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## Course Information

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Course Title: Coaching and Mentoring #366216

Number of continuing education credit hours recommended for this course:

CPA: 3 (All states)

In accordance with the standards of the National Registry of CPE Sponsors, CPE credits have been granted based on a 50-minute hour.

National Registry of CPE Sponsors ID Number: 107615.

Sponsor numbers for states requiring sponsor registration

Florida Division of Certified Public Accountancy: 4761 (Ethics #11467)

Hawaii Board of Accountancy: 14003

New York State Board of Accountancy: 002146

Ohio State Board of Accountancy: M0021

Texas State Board of Accountancy: 009349

### Course Description

The *Coaching and Mentoring* course discusses how to engage in the coaching and mentoring of employees, so that the results of these engagements are maximized. Topics covered include coaching models, the types of questions to use, how to issue feedback, session preparation, the different types of mentoring arrangements, and more.

**Program Delivery Method:** NASBA QAS Self-Study (interactive)

### Subject Codes/Field of Study

NASBA (CPA): Personnel/HR

### Course Level, Prerequisites, and Advance Preparation Requirements

Program level: Overview

Prerequisites: None

Advance Preparation: None

## Course Content

Publication/Revision date: 10/23/2016.

Author: Steven M. Bragg, CPA.

Final exam (online): Fifteen (multiple-choice).

## Instructions for taking this course

You must complete this course within one year of the date of purchase (if you do not complete the course within one year, contact us to determine whether an updated edition of the course is available, in which case we will provide you with a PDF of the updated course and the online exam at no charge).

A passing grade of at least 70% is required on the final exam for this course. You may retake the exam if you do not pass it on the first attempt (no charge).

Complete the course by following the learning objectives listed on the following page, studying the text, and studying the review questions at the end of each major section (or at the end of the course). Once you have completed studying the course and you are confident that the learning objectives have been met, answer the final exam questions (online).

## Instructions for Taking the Final Exam Online

- Login to your account online at [www.bhfe.com](http://www.bhfe.com).
- Go to "My Account" and view your course.
- Select "Take Exam" for this course and follow instructions.

### Additional Information

- The exam may be started, stopped, then resumed at a later date.
- The exam is "open book," it is not timed, and it may be retaken if not passed on the first attempt (no charge).
- Results (correct, incorrect answers) and certificate appear immediately upon passing the exam.

**Have a question?** Call us at 800-588-7039 or email us at [contact@bhfe.com](mailto:contact@bhfe.com).

# Learning Assignment & Objectives

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- Identify the improvement areas targeted by coaching.
- Note the difference between teaching and coaching.
- Recognize those situations in which coaching may not be accepted within an organization.
- Recall the contents of a coaching session.
- Note the differences between open and closed questions.
- Identify the methods used to deal with silent employees.
- Recognize the characteristics of successful executive coaches.
- Recall the different types of mistakes that a coach can make during a coaching session.
- Identify the tools that an efficient and effective coach may use.
- Note the ground rules for a mentoring relationship.
- Recognize the contents of a mentoring work plan.
- Recall the circumstances under which a mentoring arrangement should be terminated.
- Note the indicators of a good potential mentee.
- Identify the behaviors of poor mentees.

## About the Author

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Steven Bragg, CPA, has been the chief financial officer or controller of four companies, as well as a consulting manager at Ernst & Young. He received a master's degree in finance from Bentley College, an MBA from Babson College, and a Bachelor's degree in Economics from the University of Maine. He has been a two-time president of the Colorado Mountain Club, and is an avid alpine skier, mountain biker, and certified master diver. Mr. Bragg resides in Centennial, Colorado. He has written the following books:

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