



**"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."**

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**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

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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
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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**

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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

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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
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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

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**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
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**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
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**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
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**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
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**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
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**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
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**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

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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
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**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
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**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)

- 
- 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**

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