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GAQM

CTL-001

Certified Team Leader (CTL) Certification

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Question: 130

What are the five stages of team development?

A. Forming, Storming, Norming, Performing, Adjourning
B. Low, Medium, Intermediate, High, Effective
C. Instigating, Developing, Shaping, Trimming, Finishing
D. Build, Develop, Educate, Motivate, Execute

Answer: A

Question: 131

Which of the following is not a tool for better listening?

A. Verbal cues (such as leaning forward or nodding)
B. Making eye contact appropriately
C. Helping the other person complete their idea
D. Asking questions to clarify your understanding

Answer: C

Question: 132

True or False: It's always a good idea to be an optimist.

A. True
B. False

Answer: B

Question: 133

True or False: When our reality matches expectations, people feel in control.

A. True
B. False

Answer: A

Question: 134

Supervisors who work well with most people but find it difficult to handle discipline problems and immature people have which Style Profile?

A. Style Profile 1-2 (Telling - Selling)
B. Style Profile 2-3 (Selling - Participating)
C. Style Profile 3-4 (Participating - Delegating)
D. None of the above

Answer: B

Question: 135

True or False: Being effective is one of the keys to self-leadership.

A. True
B. False

Answer: A

Question: 136

Why might a team fail?

A. Internal competition
B. No external support
C. Poor communication
D. Any of these reasons

Answer: D

Question: 137

True or False: Team contracts were popular ten years ago, but they should no longer be used.

A. True
B. False

Answer: B

Question: 138

Features that make work naturally rewarding include competence, self-direction, rewards, and
_____.

A. Principle
B. Power
C. Purpose
D. Product

Answer: C

Question: 139

In the SPIRIT model for setting goals, the S stands for:

A. Spectacular
B. Specific
C. Singular
D. Starting

Answer: B

Question: 140

As a self-leader, you are responsible for:

A. Knowing your goals
B. Directing behavior of others
C. Arranging training for your team
D. Knowing your teams ability to perform

Answer: A

Question: 141

We can easily discuss self-leadership in terms of:

A. Three corners
B. Four pillars
C. The ABC model
D. Internal Phases

Answer: B

Question: 142

According to the Glenn Parker, which of the following team player types wears the hat of the Devil's Advocate?

A. TheContributor
B. The Contortionist
C. The Challenger
D. None of the above

Answer: C

Question: 143

Which of the following is the last step in the (employee development) coaching model?

A. Asking where the employee thinks they are and where they want to be
B. Asking the employee's opinion
C. Asking the employee what steps they will take to get where they want to be
D. Giving feedback to the employee and asking how they might improve their process

Answer: D

Question: 144

Which of the following is not a requirement for building team trust?

A. Honesty
B. Openness
C. Consistency
D. A specific goal

Answer: D

Question: 145

True or False: Phrases like "uh-huh," "OK," yes," or "Go on" are invitations for someone else keep talking.

A. True
B. False

Answer: A

Question: 146

True or False: During a survey of Yale graduates, only 3% of the graduates set goals, but that 3% earned more money and were more successful than the other 97% put together.

A. True
B. False

Answer: A

Question: 147

True or False: Trust is an important part of team development.

A. True
B. False

Answer: A

Question: 148

Companies and institutions commonly hire leaders with

A. A strong position in negotiating.
B. Experience in tricking business partners.
C. Integrity and expertise.
D. A strong link to local traditions

Answer: C

Question: 149

In addition to setting goals, self-leaders can describe the overall _____ for their life.

A. Properties
B. Value
C. Vision
D. Knowledge

Answer: C

SAMPLE QUESTIONS