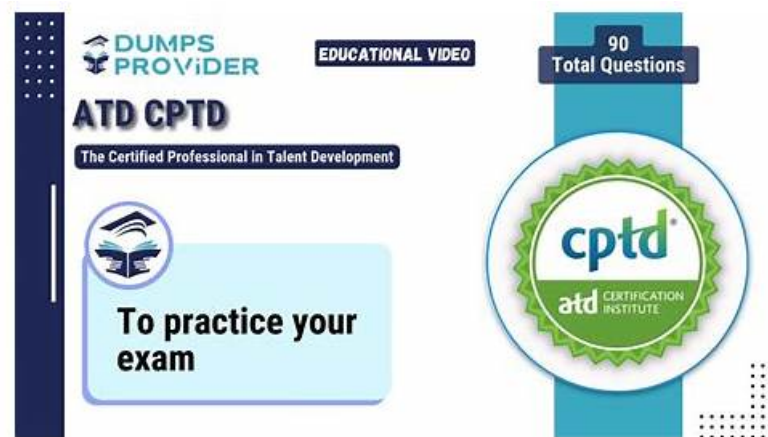


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ATD CPTD Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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	• 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 (Q64-Q69):

NEW QUESTION # 64

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. Consider possible causes and test the manager's assumptions about the return policy to see if the gap is skills-based**
- C. Review the new workflow for processing returns and design the appropriate content for the refresher training
- D. Implement refresher training for representatives with the longest call times to ensure they understand the return policy process

Answer: B

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 # 65

A talent development (TD) department wants to strengthen its partnership in decision-making with senior leaders. Which action would be best for the TD department to take?

- A. Ask to attend senior strategy sessions
- B. Ask senior leaders which programs to retain
- **C. Implement a governance board**
- D. Build a business strategy

Answer: C

Explanation:

According to ATD Talent Development Capability Model, establishing a governance board

"institutionalizes TD involvement in strategic decision-making, ensuring a consistent voice at the leadership table".

Ad-hoc participation is not sustainable.

Reference:ATD Talent Development Capability Model, Organizational Decision-Making Structures.

NEW QUESTION # 66

Which is the most effective approach for a talent development professional to test and evaluate learning management systems (LMSs)?

- **A. Request access to each LMS for the review team to test out the system's functionality and features**

- B. Set up a site visit to each vendor's location so that key administrators can experience a live demonstration of the LMS
- C. Ask for an online demonstration of each LMS for executives and managers of the organization
- D. Request a list of available features so functional experts can conduct an evaluation of each LMS

Answer: A

Explanation:

LMS Evaluation Best Practices from the ATD Handbook state: "Hands-on testing by end users and administrators is the most reliable way to evaluate LMS performance, usability, and suitability for the organization".

Demos often hide shortcomings; direct access reveals the real experience.

Reference: ATD Handbook for Training and Talent Development (2022), Learning Technologies Selection.

NEW QUESTION # 67

A talent development professional is providing coaching to an individual. Which action is most likely to improve success for the coaching action plan?

- A. Be specific whether an action is a goal or a task
- B. Obtain stakeholder approval for the action plan
- C. Allow others to define actions for the person receiving coaching
- D. Write out the action plan

Answer: A

Explanation:

Effective coaching, per the ATD Coaching Certificate Program (Certification Reading List), involves setting clear distinctions between tasks and broader goals to help coachees understand immediate next steps versus overall outcomes.

Vague plans reduce accountability and progress tracking.

Reference: ATD Coaching Certificate Program Materials.

NEW QUESTION # 68

What is the best way a talent development professional can create a strong business case for continuing an existing training program?

- A. Review end-of-course evaluations to assess participant reactions
- B. Demonstrate how the training program improved on-the-job performance
- C. Compare the amount of money spent on the program with that spent on other training programs
- D. Show how the training program contributed to the achievement of business objectives

Answer: D

Explanation:

ATD's Guide to Business Cases states: "The strongest business case ties the training program directly to the achievement of key business goals or results".

Participant satisfaction or costs are secondary to business impact.

Reference: ATD Handbook, Business Case Development for TD Programs.

NEW QUESTION # 69

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