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01 >>

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65+ Hours | For PCC Credential



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As per your needs.

02 >>

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for ICF ACC Credential



ICF PCC Credential Bundle
All requirements & comprehensive support
for ICF PCC Credential



ICF MCC Credential Bundle
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All requirements & comprehensive support
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03 >>

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Practitioner



Executive & Leadership Coach
Practitioner



Trauma-informed Advanced Coach
Practitioner



Group and Team Advanced Coach
Practitioner (Organizational Development
Specialist)



Child/Adolescent Development and
Parenting Advanced Coach Practitioner



Trauma-informed Psychedelic Integration
Advanced Coach Practitioner



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Comprehensive Guidelines

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ICF PCC & MCC Credential Exam

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EXAMINING INTRICACIES OF ICF CREDENTIALING EXAM WITH SAMPLE QUESTIONS



Our Agenda Today:

- Welcome and Introduction
- Answering 3 sample questions in 7 minutes
- Share the identified answers anonymously through Zoom Polls
- Brief exploration on criteria for identifying Best and Worst scenarios
- Examining each question step by step
- Questions and Closing

FACTORS TO IDENTIFY DEFINING CRITERIA

Instructions:

Choose best and worst case scenarios within 7 minutes and note down the scenarios to indicate in Zoom Poll

Correct Answers

Question	Best Case	Worst Case
1		
2		
3		

Correct Answers

Question	Best Case	Worst Case
1	B	A
2	B	C
3	D	A

FOCUSED CRITERIA FOR EXAMINING BEST AND WORS CASE SCENARIOS

Potential Possibilities:

Best Acceptable

Somewhat Acceptable

Somewhat Not-Acceptable

Worst Acceptable

FOCUSED CRITERIA FOR EXAMINING BEST AND WORST CASE SCENARIOS

Steps on approaching each question:

- Read the question carefully and identify defining key words
- Accurately understand exactly what the question is probing as an answer
- Form the question into a condensed one sentence or short phrases in your mind
- Read each answer carefully and flag defining factors or key words focusing on worst possibilities
- Isolate the most obvious best or worst scenario first
- Now you are left with identifying either one of the best or worst, out of three scenarios
- Look at the remaining defining factors and isolate based on the intensity of best or worst

FOCUSED CRITERIA FOR EXAMINING BEST AND WORS CASE SCENARIOS

Tips to remember

- Do not get emotionally attached to any scenario
- Consider the real world, business and professional setting
- Focus from MCC competency
- Consider wider global mindset (cultural, business, societal, industry norms)
- Be thoroughly familiar with similar professions and some applications
- Maximize your learning styles (Visual, Auditory, Kinesthetic, Reading & Writing)

FOCUSED CRITERIA FOR EXAMINING BEST AND WORS CASE SCENARIOS

Criteria :

ICF Ethical Guidelines

Possibilities :

Violated, Not-Violated or Unaware, Ambiguous

FOCUSED CRITERIA FOR EXAMINING BEST AND WORS CASE SCENARIOS

Criteria :

ICF Ethical Guidelines

ICF Core Competency & Best Practices

Possibilities :

Violated, Not-Violated or Unaware

Executed Accurately, Executed Wrongly or Unaware

FOCUSED CRITERIA FOR EXAMINING BEST AND WORS CASE SCENARIOS

Criteria :

ICF Ethical Guidelines

ICF Core Competency & Best Practices

The Appropriate Experience Level

Possibilities :

Violated, Not-Violated or Unaware

Executed Accurately, Executed Wrongly or Unaware

Met, Not Met, Unaware

FOCUSED CRITERIA FOR EXAMINING BEST AND WORS CASE SCENARIOS

Criteria :

ICF Ethical Guidelines

ICF Core Competency & Best Practices

The Appropriate Experience Level

The Actions or Awareness Stated

Possibilities :

Violated, Not-Violated or Unaware

Executed Accurately, Executed Wrongly or Unaware

Met, Not Met, Unaware

Damaging, Non Damaging, Unaware

FOCUSED CRITERIA FOR EXAMINING BEST AND WORS CASE SCENARIOS

Criteria :	Possibilities :
ICF Ethical Guidelines	Violated, Not-Violated or Unaware
ICF Core Competency & Best Practices	Executed Accurately, Executed Wrongly or Unaware
The Appropriate Experience Level	Met, Not Met, Unaware
The Actions or Awareness Stated	Damaging, Non Damaging, Unaware
Coach's Intention, Thought or Emotion	Visible, Non Visible/ Regulated, Non Regulated

FOCUSED CRITERIA FOR EXAMINING BEST AND WORS CASE SCENARIOS

Criteria :	Possibilities :
ICF Ethical Guidelines	Violated, Not-Violated or Unaware
ICF Core Competency & Best Practices	Executed Accurately, Executed Wrongly or Unaware
The Appropriate Experience Level	Met, Not Met, Unaware
The Actions or Awareness Stated	Damaging, Non Damaging, Unaware
Coach's Intention, Thought or Emotion	Visible, Non Visible/ Regulated, Non Regulated
Effect on Relationship	Damaging, Empowering or Non Damaging

FOCUSED CRITERIA FOR EXAMINING BEST AND WORS CASE SCENARIOS

Criteria :	Possibilities :
ICF Ethical Guidelines	Violated, Not-Violated or Unaware
ICF Core Competency & Best Practices	Executed Accurately, Executed Wrongly or Unaware
The Appropriate Experience Level	Met, Not Met, Unaware
The Actions or Awareness Stated	Damaging, Non Damaging, Unaware
Coach's Intention, Thought or Emotion	Visible, Non Visible/ Regulated, Non Regulated
Effect on Relationship	Damaging, Empowering or Non Damaging
Application of Judgment or Empathy	Damaging, Empowering or Non Damaging

FOCUSED CRITERIA FOR EXAMINING BEST AND WORS CASE SCENARIOS

Criteria :	Possibilities :
ICF Ethical Guidelines	Violated, Not-Violated or Unaware
ICF Core Competency & Best Practices	Executed Accurately, Executed Wrongly or Unaware
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Effect on Relationship	Damaging, Empowering or Non Damaging
Application of Judgment or Empathy	Damaging, Empowering or Non Damaging
Action or Statement	Conclusive, Non Conclusive

FOCUSED CRITERIA FOR EXAMINING BEST AND WORS CASE SCENARIOS

Criteria :	Possibilities :
ICF Ethical Guidelines	Violated, Not-Violated or Unaware
ICF Core Competency & Best Practices	Executed Accurately, Executed Wrongly or Unaware
The Appropriate Experience Level	Met, Not Met, Unaware
The Actions or Awareness Stated	Damaging, Non Damaging, Unaware
Coach's Intention, Thought or Emotion	Visible, Non Visible/ Regulated, Non Regulated
Effect on Relationship	Damaging, Empowering or Non Damaging
Application of Judgment or Empathy	Damaging, Empowering or Non Damaging
Action or Statement	Conclusive, Non Conclusive
The number of Violations in addressing worst	The more violations, the worst the scenario is

FOCUSED CRITERIA FOR EXAMINING BEST AND WORS CASE SCENARIOS

Criteria :	Possibilities :
ICF Ethical Guidelines	Violated, Not-Violated or Unaware
ICF Core Competency & Best Practices	Executed Accurately, Executed Wrongly or Unaware
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Application of Judgment or Empathy	Damaging, Empowering or Non Damaging
Action or Statement	Conclusive, Non Conclusive
The number of Violations in addressing worst	The more violations, the worst the scenario is
Direction towards the answer	Closer, deviated

SAMPLE QUESTION ONE

A new coach is about to engage with her first long-distance executive coaching client via video conferencing sponsored by the organization. The coach has been informed that the client has a wealth of prior coaching experience and also had turned down external coaches in two instances due to not meeting expected level of presence in the coaching sessions. The coach carefully considers whether taking notes during the session is necessary. She is concerned about the potential impact on the coaching process, that note-taking might disrupt the flow of conversation or make the client feel that the coach is not fully present to the client. To address this dilemma, the coach contemplates the following approaches:

SAMPLE QUESTION ONE

A **new coach** is about to engage with her **first long-distance executive coaching client** via video conferencing sponsored by the organization. The coach has been informed that the client has a wealth of prior coaching experience and also had **turned down external coaches** in two instances due to not meeting **expected level of presence** in the coaching sessions. The coach carefully considers whether **taking notes during** the session is **necessary**. She is concerned about the potential impact on the coaching process, that note-taking might disrupt the flow of conversation or make the client feel that the coach is not **fully present to the client**. To **address this dilemma**, the coach contemplates the following approaches:

APPROACHING THE ANSWERS

A. The coach is aware that the ICF Core Competency framework does **not stipulate note-taking as a competency** but clearly **emphasizes** the importance of maintaining coaching **presence**. The coach also recalls that during her coach-specific training, the experienced ICF MCC educator never took notes during sample coaching demonstrations. **Note-taking** being a **coach-centered requirement**, the coach **prioritizes** the quality of interaction and coaching **presence**. Intend to turn coach's full presence to the client and **refrain from paying attention to the coach's process**, the coach decides to **refrain from taking notes** and aims to **foster a more open and uninterrupted dialogue**



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ICF Core Competency & Best Practices – Unaware



APPROACHING THE ANSWERS

B. Ask the client for **permission** to take notes.



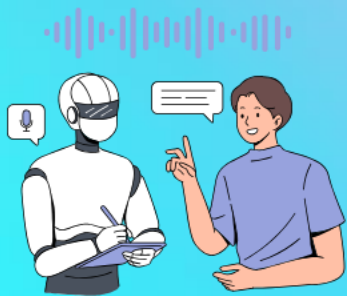
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ICF Core Competency & Best Practices – Executed Accurately



APPROACHING THE ANSWERS

C. The coach uses **AI technology** to generate **verbatim notes** in the background of the virtual coaching sessions and **does not see the necessity to disclose** this to the client, to avoid interrupting client's attention about the involvement of AI. The coach recalls that the **contractual agreement includes** a clause specifying that **technology may be used to record the sessions**. This way, the coach can **revisit the notes later** and maintain a robust coaching presence.



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ICF Ethical Guidelines - Ambiguous



APPROACHING THE ANSWERS

D. Try to take notes below the computer screen without losing eye contact with the client at all times.



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ICF Core Competency & Best Practices – Unaware and Executed Wrongly



APPROACHING THE ANSWERS

BEST - B. Ask the client for **permission** to take notes.



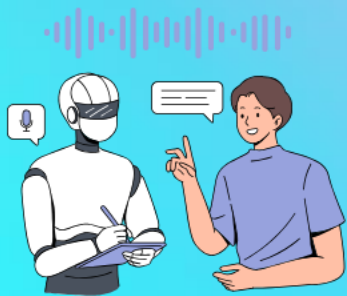
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ICF Core Competency & Best Practices – Executed Accurately



APPROACHING THE ANSWERS

C. The coach uses **AI technology** to generate **verbatim notes** in the background of the virtual coaching sessions and **does not see the necessity to disclose** this to the client, to avoid interrupting client's attention about the involvement of AI. The coach recalls that the **contractual agreement includes** a clause specifying that **technology may be used to record the sessions**. This way, the coach can **revisit the notes later** and maintain a robust coaching presence.



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ICF Ethical Guidelines - Ambiguous



APPROACHING THE ANSWERS

A. The coach is aware that the ICF Core Competency framework does **not stipulate note-taking as a competency** but clearly **emphasizes** the importance of maintaining coaching **presence**. The coach also recalls that during her coach-specific training, the experienced ICF MCC educator never took notes during sample coaching demonstrations. **Note-taking** being a **coach-centered requirement**, the coach **prioritizes** the quality of interaction and coaching **presence**. Intend to turn coach's full presence to the client and **refrain from paying attention to the coach's process**, the coach decides to **refrain from taking notes** and aims to **foster a more open and uninterrupted dialogue**



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ICF Core Competency & Best Practices – Unaware



APPROACHING THE ANSWERS

D. Try to take notes below the computer screen without losing eye contact with the client at all times.



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ICF Core Competency & Best Practices – Unaware and Executed Wrongly



APPROACHING THE ANSWERS

WORST - A. The coach is aware that the ICF Core Competency framework does **not stipulate note-taking as a competency** but clearly **emphasizes** the importance of maintaining coaching **presence**. The coach also recalls that during her coach-specific training, the experienced ICF MCC educator never took notes during sample coaching demonstrations. **Note-taking** being a **coach-centered requirement**, the coach **prioritizes** the quality of interaction and coaching **presence**. Intend to turn coach's full presence to the client and **refrain from paying attention to the coach's process**, the coach decides to **refrain from taking notes** and aims to **foster a more open and uninterrupted dialogue**



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ICF Core Competency & Best Practices – Unaware



INSIGHTS OR QUESTIONS?

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SAMPLE QUESTION TWO

Fatima, a recently promoted **senior executive**, has been assigned to you as an **external coach** for **leadership development**. At the outset, she exudes **confidence** and expresses a strong desire to **excel in her new role**. However, during the **second regular coaching session**, you notice that Fatima **hesitates** to actively **implement** some of her **leadership initiatives** within the organization, even though these initiatives could potentially benefit the company. As the conversation deepens, Fatima shares that she **experiences anxiety** when it comes to executing these leadership actions. When you draw her attention to her **somatic awareness**, she uncovers some realizations which she **anticipates may be the reason** for the situation: her anxiety may stem from growing up **under extremely strict parents** who had high expectations. She reveals that, as a child, she **feared punishment, judgment, and being perceived as unworthy or unloved**. As a professional coach, you recognize that these **deep-rooted fears may be** contributing to her current **anxiety**, impacting her ability to take decisive leadership actions.

Given this context and in alignment with the International Coaching Federation (ICF) Core Competencies and ethical guidelines, how would you proceed to **support Fatima's development** while respecting the **boundaries** of the coaching relationship?

APPROACHING THE ANSWERS

A. Recognize that as a professional **coach**, you are **not qualified** to **address** the client's **past adversities** directly. Maintain a **neutral stance** and **advise** Fatima to **seek therapy** to address these adverse childhood experiences **immediately after the coaching sessions**. Explain this **gently but firmly**, emphasizing the importance of addressing the **root causes** of her anxiety with a qualified **mental health professional**.



The Actions or Awareness Stated – Damaging

APPROACHING THE ANSWERS

B. Support Fatima by **further inquiring** about the **connection** between her **past experiences** and the **primary focus** being her **present challenges**, facilitate a **reflective exploration** to help her identify **specific behaviors** linked to her **anxiety**, encouraging her to **explore whether** the **possibility of consciously addressing** this challenge through **cognitive processes** would enable **resolution**.



The Actions or Awareness Stated – Empowering

APPROACHING THE ANSWERS

C. Acknowledge that, according to ICF ethical guidelines, professional **coaches** are not **qualified** to delve into clients' **past experiences**. Since the ICF defines coaching as future-focused, you would fulfill **your obligation** by **informing Fatima and the sponsor** that the situation may be **better addressed by a therapist**. You will convey this message with an **empathetic demeanor** in a polite, diplomatic, and sensitive manner, ensuring respect for the coaching agreement and **Fatima's well-being**.



The Actions or Awareness Stated – Damaging
The number of Violations in addressing worst

APPROACHING THE ANSWERS

D. Since **Fatima** has **not** explicitly indicated that she **requires therapy**, continue the **coaching** sessions with the **expectation** that her current **anxiety** can be addressed within the **coaching framework**. Proceed with **caution** and with the **belief** that, through continued coaching, Fatima will be able to **manage and overcome her anxiety** over the **next few sessions**, supporting her growth as a leader.



The Actions or Awareness Stated – Damaging
The number of Violations in addressing worst

APPROACHING THE ANSWERS

BEST - B. Support Fatima by **further inquiring** about the **connection** between her **past experiences** and the **primary focus** being her **present challenges**, facilitate a **reflective exploration** to help her identify **specific behaviors** linked to her **anxiety**, encouraging her to **explore whether** the **possibility of consciously addressing** this challenge through **cognitive processes** would enable **resolution**.



The Actions or Awareness Stated – Empowering

APPROACHING THE ANSWERS

D. Since **Fatima** has **not** explicitly indicated that she **requires therapy**, continue the **coaching** sessions with the **expectation** that her current **anxiety** can be addressed within the **coaching framework**. Proceed with **caution** and with the **belief** that, through continued coaching, Fatima will be able to **manage and overcome her anxiety** over the **next few sessions**, supporting her growth as a leader.



ICF Core Competency & Best Practices – Unaware

APPROACHING THE ANSWERS

C. Acknowledge that, according to ICF ethical guidelines, professional **coaches** are not **qualified** to delve into clients' **past experiences**. Since the ICF defines coaching as future-focused, you would fulfill **your obligation** by **informing Fatima and the sponsor** that the situation may be **better addressed by a therapist**. You will **Convey** this message with an **empathetic demeanor** in a polite, diplomatic, and sensitive manner, ensuring respect for the coaching agreement and **Fatima's well-being**.



The Actions or Awareness Stated – Damaging

APPROACHING THE ANSWERS

A. Recognize that as a professional **coach**, you are **not qualified** to **address** the client's **past adversities** directly. Maintain a **neutral stance** and **advise** Fatima to **seek therapy** to address these adverse childhood experiences **immediately after the coaching sessions**. Explain this **gently but firmly**, emphasizing the importance of addressing the **root causes** of her anxiety with a qualified **mental health professional**.



The Actions or Awareness Stated – Damaging

APPROACHING THE ANSWERS

WORST - C. Acknowledge that, according to ICF ethical guidelines, professional **coaches** are not **qualified** to delve into clients' **past experiences**. Since the ICF defines coaching as future-focused, you would fulfill **your obligation** by **informing Fatima and the sponsor** that the situation may be **better addressed by a therapist**. You will Convey this message with an **empathetic demeanor** in a polite, diplomatic, and sensitive manner, ensuring respect for the coaching agreement and **Fatima's well-being**.



The Actions or Awareness Stated – Damaging
The number of Violations in addressing worst

INSIGHTS OR QUESTIONS?

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SAMPLE QUESTION THREE

You are working with a **new client** as an assignment from one of the **organizations** you provide coaching services to. In the midst of the **first** coaching **session**, the coach is presented with an **intricate narrative** from their client, encompassing a **wide array** of elements from **personal and professional life**, including interactions with family members and colleagues. As the client unfolds their story, the coach encounters **difficulties** in **grasping** the **central theme** or issues due to the **complexity and breadth** of the details shared. Recognizing the need to **distill** and **understand the core aspects** of the client's narrative, how would the coach proceed adhering to ICF Core Competencies and Ethical Guidelines?

APPROACHING THE ANSWERS

A. Express **gratitude** for the client's openness and attempt to **summarize** the discussion by saying, "Thank you for sharing these detailed aspects of your life. To ensure I've **understood** you **correctly**, it seems your main **concerns** revolve around **X**, **Y**, and **Z**. Did I **hear you correctly**? Is there **anything missing** or **what else** would you like to **add**?" The x, y and Z here represent the varied array of elements the client is sharing.



Direction towards the answer – Deviated
The number of Violations – Observed

APPROACHING THE ANSWERS

B. **Address** the complexity of the client's narrative by suggesting a **more focused** discussion: "Your story contains **many layers**. Could we perhaps **concentrate** more on the aspects **immediately** related to **matter at hand**, as it is our **responsibility** to focus on **intended professional focus**?"



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The Appropriate Experience Level - Leading



APPROACHING THE ANSWERS

C. **Encourage** the client to **distill** their narrative into **essential elements**: "Considering the **depth of your story**, could you identify the **keywords** and **elaborate** them with **some examples**? This will help ensure we're **aligned** in our **understanding**."



Direction towards the answer – Deviated

APPROACHING THE ANSWERS

D. Request a **concise recapitulation** of the client's experiences: "You've covered a **broad range of topics**, including a range of personal and professional matters. Could you **bottom-line** the sharing in a **few sentences**?"



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ICF Core Competency & Best Practices – Aware



APPROACHING THE ANSWERS

BEST - D. Request a **concise recapitulation** of the client's experiences: "You've covered a **broad range of topics**, including a range of personal and professional matters. Could you **bottom-line** the sharing in a **few sentences**?"



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ICF Core Competency & Best Practices – Aware



APPROACHING THE ANSWERS

C. **Encourage** the client to **distill** their narrative into **essential elements**: "Considering the **depth of your story**, could you identify the **keywords** and **elaborate** them with **some examples**? This will help ensure we're **aligned** in our **understanding**."



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Direction towards the answer – Deviated



APPROACHING THE ANSWERS

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The Appropriate Experience Level - Leading



APPROACHING THE ANSWERS

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Direction towards the answer – Deviated
The number of Violations – Observed

APPROACHING THE ANSWERS

WORST - A. Express **gratitude** for the client's openness and attempt to **summarize** the discussion by saying, "Thank you for sharing these detailed aspects of your life. To ensure I've **understood** you **correctly**, it seems your main **concerns** revolve around **X**, **Y**, and **Z**. Did I **hear you correctly**? Is there **anything missing** or **what else** would you like to **add**?" The x, y and Z here represent the varied array of elements the client is sharing.



Direction towards the answer – Deviated
The number of Violations – Observed

Correct Answers

Question	Best Case	Worst Case
1	B	A
2	B	C
3	D	A

INSIGHTS OR QUESTIONS?

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G L O B A L

Thank you!