

# CPTD Exam Consultant, CPTD Sample Questions Answers

## CPTD Exam - Building Personal Capability Questions & Answers 2024/25

Communication process - environment - ANSWERThe conditions or circumstances within which the communication process operates; it may enhance or block communication

Communication process - filter - ANSWERSA mindset, bias, or opinion that hinders the flow of information between the sender and receiver, usually based on past experiences

Communication process - medium - ANSWERThe method used to convey the message, such as voice, reports, or email

Communication process - encoding - ANSWERThe process of translating the message by the sender

Communication process - decoding - ANSWERThe process of translating the message to thoughts and understanding

Communication process - feedback - ANSWERCommunication that gives individuals information about the effect of their communication

6 Cs of Communication - ANSWERSClear, correct, complete, concise, coherent, courteous

6 Cs of communication - clear - ANSWERChoosing audience-appropriate words that are precise and descriptive

Perceptual barriers to communication - ANSWERPreconceived ideas, disinterest, behavior patterns, misinformation, uncomfortable previous experience, conflicting verbal and nonverbal communication, distractions caused by others' dress and grooming

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## ATD CPTD Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>Building Personal Capability: This section of the exam measures skills of Learning &amp; 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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>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.</li></ul>

## ATD The Certified Professional in Talent Development Sample Questions (Q12-Q17):

### NEW QUESTION # 12

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.

Step 2

The data obtained indicates that the current training focuses on defining phishing and does not provide examples or information on how to recognize it and what actions to take.

What should the TD professional do to develop this solution?

Step 3

The project team decides that test phishing emails should be created to train employees about phishing and to collect more data on the issue.

- A. Contract with a vendor for phishing emails.
- B. Establish learning objectives.
- C. Determine skills needed for the email design team.
- D. Develop follow-up training for employees who click on the phishing emails.
- E. Perform a needs analysis.

**Answer: B,D**

### NEW QUESTION # 13

Which risk would pose the greatest threat to a learning project?

- A. The key business sponsor leaves and there is no backup sponsor
- B. Teamwork is faltering and the team's tolerance for change is diminished
- C. The project plan milestones are not met
- D. Actual costs are exceeding budgeted costs

**Answer: A**

Explanation:

Project Management in Learning Projects(ATD Handbook) notes: "Loss of executive sponsorship is the most critical risk, as

projects without sponsorship often lose priority, resources, and momentum".  
Cost or milestone risks are important but not as fatal as sponsor loss.  
Reference:ATD Handbook, Managing Risk in Talent Development Projects.

#### NEW QUESTION # 14

Which is the most effective way for a facilitator to incorporate adult learners' previous experience?

- A. Utilize case studies detailing typical experiences
- B. Provide significant practice with feedback
- **C. Invite discussions on the content**
- D. Link objectives to internal motivators

**Answer: C**

Explanation:

According to Knowles' Adult Learning Theory (referenced in the Certification Reading List: The Adult Learner, Knowles, 2015), adults "bring rich experiences into the learning environment" and "learn best when those experiences are acknowledged and integrated into the session".

Inviting discussions directly draws upon their prior knowledge, making learning personally meaningful and more effective.

Reference: The Adult Learner, Knowles (2015), Adult Learning Principles.

#### NEW QUESTION # 15

Which is the best step to take first when developing leadership competencies?

- **A. Determine what leadership abilities the organization needs**
- B. Develop criteria to rate leaders at all levels in the organization
- C. Determine development needs of existing leaders in the organization
- D. Research key leadership skills of similar organizations

**Answer: A**

Explanation:

The ATD Talent Development Capability Model specifies that "leadership competency models must be directly tied to the unique strategic needs of the organization".

Before benchmarking or assessment, defining organizational leadership needs is essential.

Reference: ATD Talent Development Capability Model, Leadership Development Strategy.

#### NEW QUESTION # 16

In which scenario would situational leadership be most impactful?

- **A. An employee is unclear which direction to take to solve a time-sensitive problem on a project**
- B. An employee is avoiding a task even though he states that he understands the task
- C. An employee is not analyzing data correctly for a presentation with a client
- D. An employee has made no progress toward her professional goals ten months into the performance period

**Answer: A**

Explanation:

According to Hersey and Blanchard's Situational Leadership Model (Certification Reading List), situational leadership is most impactful when "flexibility in directing or supporting behavior is needed based on the employee's task-specific development level". Confusion over direction on a time-sensitive task needs directive leadership - perfect for situational leadership.

Reference: Management of Organizational Behavior, Hersey & Blanchard.

#### NEW QUESTION # 17

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