Question 1

Question Type: **MultipleChoice**

When you introduce new staff, you adopt buddying (peer mentoring) as a way of helping them get

established what would be the most typical benefit of this?

Options:

A- It significantly reduces the time new staff take to be effective

B- It develops a great sense of friendship between team members

C- It helps formulate a career development plan for the new staff member

D- It shows the new staff member that you care about their role

Answer:

A

Question 2

Question Type: **MultipleChoice**

Which of these options best defines mentoring?

A- Life and relationship counselling

B- Job-related advice and guidance

C- Person-to-person support

D- Career development from a professional coach

Answer:

B

Question 3

Question Type: MultipleChoice

Your team leaders act as coaches to their team members. Which option best explains why effective

coaching is so beneficial to the organisation?

A- It allows the coaches to develop their coachee the way they think is best

B- It improves the quality of customer service provided to users

C- It creates an instant rapport with staff

D- It offers an opportunity for the coachee to raise sensitive issues

Answer:

B

Question 4

Question Type: MultipleChoice

Which of these statements best describes characteristics of coaching?

Options:

A- It is performance and task-related; it helps to establish goals; it identifies opportunities to achieve the goals

B- It has specific, short-term objectives; it is performance and task related; it is strategic in nature

C- It aims to demonstrate required behaviour; it helps to measure goals; it is performance and task-related

D- It is strategic in nature; it identifies opportunities to achieve goals; it aims to change behaviour

Answer:

A

Question 5

Question Type: MultipleChoice

Which option best identifies a way to continually keep staff developing their skills?

Options:

A- Give everyone varied tasks each week

B- Ensure staff have regular outside training

C- Give all staff an equal career development budget

D- Ensure we learn from each failure

Answer:

D

Question 6

Question Type: **MultipleChoice**

Which option isT a common method of professional development?

Options:

A- E-Learning

B- Coaching

C- E-mentoring

D- Computer Based Training

Answer:

C

Question 7

When would you typically expect to use position profiling?

Options:

A- When working on a project team

B- When planning a technical demonstration

C- When attending a team planning meeting

D- When identifying team development needs

Answer:

D

Question 8

Which of these options best describes a typical friendly and supportive workplace environment?

Options:

A- Competitiveness is demonstrated between team members

B- It is very carefully and tightly managed

C- It has a diverse blend of team members

D- It has technical and highly-skilled team members

Answer:

C

Question 9

Question Type: MultipleChoice

If you have built a successful and effective team, what would be one of the greatest benefits you

would see?

Options:

A- Staff spend time together in the pub or outside work as well

B- Senior managementtice and praise the buzz in your office

C- The team is more motivated and there is higher morale

D- Customer gives better feedback scores from surveys

Answer:

C

Question 10

Question Type: **MultipleChoice**

Which of these options best describes an effective team?

Options:

A- Empowered and productive

B- Always busy and motivated

C- Knowledgeable and experienced

D- Highly controlled and driven

Answer:

A

Question 11

Question Type: MultipleChoice

When you are recruiting new members of your team, a key requirement is that they are good team

players. Of these options, which best describes characteristics you would look for during your interview

and selection process?

Options:

A- Single-minded, with a flexible approach

B- A flexible, open-minded and enthusiastic approach

C- A strong personality with an immense array of knowledge

D- A popular person with advice and suggestions for everyone

Answer:

B