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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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the first time you check our CPTD Study Materials performance, professional maintenance staff to help users solve problems.

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.

ATD The Certified Professional in Talent Development Sample Questions (Q45-Q50):

NEW QUESTION # 45

According to Mager, what are the three components of a learning objective?

- **A. Condition, performance, and criteria**
- B. Criteria, observation, and evaluation
- C. Content, approach, and implementation
- D. Skill, priority, and sequence

Answer: A

Explanation:

Per Robert Mager's model from *Preparing Instructional Objectives* (Certification Reading List), a complete learning objective must specify the Performance, Condition, and Criterion.

* Performance: What the learner must do

* Condition: Under what conditions the performance occurs

Reference: *Preparing Instructional Objectives*, Robert Mager.

NEW QUESTION # 46

Which model best enables employees to continually seek new skills, enhance competencies, and expand their proficiency on their own?

- **A. Integral learning model**
- B. Pedagogical learning model
- C. Adult learning model
- D. Behavioral learning model

Answer: A

Explanation:

The Integral Learning Model (from Certification Reading List: Ken Wilber's Integral Theory) combines cognitive, emotional, behavioral, and cultural dimensions to foster self-directed, continuous development.

This holistic view supports lifelong learning, not just skill acquisition.
Reference: Integral Theory: A Comprehensive Framework, Ken Wilber.

NEW QUESTION # 47

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. What should the TD professional do?

- A. Consult with the TD professional's direct manager about what to do first.
- B. Consult with external legal counsel.
- C. Research vendors specializing in ethics training.
- **D. Review company policies on ethics and compliance.**
- E. Review the laws and regulations regarding access to employee financial records.
- F. Review company rules regarding accessing customer data.
- G. Contact state regulators to determine if the loan manager's action is illegal.
- **H. Consult with the compliance department.**
- I. Meet with the loan manager's direct superior.

Answer: D,H

NEW QUESTION # 48

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.

Step 2

Metrics show that most of the incorrect orders were handled by employees hired within the past six months.

Further analysis shows these new hires lacked the knowledge needed to do the job correctly.

Which action(s) should the TD manager take to further determine the cause of the errors?

- A. Evaluate the individual who delivered the training for new hires.
- B. Design a new training program for new hires.
- C. Interview the new hires' managers.
- **D. Perform side-by-side observations of the new hires.**
- **E. Review facilitation and delivery methods for the training of new hires.**
- **F. Verify that all new hires completed the training.**
- **G. Review the design of the training delivered to new hires.**

Answer: D,E,F,G

NEW QUESTION # 49

A project manager just learned of a significant delay in meeting a project milestone. Which option would be best for communicating information about the delay to external stakeholders dispersed across multiple time zones?

- A. Schedule a web conference to explain the delay situation with the targeted stakeholders simultaneously
- B. Text an instant message to targeted stakeholders to explain the delay situation
- C. Call each targeted stakeholder on the telephone and verbally explain the delay situation
- **D. Send an email to all of the targeted stakeholders to explain the delay situation**

Answer: D

Explanation:

As per the CPTD Outline on Communication Skills, best practices for dispersed audiences across time zones include "written communication such as emails to ensure consistent, documented, asynchronous communication across different working hours".
Reference: CPTD Detailed Content Outline, Communication and Stakeholder Engagement.

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