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*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**

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