

Practice Exam Questions

G A Q M

Global Association for Quality Management



Certified Team Leader (CTL)



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GAQM

Exam CTL-001

Certified Team Leader (CTL)

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[Total Questions: 70]

Question No : 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

Answer: A

Question No : 2

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 No : 3

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

- A. True
- B. False

Answer: B

Question No : 4

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

- A. True
- B. False

Answer: A

Question No : 5

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 No : 6

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

- A. True
- B. False

Answer: A

Question No : 7

Why might a team fail?

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

Answer: D

Question No : 8

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

- A. True
- B. False

Answer: B

Question No : 9

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

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

Answer: C

Question No : 10

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

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

Answer: B

Question No : 11

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 No : 12

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 No : 13

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 No : 14

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 No : 15

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

- A. Honesty