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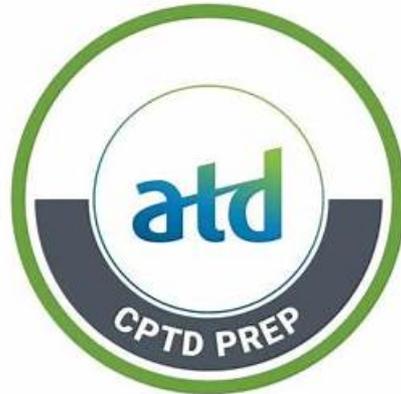
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ATD The Certified Professional in Talent Development Sample Questions (Q143-Q148):

NEW QUESTION # 143
A talent development (TD) professional is approached by a department manager for advice on how to improve an employee's performance on assigned monthly reports. How should the TD professional approach this situation?

- A. Assess the employee's last performance review against the employee's current performance, and look at the employee's full history.
- B. Assess the manager's relationship with the employee, the manager's leadership skills, and the manager's ability to coach this employee for improved performance.
- C. Suggest that the manager define what satisfactorily completed work looks like, such as number of errors on the report, amount of time it takes to complete the work, and readability of the report.
- D. Suggest that the manager review the yearly performance appraisal for guidance on what the employee is being measured on, and have the manager coach the employee based on the expectations.

Answer: C

NEW QUESTION # 144

A hacker was successful in accessing a financial services company's database of customer information after an employee clicked on a phishing email link. The company's chief executive officer (CEO) created a project team to address the security breach. As a member of the project team, a talent development (TD) professional is asked to evaluate the current security training for effectiveness. Since this is an urgent issue, the project team has been given 30 days to present recommendations.

Which data collection tool(s) would be most appropriate for the TD professional to use in evaluating the current security training?

- A. Interviews of subject matter experts
- B. Senior leadership interviews
- C. Employee examinations
- D. Job performance observation
- E. Focus groups
- F. Employee surveys
- G. Test phishing emails

Answer: C,G

NEW QUESTION # 145

A talent development (TD) professional works at a small Internet-based company. The TD professional is tasked with training a group of customer service representatives to process refunds in a new software application.

Which component(s) should the TD professional include in the training plan?

Step 2

The TD professional is creating the training plan for the new software and wants to develop the learners' troubleshooting skills by incorporating unexpected complexities that staff might encounter.

Which action(s) should the TD professional take?

- A. Give learners a job aid with the steps out of order and ask them to reorder the steps correctly.
- B. Provide an overview of the new software's features.
- C. Outline the objectives of the training session.
- D. Assign a task that involves a problematic aspect of the software for the learners to work around.
- E. Include assessment methods to evaluate learner understanding.
- F. Demonstrate the most common processes and instruct learners to refer to the software manual for other situations they may encounter.
- G. Have learners work through practice scenarios with unexpected issues and identify how to address each complexity.

Answer: C,E

NEW QUESTION # 146

A talent development professional is following the return on investment (ROI) methodology. Which data collection method will be most useful for collecting Level 4 data?

- A. Interviews to determine how learning was applied
- B. Performance tests for learners
- C. Business performance monitoring
- D. Surveys to determine the use of program aspects

Answer: C

Explanation:
According toPhillips' ROI Methodology(Certification Reading List), "Level 4 focuses on business results, and the most appropriate method to capture these results ismonitoring key business performance indicators before and after the learning intervention".
Performance tests measure learning, not organizational impact.
Reference:Return on Investment in Training and Performance Improvement Programs, Jack Phillips.

NEW QUESTION # 147

Which leadership ability is of most value for fostering an organization's long-term success?

- A. Managing and measuring meaningful work tasks
- B. Developing and implementing continuous improvement ideas
- C. Establishing and maintaining trusting and collaborative relationships
- D. Creating and implementing new company strategies

Answer: C

Explanation:
ATD Leadership Development Best Practicesemphasize that "trust and collaboration build resilient, innovative organizations capable of long-term success".
Without trust, even the best strategies and processes will falter.
Reference:ATD Handbook, Leadership Competency Models.

NEW QUESTION # 148

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