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ATD The Certified Professional in Talent Development Sample Questions (Q147-Q152):

NEW QUESTION # 147

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

- A. Culture dynamics

- B. Organization design
- **C. Stakeholder objectives**
- D. Role competencies

Answer: C

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 # 148

A TD professional at an online retail company is approached by one of the company's cloud services managers, who is concerned about the cloud services team's recent work performance. The manager states that the team members repeated the same mistakes from past teams. The TD professional performs a needs analysis and determines that the team members did not leverage information, best practices, and historical data recorded by past teams in the company's knowledge management system (KMS).

What should the TD professional do?

- **A. Survey team members to determine their understanding of how to utilize the KMS.**
- B. Conduct interviews with current users to understand utilization behaviors.
- C. Perform a mandatory retraining on the KMS.
- D. Perform a root cause analysis of the work performance issue.
- E. Recommend replacing the existing KMS.
- F. Benchmark with other organizations to determine how they use their KMS.
- **G. Investigate barriers to team members accessing and using the KMS.**
- H. Recommend restructuring the content in the KMS, including its organization and presentation.

Answer: A,G

NEW QUESTION # 149

Which statement should be included in an employee engagement survey to best understand company culture?

- A. I receive a competitive benefits package.
- B. My job makes good use of my skills.
- C. I understand the needs of my customers.
- **D. I am empowered to make decisions.**

Answer: D

NEW QUESTION # 150

A talent development (TD) professional has been hired as a consultant for a 20-person manufacturing company. The TD professional has not worked in this industry before. Several employees have complained to the human resources (HR) department that some supervisors have been disrespectful toward them when giving feedback. The HR manager decides that company-wide training on appropriate feedback is needed.

The TD professional is assigned to conduct a needs analysis and to report the results to the HR manager in two days.

As a result of the needs analysis, the TD professional finds that some supervisors do not know how to give appropriate feedback and some employees do not respond well to feedback. The HR manager authorizes the TD professional to conduct a one-time, three-hour, instructor-led training program for all employees on giving and receiving effective feedback.

The TD professional decides to incorporate role-play in the training and plans to use the HR manager as the subject matter expert (SME) to create the necessary role-play scenarios. The training program is due in one month. The HR manager is not available in that time frame but notes that a newly hired HR intern is available and suggests that this intern act as an SME in creating the scenarios. Management has decided that the training cannot be postponed.

What should the TD professional do?

- A. Adapt scenarios on the same topic that the TD professional has used with similar organizations.
- B. Instruct the intern in how to create role-play scenarios.

- C. Create scenarios using details from the employees' complaints.
- **D. Create scenarios based on the information gathered in the needs analysis.**
- E. Ask the HR manager to recommend a more experienced employee to act as the SME.

Answer: D

NEW QUESTION # 151

A call center manager requests refresher training for customer service representatives because the average call length has increased significantly. The manager claims nothing has changed except the return policy. Which action by a talent development professional best exemplifies taking a systems-thinking approach to this request?

- A. Design training as requested by the call center manager in order to be a valued business partner
- B. Implement refresher training for representatives with the longest call times to ensure they understand the return policy process
- C. Review the new workflow for processing returns and design the appropriate content for the refresher training
- **D. Consider possible causes and test the manager's assumptions about the return policy to see if the gap is skills-based**

Answer: D

Explanation:

Systems Thinking Best Practices(CPTD Outline) emphasize: "Question assumptions, identify interdependencies, and seek root causes rather than assuming the problem is training-related".

Critical evaluation before solutioning is essential.

Reference:CPTD Detailed Content Outline, Systems Thinking.

NEW QUESTION # 152

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