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Scrum Alliance

CAF

Certified Agile Facilitator



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Question: 1

When is it appropriate to use active listening during a group facilitation?

- A. During the final stage of forwarding the action
- B. Only during conflict resolution
- C. Throughout the entire facilitation process
- D. Only during the initial stage of setting the stage

Answer: C

Explanation:

Active listening should be used throughout the entire facilitation process to ensure understanding and empathy.

Question: 2

During a facilitation session, what should the facilitator do if a participant starts to monopolize the conversation?

- A. Encourage others to speak up and contribute.
- B. Remain quiet and hope someone else intervenes.
- C. Politely interrupt and redirect the conversation.
- D. Allow the participant to continue speaking.

Answer: C

Explanation:

It is important for the facilitator to maintain balance and fairness in the discussion.

Question: 3

What is the role of a facilitator in understanding the group's culture during the orientation phase?

- A. To completely ignore the group's cultural background
- B. It is irrelevant to the facilitator's role
- C. To easily adapt to the group's cultural norms
- D. To impose the facilitator's cultural beliefs on the group

Answer: C

Explanation:

The role of a facilitator in understanding the group's culture during the orientation phase is to easily adapt to the group's cultural norms.

Question: 4

What should a facilitator do during the orientation phase to build trust with the group?

- A. Share personal stories and experiences
- B. Avoid interacting with the group
- C. Maintain a strict level of professionalism
- D. Display zero vulnerability

Answer: A

Explanation:

During the orientation phase, a facilitator should share personal stories and experiences to build trust with the group

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