correct, except that it doesn't give information about the company
 - d) d. Nothing is correct. It should only contain the kind of expertise they require and what the project entails
- a** 50) To ensure client satisfaction, as a life coach, which of the following should you do?
- a) a. Use lots of forms and checklists, to show clients you are committed to assessing their goals
 - b) b. Use consistent methods with each client, which will reinforce your "brand" as a coach
 - c) c. Be sure to give lots of advice; your clients are paying you for this
 - d) d. Show you are supportive of the client with a spontaneous email or phone call, even if it's off the clock**