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ATD The Certified Professional in Talent Development Sample Questions (Q112-Q117):

NEW QUESTION # 112

What is the most important reason for determining an anticipated headcount of training team employees before presenting a training budget?

- A. There must be adequate time to recruit new resources
- B. The training work plan must be correlated to the headcount
- **C. Labor is typically the largest training department cost**
- D. Training headcount must be justified and approved

Answer: C

Explanation:

The ATD Handbook emphasizes that "labor costs typically make up the largest portion of a TD department's budget, often 50-70%". Therefore, determining headcount early allows accurate cost projections.

Reference: ATD Handbook for Training and Talent Development (2022), TD Budgeting Principles.

NEW QUESTION # 113

An organization has just finalized its strategic planning process and established four business goals for the next period. The talent development (TD) professional is meeting with the chief executive officer to discuss how the learning function can best support the achievement of these goals. Which meeting objective will best allow the TD professional to align the learning goals with these business goals?

- **A. Identify the business goals that require employee development**
- B. Identify the resources required to drive these business goals
- C. Identify the performance gaps of employees
- D. Identify the training calendar for the next period

Answer: A

NEW QUESTION # 114

An operations director for a retail call center asks a talent development (TD) manager to analyze the recent rise in incorrect orders, which are up 40% in the past month.

Which action(s) should the TD manager take to determine the root cause(s)?

- A. Request a report on recent online retail trends.
- **B. Review recent organizational changes.**
- **C. Identify and interview employees who are making mistakes.**
- **D. Analyze recent staffing.**
- E. Conduct employee focus groups.
- **F. Analyze data regarding recent orders.**
- G. Create a plan for retraining employees.

Answer: B,C,D,F

NEW QUESTION # 115

A loan manager in a large bank accessed a direct report's personal bank account in the bank's system out of curiosity. This direct report became aware of the unauthorized account access and consulted the human resources (HR) department. The HR manager initiates an ethics investigation and also asks the talent development (TD) department to determine whether a training solution is

needed. The TD professional assigned to this task has never before been involved in any compliance and ethics situation.

Step 2

The TD professional has confirmed that the company's policy states employees are not authorized to access other employees' financial records without executive approval. The TD professional has been asked by the HR manager to participate in a meeting with the HR, compliance, and legal departments related to this investigation.

Step 3

The investigation has been completed, and it was determined that this was a unique occurrence and that overall, company managers and employees are knowledgeable of rules and internal policies. The TD professional concludes that this was not a training issue and existing training is effective. The TD professional presents this conclusion and the supporting analysis to the legal, compliance, and HR departments. The legal and compliance departments agree with the TD professional's conclusion. However, the HR manager still believes this is a training issue.

How should the TD professional proceed?

- A. Seek clarity on why the HR manager is recommending training.
- B. Schedule another meeting with the compliance, HR, and legal departments to revisit the training request.
- C. Clarify for the HR manager how training and performance issues differ.
- D. Create a training plan based on the HR manager's request.
- E. Revise the current ethics and compliance training.
- F. Offer alternate solutions, such as coaching for the loan manager.

Answer: A,C

NEW QUESTION # 116

Which organizational capability must be included when assessing a training program using a systems approach?

- A. Culture dynamics
- B. Organization design
- C. Role competencies
- D. Stakeholder objectives

Answer: D

Explanation:

According to the CPTD Outline under Systems Thinking and Performance Analysis, training assessments must "align with key stakeholder objectives to ensure organizational relevance and impact".

Stakeholder alignment ensures the training solves business needs, not just training gaps.

Reference: CPTD Detailed Content Outline, Systems Approach to Learning Strategy.

NEW QUESTION # 117

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