Question 1

The MOST effective way for a trainer to build rapport with a training audience is to:

Options:

A- meet the participants after work at their favorite restaurant.

B- weave into the discussion something personal about each participant.

C- dress in very casual attire so the class feels comfortable with the trainer.

D- spend break time swapping jokes with the participants.

Answer:

B

Question 2

A trainer has just delivered a large lecture. Although most of the learners seem satisfied, it is obvious from facial expressions that some did not fully grasp the material. Which of the following would be the BEST action for the trainer to take?

Options:

A- Diagram the lecture material on the board.

B- Directly ask those who are confused which parts did not make sense.

C- Ask an overhead direct question of the entire class.

D- Ask closed questions of the confused learners.

Answer:

A

Question 3

Question Type: **MultipleChoice**

A trainer arrives at a site only to find that the client has received an older version of the material to be covered. The older version had tremendous errors and does not map to the new edition which the trainer has brought along. There is insufficient time to replace the material. Which of the following represents the BEST course of action for the trainer to take?

Options:

A- Cancel the class and have the client reschedule.

B- Use the older version, but correct errors as the material is covered.

C- Use the older version and ignore the errors.

D- Use the newer version and apologize to the learners as their material is now dated.

Answer:

B

Question 4

Question Type: MultipleChoice

A contract trainer has been hired to deliver a custom course for a corporate client that still has not completely committed to the content. Which of the following actions would BEST allow the trainer to deliver a successful course?

Options:

A- Deliver a particular vendor's material to the client to show the content.

B- Work with internal resources to decide which material is relevant.

C- Use pre-built material that maps to the general area the client wants covered.

D- On the first day of the course take a poll of the learners to see what is important to them.

Answer:

B

Question 5

Question Type: MultipleChoice

A trainer in a virtual class wants to ensure students can learn from the other learners in the class. Which of the following methods should the trainer use?

Options:

A- Post a discussion on a relevant topic.

B- Open private chat windows during the lecture.

C- Assign a paper about student experiences.

D- Share student's personal email addresses.

Answer:

A

Question 6

During an online course, a trainer posts discussion questions each week. During the trainer's review of the students' discussions at the end of the week, the trainer notices many of the posts are off topic. Which of the following actions should the trainer perform?

Options:

A- Email the students to explain their errors and repost the discussion.

B- Clarify the discussion topics for the following weeks.

C- Meet with students face-to-face to ensure they understand the material.

D- Monitor and contribute to the discussions several times a week.

Answer:

D

Question 7

Question Type: MultipleChoice

At the beginning of a course, the trainer is aware that a nearby natural disaster may have personal impact on several learners. Which of the following should the trainer do to begin the class in a positive manner?

Options:

A- Postpone the course until learners attention can be on the material.

B- Acknowledge the event and accommodate learners.

C- Open the course with a joke to alleviate any tension in the room.

D- Begin the course and move directly into the material.

Answer:

B

Question 8

An instructor notices all the students on social networking sites or cell phones. Which of the following would be the BEST solution to encourage student engagement?

Options:

A- Ask for everyone's attention and review the classroom rules

B- Move to the back of the room and read the social networking posts

C- Extend the length of the break and begin at a later time

D- Ask that all cell phones are brought to the front of the room

Answer:

A

Question 9

When beginning a training session the trainer should:

Options:

A- make any copies of reference guides for students.

B- open in a positive way, using humor or positive outcomes.

C- locate additional training materials to enforce objectives.

D- inspect all the training equipment and supplies.

Answer:

B

Question 10

Question Type: MultipleChoice

After viewing a tradeshow demonstration, the trainer has been asked to develop a course highlighting the major points. Which of the following MUST be included when converting a demonstration into a training course? (Select TWO).

Options:

A- The number of learners taking the course.

B- Opportunities for students to contribute to the class.

C- Comparing and contrasting upcoming local events.

D- Additional content at the trainer's discretion.

E- Real-world examples of practical applications.

Answer:

B, E

Question 11

Question Type: **MultipleChoice**

Which of the following would be the BEST solution for determining the emotions of a virtual class?

Options:

A- Request students to not use all capital letters in assignments

B- Never perform tasks that would upset the class

C- Request students to use emoticons within assignments

D- Elaborate on the emotion perceived in emails

Answer:

C