

VOXModus Practice Case
Answer Key

Skills Application Exam
MLP Sample Test

Item	Question	Answer Key	Correct Answer
1	Which activity is most important for the talent development professional to do prior to making decisions about future similar projects? Choose ONE.	B	Complete a cultural assessment.
2	Which indicator determined the appropriate learning program for the talent development professional? Choose ONE.	D	Root causes were determined by the needs assessment.
3	The seven items in the "High-Level Project Schedule and Tasks" listed in "Supporting Document 1: Seminar World Project Treaty" reflect which of the following? Choose ONE.	A	Milestones
4	Which activity did the talent development professional most likely perform to conclude that the complex cases were incomplete or incorrect? Choose ONE.	A	Root cause analysis
5	VOXModus's project manager used which of the following as a primary consideration for selecting an appropriate webinar delivery technology to meet the company's objectives? Choose ONE.	C	Current use of technology by field-based staff
6	When considering the Seminar World project scope and key deliverables, which of the following would be best for the talent development professional to post on the collaborative site? Choose ONE.	A	Job aids and webinar recordings
7	Which of the following may have been a primary factor affecting peer-to-peer interaction and high session attendance rates? Choose ONE.	C	Cultural norms
8	Which option best prepares the CSRs to successfully complete cases? Choose ONE.	A	Simulations of complex calls, with user interaction, decision making, and reflection
9	The talent development professional created a budget of \$27,450 and secured approval for an allocation of \$30,000, generating a surplus of \$2,550. Which course of action would be best for using the surplus? Choose ONE.	D	Meet with the program sponsor to explore options for more training resources.
10	Which of the following participant feedback responses from the December 13 email would be most helpful in determining whether the learning would be used on the job? Choose ONE.	B	"The content was useful." (4.0)

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11	Which approach would best capitalize on the evaluations revealing peer-to-peer learning as a key takeaway from the seminars? Choose ONE.	D	Encourage CSRs to visit the "CSR Best Practices Wiki" to review content posted by their peers.
12	Which leadership functions did the talent development professional use when proposing solutions? Choose TWO.	AD	Planning; Organizing
13	Which additional solutions could have been provided for the greatest impact on results? Choose THREE.	ABD	Job aids, on-the-job training; coaching
14	In which ways are the emails dated December 13 and March 9 examples of effective communication? Choose TWO.	BC	They influence the reader regarding vision and initiatives; They show the strategic value that the learning function provides.
15	Which additional information from "Supporting Document 2: Project Schedule" would help the project manager monitor the project progress? Choose TWO.	AB	Person responsible for each task; Hours needed to complete each task
16	In addition to training, which performance improvement options should be considered to best address the increase of calls to operations advisors? Choose TWO.	AE	Create desktop guides for CSRs highlighting the essential data required to complete a case; Create an accessible content management system (CMS) for CSRs to use.
17	Which of the following prior experiences are most important when selecting a candidate for the contract producer role? Choose TWO.	AC	Hosting webinars using the same software; Helping attendees join from non-English-speaking countries
18	Considering the challenges of a global marketplace and workforce, which constraints led the talent development professional, key stakeholders, and project sponsor to adopt synchronous learning solutions for the "Seminar World" project? Choose TWO.	AD	Prohibitive costs in travel and instructor labor; Limited CSR access to in-person training from subject matter experts (SMEs)
19	The findings of the needs assessment helped the talent development professional in which of the following areas? Choose THREE.	ABE	Determining learning format/solution; Identifying core topics; Identifying performance gaps
20	Which type of evaluation was neglected that may have assisted the talent development professional in knowing if the real root cause was identified, the initiative was properly designed and selected, and the initiative was working? Type your answer in the box below.	Short Answer	Formative; Formative Evaluation