

Certified Team Leader Practice Test Questions and Answers

1. What is the most effective way to handle conflict between team members?

- A) Ignore the conflict and hope it resolves itself
- B) Address the conflict directly, facilitate open communication, and seek win-win solutions
- C) Take sides with the stronger personality
- D) Transfer one team member to another department

2. Which leadership style is most appropriate when team members are experienced and motivated?

- A) Autocratic leadership with strict control
- B) Delegating leadership with minimal supervision
- C) Micromanagement approach
- D) Laissez-faire with no direction

3. What is the primary purpose of regular team meetings?

- A) To fill time in the schedule
- B) To communicate goals, share updates, and maintain team alignment
- C) To assign blame for problems
- D) To socialize with team members

4. How should a team leader provide feedback to underperforming team members?

- A) Publicly criticize their performance
- B) Provide specific, timely, and constructive feedback in private
- C) Wait until the annual performance review
- D) Have other team members address the issue

Answers: 1-B 2-B 3-B 4-B

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