

## CPTD Sample Test Questions

These sample test questions are made available by the ATD Certification Institute (ATD CI) to prospective candidates as a way to introduce them to the format and type of question that will appear on the actual CPTD examination. These items should in no way be used to determine readiness to test, as they are simply a small sampling for informational purposes.

There are two sections to the CPTD examination. Each section contains a separate type of question. The first section is made up of traditional, four-option, multiple-choice question.

An answer key can be found at the end of second section.

## CPTD Multiple-Choice Questions

1. A talent development professional has identified performance gaps and a need for skill development in the administrative department of an organization. The employees, however, are reluctant to attend training. What should the talent development professional do to communicate the value of the training to the employees and convince them that it will be beneficial?
  - a. Befriend the employees from the administrative department
  - b. Get senior management to endorse the training.
  - c. Attract employees by offering small rewards to attend the training.
  - d. Make the training mandatory.
  
2. When creating a knowledge management system in an organization, a talent development professional curates information from internal and external sources and creates a process for periodically updating and evaluating the information in the system. What is the most important consideration for the talent development professional when using external public domain content?
  - a. Determine the review cycle for the content.
  - b. Determine the shelf life of the content.
  - c. Determining when the content will be retired.
  - d. Determining what content should be included.

3. A talent development professional is training a group of managers in coaching techniques to make them better leaders. Which performance issue should the talent development professional tell the managers to address through coaching?
  - a. A team is unable to meet all the goals for the year, as the team has many conflicting responsibilities.
  - b. An employee struggles to achieve goals due to lack of appropriate development activities and access to resources
  - c. An employee performs poorly due to lack of understanding of the expectations and priorities for the role.
  - d. A team performs poorly because the expectations for its projects don't match its skillsets.
  
4. A talent development professional is working with new housekeeping staff in a hospital. The employees must learn and remember detailed procedures for maintaining hospital equipment. Which step in the training program would encourage retention according to the cognitive approach?
  - a. Allow learners to practice the procedure and give them immediate feedback for each step.
  - b. Avoid providing information about the procedures directly but let learners experiment to discover the best practices themselves.
  - c. Reward learners when they perform each step in a procedure correctly.
  - d. Present the procedures to learners logically and explain the reason for each step.
  
5. Which is the best strategy for selecting a data visualization technique?
  - a. Ensure the visuals use animation to keep the audience engaged.
  - b. Use a variety of visuals to present the same data to satisfy multiple audiences.
  - c. Identify the purpose and audience for the data being presented.
  - d. Choose the visuals that best project the presenter's agenda for the data.
  
6. A talent development professional is asked to design a wireframe for a company's proposed learning management system (LMS) for a presentation. What should the talent development professional do?
  - a. Create a page that looks exactly like the proposed LMS but without interactive elements.
  - b. Focus on conveying the page structure and size and position of elements on the page.
  - c. Include the fonts, font sizes, and colors that will be used on the actual LMS.
  - d. Make some elements in the LMS interactive or clickable to convey the final experience.

7. A talent development professional has recently joined a company and believes that the company can be more inclusive in hiring and can increase diversity. What should the talent development professional highlight to convince senior management to rethink its strategy on diversity?
  - a. Diversity will help to reduce high rates of employee turnover.
  - b. The competition is doing well but could do even better if it had a more diverse culture.
  - c. The industry trends suggest that the company must be prepared for some major changes in the next two years.
  - d. Diversity brings in a wider range of perspectives and enables more innovation and better decision making.
  
8. What is the best method for a talent development professional to use to improve active listening skills for a group of training participants?
  - a. Use podcasts as listening exercises and ask participants to take notes.
  - b. Discuss the importance of focusing on the speaker's words rather than on the speaker's gestures or tone.
  - c. Have participants watch a video on active listening skills.
  - d. Facilitate a role-play exercise that involves asking and answering questions.
  
9. A talent development professional facilitates a brainstorming meeting with managers of an organization to decide on a new rewards and recognition approach. The managers have proposed different ideas and need to finalize a single approach by the end of the meeting. During the discussion, there are differing opinions and many participants are arguing for their own approaches. What should the facilitator do to help them arrive at a decision?
  - a. Avoid asking tough questions about the options; leave questioning to the participants.
  - b. Explain their own preferred idea and clearly list the reasons for it.
  - c. Use prioritization techniques to arrive at the top ideas quickly.
  - d. Avoid using small groups so that the decision is made by the larger group as a whole.
  
10. What is the best approach to take when developing a marketing strategy to promote the talent development function within an organization?
  - a. Expand the talent development function's purpose within the organization.
  - b. Create a comprehensive business case supporting the value of talent development.
  - c. Partner with the organization to become a trusted advisor.
  - d. Influence a culture of continuous learning in the organization.

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## CPTD Case Management Questions

In developing its revised exams, ATD CI wanted to be sure our exams presented modern assessment tools and reflected real-world scenarios to assess a candidates ability to apply their knowledge. As a result, we have incorporated case management questions into the new CPTD exam.

Case management questions assess your ability to analyze and respond to a situation that talent development (TD) professional may encounter. Each case has three or four steps. In each step information is provided on the left side of the screen and a question with several potential actions or responses is presented on the right side of the screen.

Additional information is added at each step in the case. The information from previous steps remains on the left side of the screen with new information added below it.

For each step, a candidate selects as many actions or responses as are needed to appropriately respond to the situation as presented. Candidates should only select actions that are necessary at the current step or stage. Candidates should not select actions or responses that are not needed, not yet needed, or not appropriate at this point in the scenario.

Candidates **MUST** select **at least one** action or response for each step; **however, more than one action or response may be correct.**

Those actions or responses that are appropriate for this step which the candidate does select will be scored as +1 point. Selecting actions or responses that are not needed, not appropriate, or incorrect for this stage will be scored as -1 point. Points are not awarded or lost for actions or responses not selected.

Once a candidates moves to the next step or stage in a case, the candidate **CAN NOT** go back to previous steps in that case and change their answer. This is because information provided in the next step may provide the answer to a previous step. However, the scenario information from the prior steps in each case is repeated on subsequent steps so you do not have to go back to review previous information.

Once a candidate completes a step and moves forward to the next step, the answer **CAN NOT** be changed for a previous step.

## Sample Question A

Candidate Name

Calculator

### Step 1

A TD professional in a large hospital system is tasked with developing and delivering a training for how to use ultrasound equipment in the emergency room. The TD professional does not have any clinical or medical equipment expertise.

What should the TD professional do in the initial phase of the project prior to the selection of a subject matter expert (SME)?

- Identify the audience for the training
- Establish learning objectives
- Identify the appropriate learning approach
- Develop clear guidelines on role and responsibilities of the SME.
- Select a training location
- Determine training time frame

End Exam

Next ->

<b>Sample Question A</b>	
<b>Candidate Name</b>	
<u>Calculator</u>	
<b>Step 1</b>	
A TD professional in a large hospital system is tasked with developing and delivering a training for how to use ultrasound equipment in the emergency room. The TD professional does not have any clinical or medical equipment expertise.	<p>What qualifications should the TD professional require in the SME?</p> <ul style="list-style-type: none"> <li><input type="radio"/> Relevant healthcare experience</li> <li><input type="radio"/> In-depth clinical knowledge</li> <li><input type="radio"/> Recent clinical training on the equipment</li> <li><input type="radio"/> Experience with a variety of learning approaches</li> <li><input type="radio"/> Knowledge of adult learning principles</li> <li><input type="radio"/> Prior mentoring and coaching experience</li> <li><input type="radio"/> Ability to manage difficult learners in a classroom setting</li> </ul>
<b>Step 2</b>	
After identifying the audience for the training, the TD professional begins the process of selecting a technical SME to assist in developing the training content.	
<u>End Exam</u>	<u>Next -&gt;</u>

<b>Sample Question A</b>	
<b>Candidate Name</b>	
<u>Calculator</u>	
<b>Step 1</b>	<p>What should the TD professional do while working with the SME?</p> <ul style="list-style-type: none"> <li><input type="radio"/> Show appreciation of the SME's contribution</li> <li><input type="radio"/> Provide clear guidelines on roles and responsibilities</li> <li><input type="radio"/> Makes the SME part of the instructional design team</li> <li><input type="radio"/> Pay attention to the needs of the SME</li> <li><input type="radio"/> Encourage the SME to include personal experiences with the equipment in the training content</li> <li><input type="radio"/> Ensure high reimbursement for the SMEs time</li> </ul>
<p>A TD professional in a large hospital system is tasked with developing and delivering a training for how to use ultrasound equipment in the emergency room. The TD professional does not have any clinical or medical equipment expertise.</p>	
<b>Step 2</b>	
<p>After identifying the audience for the training, the TD professional begins the process of selecting a technical SME to assist in developing the training content.</p>	
<b>Step 3</b>	
<p>The TD professional has selected a technical SME to assist with the development of the ultrasound training.</p>	
<u>End Exam</u>	<u>Next -&gt;</u>

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## Sample Question B

Candidate Name

Calculator

### Step 1

A mid-sized manufacturing company has problems with low trust, high absenteeism, and significant turnover. The Chief Executive Office (CEO) asks the talent development (TD) manager to develop a culture improvement program to help people work better together and reduce conflict between teams.

What should the TD manager do?

- Start to plan who will attend culture improvement sessions.
- Ask the CEO for more detail about the source of the problems.
- Plan a needs analysis to determine the root causes of the issues.
- Identify which teams are at odds with other teams.
- Discuss with the CEO the vision for success of the culture improvement program
- Prepare a list of potential company values for the CEO to select

End Exam

Next ->



<b>Sample Question B</b>	
<b>Candidate Name</b>	
<u>Calculator</u>	
<b>Step 1</b>	<p>How should the TD manager react to this input?</p> <ul style="list-style-type: none"> <li>○ Start designing training for the teams identified by the CEO.</li> <li>○ Suggest a meeting with the senior leadership team to discuss the results of the research</li> <li>○ Conduct an organization-wide survey to find out the true cause of the problem.</li> <li>○ Provide the CEO with examples of the role of senior leadership in culture improvement</li> <li>○ Recommend that leadership team members participate in the training sessions.</li> <li>○ Inform the CEO that just training the identified teams may not resolve the cultural issues.</li> </ul>
<p>A mid-sized manufacturing company has problems with low trust, high absenteeism, and significant turnover. The Chief Executive Office (CEO) asks the talent development (TD) manager to develop a culture improvement program to help people work better together and reduce conflict between teams.</p>	
<b>Step 2</b>	
<p>The needs analysis is now complete and indicates that many employees lack confidence in leadership. The CEO reviews the needs analysis and agrees that the marketing team ignores the production team, the research team does not trust the engineering team, but disagrees that there are problems at the senior leadership level. The CEO requests that the training begin as soon as possible.</p>	
<u>End Exam</u>	<u>Next -&gt;</u>

## Sample Question B

### Candidate Name

Calculator

#### Step 1

A mid-sized manufacturing company has problems with low trust, high absenteeism, and significant turnover. The Chief Executive Office (CEO) asks the talent development (TD) manager to develop a culture improvement program to help people work better together and reduce conflict between teams.

#### Step 2

The needs analysis is now complete and indicates that many employees lack confidence in leadership. The CEO reviews the needs analysis and agrees that the marketing team ignores the production team, the research team does not trust the engineering team, but disagrees that there are problems at the senior leadership level. The CEO requests that the training begin as soon as possible.

#### Step 3

The CEO agrees to a meeting with the TD professional and senior leaders. None of the leadership team publicly validates that the culture problem is at their level.

What should the TD professional do?

- Coach the CEO about the CEO's role in developing a positive corporate culture.
- Recommend no further action on the program until the CEO and the leadership team recognize their contribution to the problems.
- Conduct a confidential survey of the senior leadership team to determine the corporate culture problems.
- Suggest that the CEO evaluate and reorganize the senior leadership team
- Recommend that the CEO champion a senior leadership coaching program

End Exam

Next ->

<b>Sample Question B</b>	
<b>Candidate Name</b>	
<u>Calculator</u>	
<b>Step 1</b>	<p>What should the TD manager do?</p> <ul style="list-style-type: none"> <li><input type="radio"/> Conduct an employee engagement survey</li> <li><input type="radio"/> Review HR records on turnover</li> <li><input type="radio"/> Create a report on employee absenteeism</li> <li><input type="radio"/> Plan to administer the same training annually</li> <li><input type="radio"/> Conduct employee focus groups</li> <li><input type="radio"/> Conduct one-on-one interviews with members of the leadership team</li> <li><input type="radio"/> Perform employee observations</li> </ul>
<p>A mid-sized manufacturing company has problems with low trust, high absenteeism, and significant turnover. The Chief Executive Office (CEO) asks the talent development (TD) manager to develop a culture improvement program to help people work better together and reduce conflict between teams.</p>	
<b>Step 2</b>	
<p>The needs analysis is now complete and indicates that and many employees lack confidence in leadership. The CEO reviews the needs analysis and agrees that the marketing team ignores the production team, the research team does not trust the engineering team, but disagrees that there are problems at the senior leadership level. The CEO requests that the training begin as soon as possible.</p>	
<b>Step 3</b>	
<p>The CEO agrees to a meeting with the TD professional and senior leaders. None of the leadership team publicly validates that the culture problem is at their level.</p>	
<b>Step 4</b>	
<p>Nine months later, the employee training is complete and the leadership coaching is ongoing.</p>	
<u>End Exam</u>	<u>Next -&gt;</u>

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## **Answer Key for the Multiple-Choice Questions**

1. B
2. D
3. C
4. D
5. C
6. B
7. D
8. D
9. C
10. B

## **Answers for the Sample Case Management Questions**

### **Sample Question A:**

Step 1:

What should the TD professional do in the initial phase of the project prior to the selection of a subject matter expert (SME)?

- Identify the audience for the training (+1)
- Establish learning objectives (-1)
- Identify the appropriate learning approach (-1)
- Develop clear guidelines on role and responsibilities of the SME (+1)
- Select a training location (-1)
- Determine training time frame (-1)

Step 2:

What qualifications should the TD professional require in the SME?

- Relevant healthcare experience (+1)
- In-depth clinical knowledge (+1)
- Recent clinical training on the equipment (-1)
- Experience with a variety of learning approaches (-1)
- Knowledge of adult learning principles (-1)
- Prior mentoring and coaching experience (-1)
- Ability to manage difficult learners in a classroom setting (-1)

Step 3:

What should the TD professional do while working with the SME?

- Show appreciation of the SME's contribution (+1)
- Provide clear guidelines on roles and responsibilities (+1)
- Makes the SME part of the instructional design team (-1)
- Pay attention to the needs of the SME (+1)
- Encourage the SME to include personal experiences with the equipment in the training content (+1)
- Ensure high reimbursement for the SMEs time (-1)

## **Sample Question B:**

Step 1:

What should the TD manager do?

- Start to plan who will attend culture improvement sessions. (-1)
- Ask the CEO for more detail about the source of the problems. (+1)
- Plan a needs analysis to determine the root causes of the issues. (+1)
- Identify which teams are at odds with other teams. (-1)
- Discuss with the CEO the vision for success of the culture improvement program (+1)
- Prepare a list of potential company values for the CEO to select (-1)

Step 2:

How should the TD manager react to this input?

- Start designing training for the teams identified by the CEO. (-1)
- Suggest a meeting with the senior leadership team to discuss the results of the research (+1)
- Conduct an organization-wide survey to find out the true cause of the problem. (-1)
- Provide the CEO with examples of the role of senior leadership in culture improvement (+1)
- Recommend that leadership team members participate in the training sessions. (+1)
- Inform the CEO that just training the identified teams may not resolve the cultural issues. (+1)

Step 3:

What should the TD professional do?

- Coach the CEO about the CEO's role in developing a positive corporate culture. (+1)
- Recommend no further action on the program until the CEO and the leadership team recognize their contribution to the problems. (-1)
- Conduct a confidential survey of the senior leadership team to determine the corporate culture problems. (-1)
- Suggest that the CEO evaluate and reorganize the senior leadership team (-1)
- Recommend that the CEO champion a senior leadership coaching program (+1)

Step 4:

What should the TD manager do?

- Conduct an employee engagement survey (+1)
- Review HR records on turnover (+1)
- Create a report on employee absenteeism (+1)
- Plan to administer the same training annually (-1)
- Conduct employee focus groups (+1)
- Conduct one-on-one interviews with members of the leadership team (+1)
- Perform employee observations (-1)