



# MERU UNIVERSITY OF SCIENCE AND TECHNOLOGY

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## University Examinations 2023/2024

THIRD YEAR SECOND SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR  
OF SCIENCE IN HUMAN RESOURCE MANAGEMENT

### BBR 3354: COACHING AND MENTORING

DATE: APRIL 2024

TIME: 2 HOURS

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INSTRUCTIONS: Answer question *one* and any other *two* questions

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#### QUESTION ONE (30 MARKS)

- a) Elucidate how you would ensure effective questioning in coaching sessions (10 marks)
- b) You are invited as a guest coach to talk to line managers in an organization on coaching and mentorship. Kindly do a write up on what you would want to cover in the talk  
(10 marks)
- c) Discuss key trends in mentorship and coaching today which as a manager you need to embrace for successful mentorship and coaching programs (10 marks)

#### QUESTION TWO (20 MARKS)

- a) Reflect on a coaching or mentoring experience and how you can demonstrate the qualities of an effective coach or mentor (10 marks)
- b) Discuss common challenges faced in peer coaching, and they can be overcome (10 marks)

**QUESTION THREE (20 MARKS)**

- a) Evaluate the challenges associated with implementing team coaching in a diverse or multicultural team. (10 Marks)
- b) Discuss the role of trust in team coaching and how a team coach build and maintain trust within a team (10 marks)

**QUESTION FOUR (20 MARKS)**

- a) Explain with relevant examples how leaders can demonstrate their commitment to listening effectively within a team or organization (10 marks)
- b) Differentiate between traditional coaching and distance coaching explaining advantages and challenges of distance coaching (10 marks)

**QUESTION FIVE (20 MARKS)**

- a) Discuss the difference between open-ended and closed-ended questions in coaching providing examples of each type explaining when they can be used (10 marks)
- b) Discuss the role of leadership in modeling and promoting committed listening behaviors. (10 marks)