

GAQM.CTL-001.by.Dany.43q

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Exam Code: CTL-001

Exam Name: Certified Team Leader



Exam A

QUESTION 1

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

Correct Answer: A

Section:

QUESTION 2

Trust allows team members to stay _____-focused.

- A. Synergy
- B. Problem
- C. Team
- D. Budget

Correct Answer: B

Section:

QUESTION 3

True or False: In order for a group of people to be considered a team, they must be in the same physical location.

- A. True
- B. False

Correct Answer: B

Section:

QUESTION 4

Emotional intelligence includes our ability to:

- A. Accurately identify emotions in ourselves
- B. Accurately identify emotions in others
- C. Understand and manage emotions
- D. All of the above

Correct Answer: D

Section:



QUESTION 5

Self-leadership is a method for:

- A. Directing our own results
- B. Directing our employees
- C. Choosing a new career
- D. Improving Presentation Skills

Correct Answer: A

Section:

QUESTION 6

The Task Force Team Model is one that:

- A. Has a designated leader but includes sharing of responsibility
- B. Manages itself because no one person has authority
- C. Comes together for a specific time to work on a specific task
- D. to identify the sequence of events involved in the failure

Correct Answer: C

Section:

QUESTION 7

What does the O stand for in the TORI model of team building?

- A. Options
- B. Organization
- C. Openness
- D. Opportunity

Correct Answer: C

Section:

QUESTION 8

Which of the following characteristics are associated with team Storming?

- A. Team members are eager to get going
- B. Conflict arises because of differences in how to accomplish goals
- C. Some members may drop out mentally or physically
- D. All of the above

Correct Answer: D

Section:

QUESTION 9

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



- A. True
- B. False

Correct Answer: A

Section:

QUESTION 10

True or False: A consensus is a unanimous vote that represents everyone's priorities.

- A. True
- B. False

Correct Answer: B

Section:

QUESTION 11

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

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

Correct Answer: C

Section:

QUESTION 12

Logical, sequential thinking is defined by the term:

- A. Horizontal thinking
- B. Vertical Thinking
- C. Lateral Thinking
- D. None of the above

Correct Answer: B

Section:

QUESTION 13

Which of DeBono's Thinking Hats represents facts, figures, and information?

- A. Yellow Hat
- B. White Hat
- C. Green Hat
- D. Blue Hat

Correct Answer: B

Section:



QUESTION 14

True or False: Force Field Analysis is the examination of restraining forces vs. sustaining forces.

- A. True
- B. False

Correct Answer: A

Section:

QUESTION 15

True or False: If the leader of a meeting gets off track, an apology to the group is in order.

- A. True
- B. False

Correct Answer: A

Section:

QUESTION 16

Teams that rarely see each other face-to-face are defined by:

- A. The Cutting Edge Model
- B. The Cyber Team Model
- C. The Task Force Model
- D. The Core Group Model

Correct Answer: B

Section:

QUESTION 17

All teams have:

- A. Specific meeting times
- B. One leader for everyone
- C. Ground rules that are agreed on beforehand
- D. Outing Schedule

Correct Answer: C

Section:

QUESTION 18

What does the term civilized disagreement mean?

- A. There is no such thing
- B. The team always works with a facilitator to meet their goals
- C. The team is comfortable with disagreement and shows no signs of avoiding it
- D. The team is uncomfortable with disagreement but is willing to move on



Correct Answer: C

Section:

QUESTION 19

True or False: If a team succumbs to internal conflict, the real problem may not be the same as the given problem.

- A. True
- B. False

Correct Answer: A

Section:

QUESTION 20

True or False: Success can sometimes pose a serious threat to team innovation.

- A. True
- B. False

Correct Answer: A

Section:

QUESTION 21

How can you encourage team creativity?

- A. Brainstorm ideas on a topic
- B. Meet in different places for a change of scenery
- C. Invite group speakers in
- D. All of the above

Correct Answer: B

Section:

QUESTION 22

A team member who keeps track of every detail, but gets frustrated by new ideas, fits best with which description?

- A. The Contributor
- B. The Collaborator
- C. The Communicator
- D. The Challenger

Correct Answer: A

Section:

QUESTION 23

Which of the following is a possible disadvantage of shared leadership?

- A. Some groups require more direction and need a central leader



- B. Some groups cannot reach their full potential without a central leader
- C. Decision making can take more time
- D. All of the above

Correct Answer: D

Section:

QUESTION 24

We can easily discuss self-leadership in terms of:

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

Correct Answer: B

Section:

QUESTION 25

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

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

Correct Answer: B

Section:

QUESTION 26

When setting goals, it is motivating to use action verbs like... (Choose two.)

- A. Transform, demonstrate, choose
- B. Familiarize, understand, know
- C. Describe, build, write
- D. Build, Initiate, Execute

Correct Answer: A, C

Section:

QUESTION 27

True or False: If the boss asks me how I can reach the benchmarks she has established, she is encouraging me as a self-leader.

- A. True
- B. False

Correct Answer: B



Section:

QUESTION 28

True or False: As self-leaders, we outline three core values so that we can discuss what is most important.

- A. True
- B. False

Correct Answer: A

Section:

QUESTION 29

True or False: When an employer is advertising a vacancy and they put the phrase 'or equivalencies' in the posting, they are acknowledging the value of lifelong learning.

- A. True
- B. False

Correct Answer: A

Section:

QUESTION 30

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

Correct Answer: A

Section:

QUESTION 31

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

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

Correct Answer: C

Section:

QUESTION 32

True or False: The Team Player Type survey divides team members into two groups.

- A. True
- B. False



Correct Answer: B

Section:

QUESTION 33

Which of the following statements describes the Authentic Idealist team player type?

- A. Focuses on having everyone in harmony on the team
- B. Wants just the facts
- C. Dislikes storytelling
- D. Likes to follow a recipe

Correct Answer: A

Section:

QUESTION 34

Why are teams such a popular way of getting things done?

- A. You can complement each other's efforts
- B. You can do more with less
- C. You can share ideas and brainstorm
- D. All of the above

Correct Answer: D

Section:

QUESTION 35

The SPIRIT model for goal setting stands for:

- A. Specific, positive, interactive, review, inspiring, terminate
- B. Singular, positive, individual, realistic, instigating, tentative
- C. Specific, prizes, individual, review, inspiring, time-bound
- D. Specific, product, initiative, realize, inspiring, time-bound

Correct Answer: C

Section:

QUESTION 36

Lifelong learning is what occurs _____.

- A. After getting up in the morning
- B. Inside, outside, and beyond formal schooling
- C. After graduation from school
- D. When an In-house education program takes place

Correct Answer: B

Section:



QUESTION 37

In order to master a skill, it is most important to:

- A. Practice
- B. Watch others
- C. Ask for instructions
- D. Demonstrate your skills

Correct Answer: A

Section:

QUESTION 38

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

Correct Answer: C

Section:

QUESTION 39

What kinds of barriers can come between the listener and the speaker?

- A. Noise
- B. Language
- C. Culture
- D. Any of these, and more

Correct Answer: D

Section:

QUESTION 40

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

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

Correct Answer: D

Section:

QUESTION 41

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



- A. True
- B. False

Correct Answer: A

Section:

QUESTION 42

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

- A. True
- B. False

Correct Answer: A

Section:

QUESTION 43

Negative cues are things that

- A. Help you recognize what not to do
- B. Distract you from what you want to do
- C. Feed the negative voice in your head
- D. Boosts the morale of the entire team

Correct Answer: B

Section:

