

# IT 认证电子书



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**Exam : CTL-001**

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

**Version : DEMO**

1.What are the five stages of team development?

- A. Forming, Storming, Norming, Performing, Adjourning
- B. Low, Medium, Intermediate, High, Effective
- C. Instigating, Developing, Shaping, Trimming, Finishing
- D. Build, Develop, Educate, Motivate, Execute

**Answer:** A

2.Which of the following is not a tool for better listening?

- A. Verbal cues (such as leaning forward or nodding)
- B. Making eye contact appropriately
- C. Helping the other person complete their idea
- D. Asking questions to clarify your understanding

**Answer:** C

3.True or False: It's always a good idea to be an optimist.

- A. True
- B. False

**Answer:** B

4.True or False: When our reality matches expectations, people feel in control.

- A. True
- B. False

**Answer:** A

5.Supervisors who work well with most people but find it difficult to handle discipline problems and immature people have which Style Profile?

- A. Style Profile 1-2 (Telling - Selling)
- B. Style Profile 2-3 (Selling - Participating)
- C. Style Profile 3-4 (Participating - Delegating)
- D. None of the above

**Answer:** B