

EXAM PREPARATION MATERIAL

Practice files designed to help you understand exam patterns, question styles and the overall assessment format.

IMPORTANT NOTE



Please note that these files may not be up to date. However, the questions will help you understand the exam format and typical question patterns.



Stay connected with our support team for the latest file updates and exam-related information.

Question:

1

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

Answer:

C

Question:

2

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

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

Answer:

C

Question:

3

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

Answer:

D

Question:

4

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: 5

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

- A. True
- B. False

Answer: B

Question: 6

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

Answer: C

Question: 7

Logical, sequential thinking is defined by the term:

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

Answer: B

Question: 8

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

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

D. Blue Hat

Answer: B

Question: 9

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

- A. True
- B. False

Answer: A

Question: 10

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

- A. True
- B. False

Answer: A

Question: 11

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

Answer: B

Question: 12

All teams have:

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

Answer: C

Question: 13

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

Answer: C

Question: 14

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

Answer: A

Question: 15

You notice your team members are getting nervous and are anxious to leave. Which of the following could you try?

- A. Conclude the meeting and set a time for the next one
- B. Give everyone a break
- C. Provide some refreshments
- D. All of the above

Answer: D

Question: 16

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: 17

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

- A. True

B. False

Answer: A

Question: 18

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

Answer: B

Question: 19

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

Answer: A

Question: 20

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

Answer: D

Question: 21

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: 22

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

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

Answer: B

Question: 23

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

Answer: A, C

Question: 24

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

Answer: B

Question: 25

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

- A. True
- B. False

Answer: A

Question: 26

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

Answer: A

Question: 27

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

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

Answer: C

Question: 28

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

- A. True
- B. False

Answer: B

Question: 29

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

Answer: D

Question: 30

Self-leadership is a method for:

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

Answer: A

Question: 31

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: 32

In addition to setting goals, self-leaders can describe the overall

for their life.

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

Answer: C

Question: 33

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
-

Answer: C

Question: 34

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

-
- A. True
 - B. False

Answer:

A

Question:

35

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

- A. True
- B. False

Answer:

A

Question:

36

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

Answer:

B

Question:

37

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

Answer:

B

Question:

38

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

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

Answer: A

Question: 39

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: 40

A team is...

- A. A group of people working towards a common goal
- B. A group of people with a high degree of interdependence geared toward the achievement of a goal or the completion of a task
- C. Several people who work under the same leader
- D. Any of these configurations

Answer: B

Question: 41

True or False: Ground rules and team contracts will stifle a team's creativity.

- A. True
- B. False

Answer: B

Question: 42

What does the TORI acronym stand for?

- A. A model of team building
 - B. The inventor of teams
 - C. The different team player styles
 - D. The different team leader styles
-

Answer: A

Question: 43

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

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

Answer: D

Question: 44

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: 45

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

- A. True
- B. False

Answer: B

Question: 46

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: 47

Trust allows team members to stay _____-focused.

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

Answer: B

Question: 48

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

Answer: B

Question: 49

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

Answer: A

Question: 50

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
-

Answer: D

Question: 51

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: 52

Which of these attitudes would not be beneficial to your team?

- A. Impatient
- B. Curious
- C. Interested
- D. Confident

Answer: A

Question: 53

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

- A. True
- B. False

Answer: B

Question: 54

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

- A. True
- B. False

Answer: A

Question: 55

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
- C. False

Answer: B

Question: 56

True or False: A team can be defined as a group of people working towards a common goal.

- A. True
- D. False

Answer: B

Question: 57

True or False: Teams must always have a defined leader.

- A. True
- E. False

Answer: B

Question: 58

Why might a team fail?

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

Answer: D

Question: 59

Which of these words means "the combined effort is greater than its parts?"

- A. Synergy
- B. Interactivity
- C. Interdependence
- D. Stability

Answer: A

Question: 60

Which messages can sometimes imply criticism towards another person?

- A. "I" messages
- B. "You" messages
- C. "We" messages
- D. None of the above

Answer: B

Question: 61

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: 62

Which of the following is the first stage of the commitment curve?

- A. Informed optimism
- B. Informed pessimism
- C. Uninformed optimism
- D. Uninformed Pessimism

Answer: C

Question: 63

Which of the following statements is true about good supervisors?

- A. They avoid acting superior
 - B. They avoid making boastful statements
 - C. They never accuse until they know the facts
 - D. All of the above
-

Answer: D

Question: 64

True or False: Our body language unintentionally reveals how we feel about a person or situation

- A. True
- B. False

Answer: A

Question: 65

Which of the following statements is true?

- A. Conflict is always productive
- B. Conflict is sometimes productive
- C. Conflict is never productive
- D. None of the above

Answer: B

(Correct): B

Question: 66

Which of the following is an example of a verbal cue?

- A. Leaning forward, making eye contact, nodding our head
- B. Short statements like "OK," "Go on," or "Uh-huh"
- C. Paraphrasing or clarifying what the other person has said
- D. These are all examples of verbal cues

Answer: B

(Correct): B

Question: 67

Which of the following is an example of communication?

- A. Two colleagues talking about a project
 - B. A memo from the supervisor
 - C. A barking dog
 - D. All of the above
-

Answer: D

Question: 68

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)

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

Answer:

B

Question: 69

Which of the following might be a barrier to communication?

- A. Negative body language
- B. Being very verbose when articulating your mental notions
- C. Speaking in a monotone voice
- D. All of the above

Answer:

D

Question: 70

Which of the following statements is true?

- A. Left-brained people have the ability to see options at every turn
- B. Left-brained people see things in a monochromatic, orderly way
- C. Right-brained people excel at tasking and prioritizing information
- D. Right-brained people only work on one thing at a time

Answer:

B
