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Question 1

Question Type: MultipleChoice

Which of these options is a suitable technique for dealing with stress?

Options:

- A- Primal team scream
- B- A mix of work and outside activities
- C- Shouting when off the phone
- D- Sticking to agreed procedures

Answer:

A

Question 2

Question Type: MultipleChoice

Of the options listed, which is a common cause of stress often seen in the Service Desk environment?

Options:

- A- Routine scheduling of tasks
- B- Staff have left andt been replaced
- C- Working closely with developers
- D- Desk seating plans

Answer:

B

Question 3

Question Type: MultipleChoice

Which of these options is a psychological symptom of stress?

Options:

- A- Inability to articulate properly
- B- Increased heart rate
- C- Increased blood pressure
- D- Over reaction to situations

Answer:

D

Question 4

Question Type: MultipleChoice

Which of these would be the most valid definition of stress?

Options:

- A- Stress is an individuals natural reaction to a crisis like a family tragedy

- B-** Stress is an individuals natural reaction to situations involving change
- C-** Stress is an individuals natural reaction to new members joining the team
- D-** Stress is an individuals natural reaction to situations of great joy or excitement

Answer:

B

Question 5

Question Type: MultipleChoice

Which of these options is a characteristic of an effective mentor?

Options:

- A-** An effective mentor Is a successful leader in their field
- B-** An effective mentor works on your personal skills and relationships
- C-** An effective mentor discusses your progress and shapes development
- D-** An effective mentor uses structured learning techniques for training

Answer:

C

Question 6

Question Type: MultipleChoice

In the mentoring process, what is the recommended period of time for the follow-up meeting to be scheduled?

Options:

A- 3 4 weeks

B- 2 3 months

C- 5 10 days

D- 24 48 hours

Answer:

C

Question 7

Question Type: MultipleChoice

You have a new member of staff starting on the Service Desk and you are planning to spend some time mentoring them. Which option best describes the first step you should take in this process?

Options:

- A- Review individual analyst KPIs
- B- Define your mentoring plan for the staff member
- C- Assess the employees abilities, competencies and commitment level
- D- Prepare a training and development plan for them

Answer:

C

Question 8

Question Type: MultipleChoice

Which of the following would be a clear benefit of mentoring?

Options:

- A- It strengthens an individuals self-development
- B- It enables individuals to carry out tasks more effectively
- C- It boosts an individuals knowledge of their industry
- D- It helps people work together better in a team

Answer:

A

Question 9

Question Type: MultipleChoice

What would be an excellent way to keep your knowledge current and enhance your own personal development?

Options:

- A- Book on a management seminar at least quarterly
- B- Read management and motivation books
- C- Spend more time with the analysts on your Service Desk
- D- Take on simple projects that are easy to fit into your schedule

Answer:

B

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