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Question: 1

[Personal Capability]

Which activity represents the best example of a meaningful diversity and inclusion strategy in a workplace?

- A. Establish an executive-sponsored mentoring program with a designated budget and practices designed to support employees to increase the value they bring to the company
- B. Implement a fixed hiring model that will ensure at least one person from every type of diversity group is represented in the local/regional workforce
- C. Solicit input from employees and gather interest in various topics to offer targeted webinars to the organization around diversity and inclusion
- D. Issue an invitation to all employees to join the company's diversity committee so they can direct the company's activities around diversity and inclusion

Answer: A

Question: 2

[Organizational Capability]

An organization with high turnover had attempted to reduce turnover by increasing wages and paid time off. A year later, the turnover rate had not changed. Which is the best approach for solving the issue?

- A. Complexity theory
- B. Systems thinking
- C. Organizational change theory
- D. Six Sigma

Answer: B

Question: 3

[Professional Capability]

A talent development professional has been asked to provide feedback to a trainer about an in-person session that received poor evaluation responses. The training was for senior-level management to learn to be more strategic and collaborative in their annual planning session. The trainer presented the learners with theories and methods for strategic planning and how to collaborate. Survey responses revealed learners felt they had not learned what they expected to learn. What was the most likely problem?

- A. The presentations were not polished enough, and the trainer should have practiced more before the session
- B. The learners were not motivated to learn the content presented to them and did not see how it related to the task at hand
- C. The training did not take into account the fact that the learners were experienced and motivated to learn
- D. The training did not provide situations where the learners could practice working as a group to come up with strategic priorities

Answer: D

Question: 4

[Personal Capability]

Which question is most critical for a talent development professional to answer before implementing an employee engagement survey?

- A. Who should be included in the survey?
- B. What will be learned from the feedback?
- C. What is the purpose of the survey?
- D. How will the feedback be collected?

Answer: C

Question: 5

[Professional Capability]

A talent development (TD) professional has gained upper management's support to introduce individual development plans (IDPs) as a tool for employee development. Which first steps should the TD professional take to launch a successful IDP program?

- A. First link the IDP framework to the organization's mission statement; second collect and share data to show executives the impact of IDPs on employee skills development and attrition

- B. First, create an IDP framework that links to the organization's business strategy; second, support and educate managers on their role as they initiate the process with their direct reports
- C. First, create a company-wide communications plan to promote the program launch; second, educate employees on goal-setting best practices as they complete their IDPs
- D. First, create an IDP framework and formal check-in timeline; second require managers to submit IDP progress reports on a quarterly basis or risk having their network access blocked

Answer: B

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