

Exam Name - Certified Professional Supervisor (CPS)[™]

Sample Exam

1. How should a supervisor handle intra-team conflicts effectively?

- A. Ignore it and hope it resolves on its own
- B. Use active listening and mediation techniques
- C. Immediately discipline all parties
- D. Encourage competition until one side prevails

Answer **B**

2. Which best describes supervisory vs. managerial decision-making?

- A. Supervisory decisions are long-term and strategic
- B. Supervisory decisions are operational and short-term
- C. There is no difference
- D. Managerial decisions require less planning

Answer **B**

3. Why is integrity vital in supervisory roles?

- A. It's secondary to meeting targets
- B. It builds trust and models ethical behavior
- C. It complicates relationships
- D. It only matters in legal affairs

Answer **B**

4. Which leadership style features a clear chain of command and strict rules?

- A. Democratic
- B. Autocratic
- C. Laissez-faire
- D. Transformational

Answer **B**

5. What sets transformational leadership apart in a supervisory role?

- A. Inspiring and motivating teams toward a shared vision
- B. Strictly following rules
- C. Delegating without guidance
- D. Avoiding team input

Answer **A**

6. How does a supervisor add value through mentoring?

- A. Delegating all decisions
- B. Micromanaging
- C. Avoiding feedback
- D. Guiding career growth and skill development

Answer **D**