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ATD CPTD Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• Impacting Organizational Capability: This section of the exam measures the skills of Organizational Development Consultants and involves applying talent strategies that align with business objectives. It includes business acumen, consulting, culture shaping, performance improvement, talent strategy, change management, and data analytics. The focus is on driving organizational performance and ensuring future readiness through strategic talent development.
Topic 2	<ul style="list-style-type: none">• Building Personal Capability: This section of the exam measures skills of Learning & Development Specialists and covers areas that enhance individual effectiveness in talent development roles. It includes communication, emotional intelligence, collaboration, cultural awareness, project management, and ethical behavior, focusing on how professionals interact, lead, and manage themselves and others effectively within organizational contexts.
Topic 3	<ul style="list-style-type: none">• Developing Professional Capability: This section of the exam measures skills of Instructional Designers and focuses on the core functions of talent development such as adult learning theories, instructional design, facilitation, use of technology, content curation, leadership development, coaching, and evaluating impact. It emphasizes designing and delivering effective learning solutions that align with learner needs and organizational goals.

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ATD The Certified Professional in Talent Development Sample Questions (Q114-Q119):

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. Analyze data regarding recent orders.
- C. Review recent organizational changes.
- D. Identify and interview employees who are making mistakes.
- E. Analyze recent staffing.
- F. Create a plan for retraining employees.
- G. Conduct employee focus groups.

Answer: B,C,D,E

NEW QUESTION # 115

A new manager has a team comprised of four different generations of employees. Which action by the manager would be most likely to minimize intergenerational conflict within the team?

- A. Define what is important to each team member's generation
- B. Listen actively to each team member
- C. Acknowledge the diverse viewpoints of each team member
- D. Poll each team member

Answer: C

Explanation:

According to the ATD Talent Development Capability Model under Cultural Awareness, minimizing generational conflict requires recognizing and acknowledging diverse perspectives rather than stereotyping or categorizing by generation.

Building awareness and respect for different values and communication styles is fundamental.

Reference: ATD Talent Development Capability Model, Personal Capability - Cultural Awareness.

NEW QUESTION # 116

What are the basic quadrants of a balanced scorecard approach?

- A. Planning, analysis, design, and control
- B. Financial, customer, internal processes, and learning and growth
- C. Revenue, profit, customer satisfaction, and employee satisfaction
- D. Cost, quality, time, and performance outcomes

Answer: B

Explanation:

The correct answer is C because the balanced scorecard traditionally evaluates organizational performance through four perspectives: financial, customer, internal business processes, and learning and growth. These quadrants help organizations connect strategy to measurable outcomes and avoid relying only on financial indicators.

This aligns with CPTD Organizational Capability, especially Business Insight, Talent Strategy & Management, Evaluating Impact, and Data & Analytics. Talent development professionals use business and organizational data to show how learning and performance initiatives support strategic results. The learning and growth perspective is especially relevant because it focuses on employee capability, development, innovation, and organizational readiness.

Option A describes general project or process activities. Option B lists common project constraints and outcome factors. Option D includes useful business measures but does not represent the formal balanced scorecard framework. Therefore, the correct balanced scorecard quadrants are financial, customer, internal processes, and learning and growth.

NEW QUESTION # 117

A talent development professional is developing a training course for line staff who have been promoted to a manager position for the first time. Why should relationship building be a critical component of the training course?

- **A. A sense of shared ownership and effective inclusion create the foundation of a strong team**
- B. Management is a social construct and built on a foundation of informal relationships
- C. Strong relationships among team members provide the best return on investment (ROI) for the department
- D. Support from key stakeholders cannot be obtained without establishing strong relationships first

Answer: A

Explanation:

According to First-Time Manager Training Best Practices (Certification Reading List), fostering "shared ownership and inclusive collaboration" is vital for new managers to build trust, motivation, and team effectiveness.

Relationships enable leadership success far more than authority alone.

Reference: ATD Handbook, Leadership Development for New Managers.

NEW QUESTION # 118

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

Answer: D,G

NEW QUESTION # 119

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