



**Exam Name – Certified General Manager (CGM)<sup>™</sup>**

**Exam Code – CGM-001**

**Sample Exam**

(Question): Which type of team involves groups of people who gradually assume responsibility for self-direction in all aspects of work?

- (A): Cross-functional
- (B): Self-managing
- (C): Functional
- (D): Cohesive

(Correct): B

(Question): Which type of team involves groups of people who are pulled together from across departments or job functions to deal with a specific product, issue, customer, problem, or to improve a particular process?

- (A): Cross-functional
- (B): Self-managing
- (C): Functional
- (D): Cohesive

(Correct): A



(Question): A \_\_\_\_\_ is any group of people organised to work together interdependently and cooperatively to meet the needs of their customers by accomplishing a purpose and goals.

- (A): Team
- (B): Party
- (C): Union
- (D): Function

(Correct): A

(Question): True or False: An excellent team is only possible when all the members of the team can be relied upon for the particular tasks.

- (A): True
- (B): False

(Correct): A

(Question): The best conflict management style is

- (A): The bargaining style
- (B): The problem-solving style
- (C): The smoothing style
- (D): The top-down style

(Correct): B



(Question): True or False: When you experience conflict with someone else you should always remember to compromise.

- (A): True
- (B): False

(Correct): B

(Question): The first thing to do when resolving conflict with someone else is to...

- (A): Assertively but diplomatically state your perspective
- (B): Brainstorm possible solutions to the problem
- (C): Listen to their perspective
- (D): Solve the problem without delay

(Correct): C

(Question): When resolving conflict it is essential to make the most eye contact in which of the following circumstances:

- (A): When you are brainstorming
- (B): When you are problem-solving
- (C): When you are listening
- (D): When you are assertively stating your point

(Correct): C