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**Exam** : **CTL-001**

**Title** : Certified Team Leader (CTL)

**Vendor** : GAQM

**Version** : DEMO

**NO.1** Emotional intelligence includes our ability to:

- A. Accurately identify emotions in others
- B. Accurately identify emotions in ourselves
- C. Understand and manage emotions
- D. All of the above

**Answer:** D

**NO.2** What kinds of barriers can come between the listener and the speaker?

- A. Language
- B. Culture
- C. Any of these, and more
- D. Noise

**Answer:** C

**NO.3** Which of the following characteristics are associated with team Storming?

- A. Team members are eager to get going
- B. Some members may drop out mentally or physically
- C. Conflict arises because of differences in how to accomplish goals
- D. All of the above

**Answer:** D

**NO.4** Which of the following is a possible disadvantage of shared leadership?

- A. All of the above
- B. Some groups cannot reach their full potential without a central leader
- C. Some groups require more direction and need a central leader
- D. Decision making can take more time

**Answer:** A

**NO.5** How can you encourage team creativity?

- A. Invite group speakers in
- B. Meet in different places for a change of scenery
- C. All of the above
- D. Brainstorm ideas on a topic

**Answer:** B

**NO.6** Which of the following statements is true?

- A. Left-brained people see things in a monochromatic, orderly way
- B. Right-brained people only work on one thing at a time
- C. Left-brained people have the ability to see options at every turn
- D. Right-brained people excel at tasking and prioritizing information

**Answer:** A

**NO.7** True or False: As self-leaders, we outline three core values so that we can discuss what is most

important.

**A.** True

**B.** False

**Answer:** A