

# Scrum

*PSF-Skills  
Professional Scrum Facilitation Skills*



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## Product Version

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# Latest Version: 6.0

## Question: 1

Which facilitator skill is being described here: asking powerful, often open-ended questions, in order to stimulate reflection and discussion.

- A. Active Listening
- B. Using a Participative Style
- C. Problem Solving
- D. Encouraging Curiosity
- E. Resolving Conflict

**Answer: D**

## Question: 2

Which facilitation technique is being described here: a facilitation technique used to gather feedback and drive improvement in a constructive, non-threatening manner. Participants rate a performance, product, or event on a scale of 1 to 10, then describe what would make it a 10.

- A. Perfection Game
- B. 1-2-4-All
- C. First of Five
- D. Roman Vote
- E. Dot Voting
- F. None of these

**Answer: A**

## Question: 3

Which of the following are key skills and traits of a facilitator?

- A. Using a Participative Style
- B. Resolving Conflict
- C. Encouraging Curiosity
- D. Active Listening
- E. Problem Solving

**Answer: A, B, C, D, E**

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### Question: 4

Effective facilitation means conflict is avoided

- A. TRUE
- B. FALSE

**Answer: B**

### Question: 5

How can the "groan zone" impact group relationships?

- A. It can strain relationships in the short term but build trust long term.
- B. It strengthens relationships without effort.
- C. It has no connection to group dynamics.
- D. It doesn't affect relationships in any way.

**Answer: A**

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