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NEW QUESTION: 1

Because of learner conversation and questioning, a course has moved away from the intended learning objectives. Which of the following techniques can bring the learners back on track?

- A. Give the class an extra break to refocus the group.
- B. Finish the conversation and adjust the remaining class time and objectives.
- C. Guide the discussion back to the objective.
- D. Overlook the off-topic conversation and continue with the discussion.

Answer: (SHOW ANSWER)

Explanation/Reference:

Explanation:

NEW QUESTION: 2

Which of the following activities is BEST when a group of workers in a class includes a high number of active learners?

- A. Silent reading
- B. Flip chart exercise
- C. Watching a video
- D. Role play

Answer: D (LEAVE A REPLY)

NEW QUESTION: 3

While teaching a course the instructor asks a question and a learner answers the question incorrectly. Which of the following is the BEST way to respond? (Select THREE).

- A. Rephrase the question, and wait for the learner to provide the correct answer.
- B. Inform the learner that they need to research their answer.
- C. Ask the learner to cite a reference for the answer.

- D. Correct the learner's response in a humorous manner.
- E. Acknowledge the learner's response and provide the correct response.
- F. Ask the rest of the class to provide the correct answer.

Answer: A,E,F ([LEAVE A REPLY](#))

NEW QUESTION: 4

During a training class, a few aggressive learners continued to dominate the question and answer sessions. Which of the following is the FIRST course of action for the instructor to take?

- A. Talk to the learners on break and reprimand them.
- B. Do not make eye contact with these learners when looking for answers.
- C. Ignore the learners so they will know not to answer the questions anymore.
- D. Tell the learners to give other learners a chance.

Answer: B ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 5

During classroom instruction, a trainer notices that one of the students is disconnected. Which of the following actions should the trainer take?

- A. Approach the student's manager about the problem
- B. Assign a short assessment during instruction
- C. Direct a question to the student to engage them in the class
- D. Avoid the student since they indicate they do not want attention

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 6

A trainer notices that a participant is tapping a pen onto a surface and realizes the noise may be distracting other participants. Which of the following would be considered the MOST effective action to eliminate the possible distraction? (Select TWO).

- A. Address all participants humorously to avoid embarrassing the distracting participant
- B. Use private chat to address the issue with the distracting participant
- C. Use the public chat tool to point out the distracting participant
- D. Ask all participants to ensure that their microphones are muted
- E. Ask an overhead question to identify the distracting participant

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 7

During a lecture, learners continuously interrupt by asking each other questions over the topic. Which of the following should the instructor do to better assist the learners during the class?

- A. Ask each learner to stop disrupting the lecture.
- B. Open opportunities for learners to ask questions.
- C. Have the learners removed from the lecture.
- D. Discontinue the lecture until the learners are quiet.

Answer: [\(SHOW ANSWER\)](#)

Section: Volume C

Explanation/Reference:

NEW QUESTION: 8

In delivering a course for adult learners it is essential to:

- A. Emphasize how the learning can be immediately applied to their jobs.
- B. Keep the course content brief so the learners can remember the materials.
- C. Test participants throughout the learning experience,
- D. Have the learners repeat back key concepts of the training to the instructor.

Answer: A [\(LEAVE A REPLY\)](#)

NEW QUESTION: 9

An instructor is instructing a virtual class and a computer virus has reduced bandwidth making video and audio impossible at several locations. Which of the following is the MOST appropriate action for the instructor to take?

- A. Overnight all course materials to the learners who could not participate in the recorded session.
- B. Contact the system administrator and hold the session open until the bandwidth issue is corrected.
- C. Cancel the current session and compress the remaining sessions to finish on schedule.
- D. Inform the learners who could not actively participate to review the recorded session.

Answer: D [\(LEAVE A REPLY\)](#)

Section: Volume B

Explanation/Reference:

NEW QUESTION: 10

During an extensive needs analysis, the training group discovers that the organization's call center team is failing to mention add-on products and there are a large number of customer calls which are either abandoned or escalate to call center managers. The marketing area is adamant that call center agents refer to the add-on products in order to increase sales. In designing a training solution, the FIRST step should be to:

- A. Review or revisit call center standards.
- B. Create a special session just for the managers.
- C. Provide a cheat sheet for the add-on products.
- D. Monitor the agents for a week to truly understand their world.

Answer: A [\(LEAVE A REPLY\)](#)

Section: Volume C

Explanation/Reference:

NEW QUESTION: 11

Which of the following is the MOST effective action for improving participation during a questioning session?

- A. Ask for raised hands if they know the correct answer.
- B. Call on individuals by name to engage them.
- C. Have each learner take turns asking and answering a question.
- D. Move closer to the participants in order to actively engage them.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 12

After class introductions the instructor defines objectives and the expected timeline. Some learners have a different expectation of the class. Which of the following is the BEST response?

- A. Contact the course designer and ask to send new objectives that meet learner's expectations.
- B. Ask the learners to design the objectives for the course.
- C. Reconcile any discrepancies between the objectives and the expectations.
- D. Provide resources for learners to go beyond the class objectives.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 13

An instructor is teaching a class and is constantly getting interrupted by a learner that is familiar with the subject. The learner's interruptions are starting to affect the class's ability to learn. Which of the following would be the FIRST action that the instructor could take to resolve the issue?

- A. Firmly tell the learner they are disrupting the class in front of the entire class.
- B. Ignore the learner's comments and continue to teach the material.
- C. Have one of the other learners inform the disruptive learner that they are affecting everyone's ability to learn.
- D. Pull the learner to the side and let them know they are distracting the class.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 14

A trainer delivers a course, leaving out information. Delivering a course in this fashion can lead to:

- A. Learner satisfaction.
- B. Better student evaluations.
- C. Consolidation of the course objectives.

D. Learner confusion.

Answer: D (LEAVE A REPLY)

Explanation/Reference:

Explanation:

NEW QUESTION: 15

During a lecture an instructor constantly paces about the room making noise with a set of keys. Which of the following skills has the instructor failed to demonstrate?

- A. A comfortable learning environment
- B. Proper use of communication and presentation skills
- C. Content expertise
- D. Proper use of non-verbal communication

Answer: B (LEAVE A REPLY)

NEW QUESTION: 16

Which of the following is important when an instructor is leading a group discussion?

- A. Learning is enhanced through interaction and conversation
- B. Designate someone in the group to be the leader
- C. The group's individual knowledge of the members of the group
- D. The amount of time it takes for each group to solve an issue

Answer: A (LEAVE A REPLY)

Section: Volume B

Explanation/Reference:

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NEW QUESTION: 17

By the first break in a mandatory course, the students' non-verbal communication demonstrates a lack of connection with the subject matter. The instructor can then:

- A. Use more elaborative questioning to elicit connections.
- B. Remind the students that this is a requirement.
- C. Continue with the course and make no adjustments.
- D. Create scenarios on more interesting topics than the objective.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 18

A trainer becomes aware that the students appear to be laughing quietly during the presentation of serious technical material. Which of the following actions should the trainer take?

- A. Inform the student that their actions are inappropriate and they should stop.
- B. Attempt to determine if a word used during training has a different meaning locally.
- C. On break, report the behavior to the training center for proper disciplinary actions.
- D. Tell a humorous story to achieve a bigger laugh.

Answer: B ([LEAVE A REPLY](#))

Section: Volume C

Explanation/Reference:

NEW QUESTION: 19

An instructor is teaching a virtual class and notices that learner interaction has begun to taper off. A break was recently taken so fatigue does not seem to be the issue, but rather a lack of understanding. Which of the following should the instructor implement to help identify where learners are getting confused"?

- A. Introduce supporting materials.
- B. Conduct a quick review session.
- C. Quiz the learners during the virtual session.
- D. Switching from lecture to a more visual training method.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 20

A learner has repeatedly taken different computer components and assembled them into a working computer, each time in front of the instructor. However, the student cannot pass the written examination on the subject. Which of the following would be the BEST action by the instructor?

- A. Stress to the student that it is important to pass the written exam as well as the practical exam.
- B. Consult the learning objectives and grade the student accordingly.
- C. Provide additional materials to the student to help pass the written exam.
- D. Ask the student's advisor if the written exam can be waived.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 21

Which of the following describes a form of feedback with the GREATEST positive impact?

- A. Suggestions that focus on procedures versus the concepts
- B. Measurable results from summative assessments
- C. Specific comments on errors with suggestions on how to improve

D. Comparing learner performance with other learners

Answer: ([SHOW ANSWER](#))

Section: Volume A

Explanation/Reference:

NEW QUESTION: 22

An instructor is lecturing a class shortly after lunch. Learners are starting to appear restless and are paying less attention to the instructor. Which of the following is the BEST action for the instructor to take?

A. Ask learners if they have any questions about the material

B. Conduct a review of the material to assess what the learners have retained

C. Use a variety of delivery methods to reinforce training and motivate learners

D. Give the learners a break so they refresh themselves

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 23

An instructor is preparing to deliver a hands-on lab course. The client provides material and asks the instructor to develop a method to determine the skill increase from the course. Which of the following should the instructor prepare?

A. A verbal quiz to be given at the end of each course topic

B. A written exam to be given at the completion of the course

C. A pre-class and post-class assessment

D. A comprehensive lab that incorporates all of the skills taught in the course

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 24

A trainer happens to notice throughout a session that one learner is getting assistance from another learner on all of the assignments. Which of the following would be the BEST approach to diffuse this behavior?

A. Move the learner who is assisting the other learner to another area in the room.

B. Inform both learners that they will not receive credit for this particular session.

C. Allow the behavior to continue because the assessment means very little.

D. Ask the learner who is assisting to allow for individuals to contribute equally.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 25

During a tedious technical exercise the instructor notes that the learners are nervous and apprehensive about starting. Which of the following should the instructor do?

A. Reassure everyone that they will perform well and monitor their progress on a more personal basis.

B. Give the learners extra time to complete the exercise.

C. Present the lecture portion again to reinforce the exercise and then follow up with a question and answer session.

D. Tell a humorous story to make the learners feel more comfortable during the exercise.

Answer: A ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 26

Which of the following is MOST likely to motivate an at-risk student?

A. Providing customized labs that can be completed successfully by the student

B. Clarifying that there are no winners or losers in the classroom

C. Explaining that the student's learning disability is the cause of a failure

D. Allowing the student to make multiple attempts at the labs and providing praise for effort

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 27

During introductions a learner asks if a related topic can be reviewed during the course; however, the topic is outside the prescribed course material. Which of the following is the BEST way to handle this request?

A. Extend the length of the course to include the topic.

B. Review the topic in the next more advanced course.

C. Remove a section from the course material to make room for the requested topic.

D. Include the topic without modifying the course material.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 28

For this question, decide whether the action makes it likely or unlikely that a trainer will achieve the goal. Select the BEST statement that explains why the action is likely or unlikely to accomplish the goal.

GOAL: To manage time available for the course.

ACTION: At the beginning of the course, the trainer hands out several supplemental labs for homework that the trainer has created especially for this material.

A. Likely, because the trainer expects the learners to complete them outside class time.

B. Likely, because the learners can decide which labs they can do independently.

C. Unlikely, because the instructional designer has calculated the appropriate time for the course.

D. Unlikely, because adding supplemental material will disrupt the flow of the class.

Answer: A ([LEAVE A REPLY](#))

Section: Volume B

Explanation/Reference:

NEW QUESTION: 29

An instructor has a learner in the class that needs to frequently check and reply to email during the course time. Which of the following is the BEST course of action for the instructor to take?

- A. Dismiss the learner from the class as they are not focused on the material.
- B. Ask the learner to dismiss themselves from the class when they need to check and reply to email.
- C. Inform the learner that their action is inappropriate and they need to check their email only during breaks.
- D. Ask the learner to take the necessary steps to cause the least distraction to the rest of the class.

Answer: D ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 30

During a computer software training class the projector fails. Which of the following should the instructor do FIRST?

- A. Move the class to another room.
- B. Take a class break and find another projector.
- C. Cancel the class and reschedule for a later date.
- D. Attempt to quickly fix the projector.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 31

During a lecture, learners continuously interrupt by asking each other questions over the topic. Which of the following should the instructor do to better assist the learners during the class?

- A. Have the learners removed from the lecture.
- B. Discontinue the lecture until the learners are quiet.
- C. Ask each learner to stop disrupting the lecture.
- D. Open opportunities for learners to ask questions.

Answer: D ([LEAVE A REPLY](#))

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NEW QUESTION: 32

The BEST method of recording attendance is to:

- A. Compile a roster from end of class surveys.
- B. Pass a roster around during introductions.
- C. Call out a roster for confirmation.
- D. Have learners sign the roster as they enter the class.

Answer: C (LEAVE A REPLY)

Explanation/Reference:

Explanation:

NEW QUESTION: 33

Using every available feature of a computer-based graphic presentation is:

- A. A benefit to the visual learner.
- B. Distracting to the learner.
- C. An excellent use of training materials.
- D. A creative use of resources.

Answer: (SHOW ANSWER)

Explanation/Reference:

Explanation:

NEW QUESTION: 34

An instructor needs to motivate a learner to complete a course, but the learner is not excited about the course due to lack of knowledge. Which of the following is the BEST motivation method?

- A. Implement more real life scenarios into the instruction to make the learner more interested.
- B. Create a group for this learner to work with to make the learner feel more comfortable.
- C. Give the learner words of affirmation and tell them the instructor is available after class.
- D. Pair the learner with a more knowledgeable learner in the class so the learner can keep up with the class.

Answer: C (LEAVE A REPLY)

Section: Volume C

Explanation/Reference:

NEW QUESTION: 35

After evaluation of the course content, a section of class is not needed for this audience. Which of the following is the BEST solution?

- A. Explain the need for the content to the organization.

- B. Replace the content with an unwritten topic.
- C. Remove the content and expand on other objectives.
- D. Teach the course as it was designed by the development team.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 36

A day prior to a course an instructor discovers that information in the text book is outdated and a new edition is available. Which of the following is the BEST course of action for the instructor to take?

- A. Present the course as set by the course designer.
- B. Present the course as is but incorporate the updated information.
- C. Acquire updated curriculum for maximum learner benefit.
- D. Ask the training manager to make adjustments to the course prior to the class.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 37

A trainer needs to work with conflicting departments in a single classroom environment. Which of the following is the BEST way to engage the learners? (Select TWO).

- A. Use closed questions
- B. Fill-in-the-blank
- C. Instructor-led feature/benefit discussions
- D. Assigned seating
- E. Game show using buzzer devices

Answer: A,D ([LEAVE A REPLY](#))

NEW QUESTION: 38

Which of the following is the MOST important issue to consider when identifying the target audience for a training program?

- A. The type of incentive to provide for completing the training
- B. Potential gains in participant productivity
- C. How much the program will cost
- D. The knowledge and skill of the participants

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 39

While holding a company-wide virtual training session, several students are having issues accessing a company-hosted website needed for the session. Which of the following actions should the trainer have the students take?

- A. Have students contact the company's Internet provider about the website.
- B. Have students contact the website's tech support.
- C. Have students contact their network support about the website.

D. Have students restart the virtual session and connect to the website.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 40

An instructor is teaching a class and is constantly getting interrupted by a learner that is familiar with the subject. The learner's interruptions are starting to affect the class's ability to learn. Which of the following would be the FIRST action that the instructor could take to resolve the issue?

- A. Ignore the learner's comments and continue to teach the material.
- B. Firmly tell the learner they are disrupting the class in front of the entire class.
- C. Have one of the other learners inform the disruptive learner that they are affecting everyone's ability to learn.
- D. Pull the learner to the side and let them know they are distracting the class.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 41

A client requests a half-day course on a software application from an instructor. The instructor has laptops available for rent, but the client is not interested in paying the cost. Which of the following is the BEST method to handle this situation?

- A. Instruct the client that the course can only be run with the laptop rental fee.
- B. Bring one laptop and a projector to display presentations and demonstrations.
- C. Increase the price of the class and say the laptop usage is free.
- D. Explain the best return on investment (ROI) will be realized by hands-on training.

Answer: B ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 42

An instructor does not receive any paperwork on the students in the class until the last minute, therefore not allowing an assessment of their current skill level. Which of the following is the BEST way to proceed?

- A. Delay the class until the information has been reviewed
- B. Guide the introduction portion to attain personal information
- C. Begin the class assuming an advanced skill level
- D. Begin the class assuming a basic skill level

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 43

The instructor is teaching a class in a very large room and is utilizing a projector to show the class the equipment being taught. Several of the learners seated in the back report

they are not able to see the presentation. Which of the following is the BEST solution to the problem?

- A. Ask the learners to rotate chairs once they see the presentation.
- B. Move to a smaller room so that all learners can be close to the presentation.
- C. Print out hand-outs of the slides for the learners.
- D. Tell the learners that the presentation will be available after class.

Answer: [\(SHOW ANSWER\)](#)

NEW QUESTION: 44

An instructor has just covered a particularly difficult topic in class. To ensure that the learners understand the material which kind of questioning would be most helpful?

- A. Higher order
- B. Clarifying
- C. Hypothetical
- D. Closed-ended

Answer: [B \(LEAVE A REPLY\)](#)

Explanation/Reference:

Explanation:

NEW QUESTION: 45

Which of the following is the BEST example of a probing questioning?

- A. Ask a question about a scenario that relates to a subject or process.
- B. Ask a general question followed by more detailed questions on a subject or process.
- C. Ask a basic question and ask the learner to apply a real world answer.
- D. Ask a specific question and then have it redirected to other learners to probe their understanding

Answer: [B \(LEAVE A REPLY\)](#)

Explanation/Reference:

Explanation:

NEW QUESTION: 46

During lecture, several learners can relate to topics discussed because they have had similar types of experiences. Excited, the learners are trying to interrupt class to share their experiences. Which of the following is the BEST course of action by the trainer?

- A. Place the class on break to talk with the learners privately.
- B. Use the time allotted in planning for learner contributions.
- C. Using a timer, give the learners equal amounts of time.
- D. Overlook the comments during class to maintain time and pace.

Answer: [B \(LEAVE A REPLY\)](#)

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NEW QUESTION: 47

An instructor is leading a class that has multiple purposes in the industry. The learners come from different disciplines and technical backgrounds. Which of the following will BEST assist the instructor in conducting a successful course?

- A.** Treat the learners as a homogenous group to avoid any bias.
- B.** Follow the syllabus as closely as possible.
- C.** Inquire as to the learners' objectives and expectations.
- D.** Separate learners into different groups aligned with their particular disciplines.

Answer: ([SHOW ANSWER](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 48

Which of the following is the BEST example of a probing question?

- A.** "Which partner would be best suited for this task?"
- B.** "Would you be comfortable explaining this procedure to another learner?"
- C.** "Which plan did you use to accomplish this task?"
- D.** "Can you elaborate on how you would accomplish this task?"

Answer: **D** ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 49

An instructor notices that several learners in a virtual classroom have not been actively participating. The learners are still connected to the session. Which of the following would be the FIRST action to re-engage the learners in the class?

- A.** Use more visual demonstrations to get the learners interested.
- B.** Survey the class with a question and require a response.
- C.** Send the class a public message that everyone needs to participate.
- D.** Send them a private message to make sure they understand the material

Answer: **B** ([LEAVE A REPLY](#))

NEW QUESTION: 50

A classroom instructor wants to deliver an exam using the Internet-enabled computers in the classroom.

The instructor wants students to have access to the exam only from the classroom on a specific date and time. Which of the following will accomplish these goals?

- A.** Make the exam available just before it is to be taken.
- B.** Set a password to open the exam during class time.
- C.** Make the exam available only on the date specified.
- D.** Ask students to keep the password a secret.

Answer: [\(SHOW ANSWER\)](#)

Explanation/Reference:

Explanation:

NEW QUESTION: 51

An instructor has been assigned to work with a learner in a one-to-one setting to improve the learner's understanding of a particular subject. When they meet, the learner seems uninterested and unmotivated by the subject. Which of the following would be the BEST way for the instructor to motivate the learner?

- A.** The instructor should include more handouts, charts and graphs in the instruction period; this will keep the learner on task.
- B.** The instructor should remind the learner of the benefits of one-to-one instruction and that they need to apply themselves more during the instruction periods.
- C.** The instructor should assign additional research to the learner; this will increase the learner's familiarity and interest in the subject.
- D.** The instructor should strive to find out what interests the learner and incorporate these things into each instruction period.

Answer: [C \(LEAVE A REPLY\)](#)

Explanation/Reference:

Explanation:

NEW QUESTION: 52

An instructor is conducting a virtual class and finds that several learners do not have computer systems that actually meet the guidelines for the course. Due to this, certain required shared applications will not work for them. Which of the following represents the BEST action for the instructor?

- A.** Change the applications that are shared to ones that are compatible to all systems
- B.** Remove the sharing of applications as the entire class cannot participate.
- C.** Contact the course coordinator to remind learners of the requirements
- D.** Request the learners use systems that are compatible with the course.

Answer: [D \(LEAVE A REPLY\)](#)

NEW QUESTION: 53

During a corporate training event, the trainer is covering all the course objectives and skills the managers have described in the course outcomes. Which of the following can the trainer do to ensure that the students can apply the skills?

- A. Have the managers speak to the students to ensure the outcomes were covered.
- B. Have the students explain how they would utilize the skills on their job.
- C. Have the students take a quiz on the outcomes to test their knowledge.
- D. Have the students write the outcomes in their own words to submit to their managers.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 54

Several learners are already familiar with the course topics, while other learners are having difficulty with the course topics. Which of the following is the BEST action for the instructor to take?

- A. Teach the course to the learners that are having difficulty and have the experienced learners do independent labs.
- B. Use diagrams that further clarify the material.
- C. Encourage the learners who have experience with the course to share and discuss it with the class.
- D. Teach expanded objectives so the experienced learners get the most out of the course.

Answer: C ([LEAVE A REPLY](#))

Section: Volume B

Explanation/Reference:

NEW QUESTION: 55

An instructor is observing participants during an exercise in a classroom environment. The MOST appropriate feedback to offer is:

- A. Outline two specific things the participant did well, and one specific opportunity for improvement.
- B. Spend most of the time focusing on the participants' weaknesses.
- C. Focus on all the participants' positive skills in order to build esteem.
- D. Tell everyone that they did a really good job.

Answer: ([SHOW ANSWER](#))

Section: Volume C

Explanation/Reference:

NEW QUESTION: 56

From the surveys, which of the following measurement tools will give the trainer the MOST meaningful assessment on how successful a course was to a particular audience?

- A. True/false questions
- B. The Likert scale
- C. Open-ended questions

D. The comment section

Answer: ([SHOW ANSWER](#))

Section: Volume C

Explanation/Reference:

NEW QUESTION: 57

An instructor has almost finished discussing a new topic when a learner is observed making unusual facial expressions. The instructor's BEST response is to:

- A. Maintain a consistent behavior with all learners.
- B. Wait and monitor learner progress during training.
- C. Confirm the communication identifies the need for clarification or feedback.
- D. Determine and apply appropriate motivational strategies for the learner.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 58

A student has been struggling with a lengthy topic. Which of the following is the BEST way to encourage the student?

- A. Praise the student each time a correct answer is given.
- B. Say nothing when the student is incorrect.
- C. Improve the student's grade with extra quizzes.
- D. Praise the student privately only.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 59

While the trainer is performing administrative functions at a desk, a student approaches the trainer and asks a question. Which of the following employs active listening?

- A. Stop working and focus on the student asking the question.
- B. Continue working while listening to the student.
- C. Focus on the student behind the one asking the question.
- D. Stare at the student while listening to the question.

Answer: A ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 60

While facilitating learning, the trainer must:

- A. continue talking while writing on the board to maximize time.
- B. use abbreviations on the board when possible to save time while instructing.
- C. use technical jargon when possible to gain rapport with the learners.
- D. use correct vocabulary, grammar, and syntax in both verbal communication and board writing.

Answer: D ([LEAVE A REPLY](#))

Section: Volume D

Explanation/Reference:

NEW QUESTION: 61

When writing an exam question, which of the following should be covered?

- A. Study objectives
- B. Pre-requisite knowledge
- C. Inferred knowledge
- D. Course objectives

Answer: ([SHOW ANSWER](#))

Section: Volume B

Explanation/Reference:

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NEW QUESTION: 62

An online student poses a question to the instructor that relates to the school's procedures. The instructor should:

- A. direct the student to the school's student handbook.
- B. direct the student to the course syllabus.
- C. direct the student to a classmate.
- D. direct the student to the course description.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 63

A student points out an error in the training materials during a class. Which of the following is the BEST course of action the trainer should take?

- A. During the class, call the designer to make the correction to the material.
- B. Continue presenting the material and correct the course designers after class.
- C. Verify the error and acknowledge it during the class.
- D. Ignore the error and follow the material as designed.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 64

A learner asks a question and the instructor gives a response. Which of the following should the instructor do NEXT?

- A. Ask the learner. "Did I answer your question?"
- B. Use non-verbal communication as verification.
- C. Ask the learner to reference the technical manual for verification.
- D. Ask other learners for verification of the answer.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 65

While lecturing a group of learners, the instructor moved around the room and paused several times for emphasis. These actions are:

- A. Appropriate non-verbal communication techniques that help to keep learners focused.
- B. Inappropriate techniques to use during lectures.
- C. Offensive to the learners and should be avoided.
- D. Inappropriate non-verbal communication techniques that is distracting to the learners.

Answer: ([SHOW ANSWER](#))

Section: Volume B

Explanation/Reference:

NEW QUESTION: 66

An instructor is presenting a technical class through a virtual classroom. The instructor provides an essay question for the learners to verify the comprehension of the topic and asks for the answers to be posted to the instructor in private chat. After a few minutes, learners begin sending in their answers and all the responses are identical. Which of the following methods of evaluation would have been BEST to utilize in this situation?

- A. Various questions to each learner individually
- B. Ask probing questions to individual learners
- C. Use an online multiple choice exam
- D. Perform a survey of the class and the understanding of the topics

Answer: B ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 67

Pause at an appropriate place during a presentation can contribute to: (Select TWO)

- A. Reviewing the material
- B. Maintaining consistent behavior
- C. Adding emphasis to a statement
- D. Pronouncing words properly
- E. Assessing learner's level of interest

Answer: C,E ([LEAVE A REPLY](#))

Section: Volume A

Explanation

Explanation/Reference:

NEW QUESTION: 68

An instructor notices that several learners in a virtual classroom have not been actively participating. The learners are still connected to the session. Which of the following would be the FIRST action to re-engage the learners in the class?

- A.** Send them a private message to make sure they understand the material
- B.** Survey the class with a question and require a response.
- C.** Use more visual demonstrations to get the learners interested.
- D.** Send the class a public message that everyone needs to participate.

Answer: ([SHOW ANSWER](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 69

In order to understand and answer a learner's question, an effective active listening technique would be to:

(Select TWO).

- A.** Ask the learner if the question was answered.
- B.** Refer the question to another learner.
- C.** Repeat the question back to the learner.
- D.** Answer the question immediately.
- E.** Quiz the learner on the material.

Answer: A,C ([LEAVE A REPLY](#))

NEW QUESTION: 70

A trainer is contracted to teach from a particular outline and prepares accordingly. During the introduction, it is determined that the students are already versed in some topics and expected to review additional topics not included in the course outline. Which of the following is the BEST response?

- A.** Change the outline to satisfy all students' expectations.
- B.** Excuse the students who already know the material and arrange for an advanced course.
- C.** Explain that the contract requires teaching to the outline without deviation and begin the course as planned.
- D.** Clearly mark areas for quick review and speak to management at the first opportunity.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 71

During an extensive needs analysis, the training group discovers that the organization's call center team is failing to mention add-on products and there are a large number of customer calls which are either abandoned or escalate to call center managers. The marketing area is adamant that call center agents refer to the add-on products in order to increase sales. In designing a training solution, the FIRST step should be to:

- A. Review or revisit call center standards.
- B. Monitor the agents for a week to truly understand their world.
- C. Provide a cheat sheet for the add-on products.
- D. Create a special session just for the managers.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 72

A manager has assigned a group of learners to take a course. All of the learners are familiar with the course topics. A new student arrives after lunch on the first day and informs the instructor that they are a new-hire and are not familiar with the course topics. Which of the following BEST describes the step the instructor should take?

- A. Remove the student from the class so they do not disrupt their co-workers.
- B. Pair the non-experienced student with an experienced student for assistance.
- C. Give the student additional resources for independent study.
- D. Assess the entire group to determine where additional assistance is needed.

Answer: ([SHOW ANSWER](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 73

A trainer arrives onsite and prepares for class. The trainer should review which of the following items?

- A. Job openings within the clients' organizations
- B. The course evaluation form
- C. Local events and activities
- D. The dress code for the class

Answer: B ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 74

After teaching a very long block of instruction before lunch, the instructor wants to check how well the learners have learned the material. Which of the following methods is the BEST to accomplish this goal?

- A. Have each learner recite what was said during the block of instruction

- B. Give the learners home work that night and go over it the next day
- C. Have the learners answer review questions about the block of instruction
- D. Put the learners in groups to discuss the instruction that was taught.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 75

During the introduction to the course material, the trainer realizes that the students do not have the required prerequisite knowledge. Which of the following courses of action should the trainer take?

- A. Let the client know the students will not be able to learn the material and the trainer should not be blamed.
- B. Spend the first day covering the prerequisite material and drop the last day's material from the class.
- C. Prepare supplemental materials to cover the prerequisite knowledge.
- D. Inform the students they do not have the prerequisite knowledge and cancel the course.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 76

An instructor is delivering a live distance learning class and is informed that some of the learner's computers do not have sound cards. Which of the following should the instructor do in the future to ensure that the learners will have the ability to hear all lectures?

- A. Make the class technology requirements available for the learners before the class.
- B. Pre-record the speaking portions of the presentation and make them downloadable from the virtual classroom.
- C. Pre-write the speaking portion of the presentation. Use the chat function in the virtual classroom, copying and pasting in relevant sections as they are demonstrated on-screen.
- D. Buy inexpensive sound cards and headphones and ship them to the learners' locations before the class starts.

Answer: A ([LEAVE A REPLY](#))

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NEW QUESTION: 77

While an instructor is answering questions during a course it is BEST for them to:

- A.** Answer the learner's questions by completely verifying their understanding of the subject.
- B.** Answer the question by referencing supporting documentation so the documents become tools.
- C.** Preface the answer with the learning objective and referenced section of the training course.
- D.** Create an open culture of information taken from every learner's background and job experience.

Answer: B ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 78

Which of the following BEST describes the learner benefits of minimal note taking during an instructor led presentation or lecture?

- A.** Minimizing note taking provides a new approach that will likely gain the approval of the student group creating a pleasant learning environment.
- B.** The instructor will waste valuable time giving instruction on note taking prior to delivering the presentation.
- C.** Instructor notes given to learners will contain more detail and will ensure that all the learners have the same information to work from.
- D.** The effort required in extensive note taking could be better directed toward the processing of the information being presented.

Answer: B ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 79

An instructor is ending a training course and has covered all the material. The instructor has just conducted a final summary of the material. Which of the following should the instructor do NEXT?

- A.** Provide an end of course critique to the learners.
- B.** Conduct an assessment to ensure the learning objectives have been met.
- C.** Ask the learners if they have any questions.
- D.** Thank the learners for their participation and conclude the course.

Answer: C ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 80

Two instructors are team teaching. The first instructor receives an excellent evaluation and the second instructor receives a lower evaluation. Which of the following methods would work BEST to make the second instructor more effective?

- A. Have the class re-evaluate the second instructor using an alternate method.
- B. Report the evaluation to a supervisor and have the instructor replaced.
- C. Have the second instructor perform a self-evaluation.
- D. Have the first instructor provide feedback to the second instructor's teaching techniques.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 81

An instructor arrives for a lab class with twelve laptops. The contact takes the instructor into a conference room that contains one large table and twelve chairs. There are no visible outlets in the room. Which of the following should the instructor do?

- A. Request assistance to locate outlets or for an extension cord to be run into the room.
- B. Instruct the learners at the beginning of the class that laptops will not be used in the course.
- C. Run the class on battery power using the laptops as minimally as possible.
- D. Select a different room that accommodates twelve learners and has visible outlets.

Answer: A ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 82

A student takes a phone call during a lecture. Which of the following would be the MOST discreet way of handling this disruption?

- A. Ask the student to please take the call outside.
- B. Walk the student from the room.
- C. Stand close to the student while delivering the lecture.
- D. Repeatedly tap the student on the arm to gain attention.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 83

An instructor is conducting a three week course for a company. The learners' managers request the instructor's insight as to how the learners are progressing. The instructor needs to report to management at the end of each week. Which of the following will BEST show the progress of the learners as well as justify the instructor's opinion?

- A. Invite management to observe the learners in the classroom.
- B. Test the skills of the learners at the end of the course to show if the course objectives were met.

C. Perform individual interviews with the learners to ask how they feel their progress is coming along.

D. Deliver a weekly assessment test that validates the improvement of the skills of the learners.

Answer: (SHOW ANSWER)

Explanation/Reference:

Explanation:

NEW QUESTION: 84

When a student in a lab is kept from participating due to a technical problem the instructor should FIRST:

A. Have another learner help the student while the instructor continues teaching.

B. Try to quickly analyze the problem to resolve the issue.

C. Concentrate on getting the student's technical problem solved so they can learn with the rest of the class.

D. Ignore the problem and work with the student during a break so the class is not disturbed.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 85

A class has a few students who have prior knowledge in the subject matter. After teaching the lesson, which of the following would be the BEST way to proceed?

A. Put the class on break

B. Start the next lesson

C. Begin a thorough review of the lesson

D. Solicit stories from the students

Answer: D (LEAVE A REPLY)

Explanation/Reference:

Explanation:

NEW QUESTION: 86

An instructor is assigned to deliver training with several objectives that require a team approach. Which of the following seating configurations would BEST encourage participants to work together in teams?

A. Rectangular tables

B. U-shaped seating

C. Assigned classroom seating

D. Round tables

Answer: D (LEAVE A REPLY)

NEW QUESTION: 87

After completing a block of instruction, several learners have questions on how the material would apply to their situation. Which of the following could the instructor do to show the students the relevance of the material?

(Select TWO).

- A. Move on to new material as there is a lot more to cover
- B. Review the content again
- C. Explain that it will become clear later
- D. Solicit the class for relevant stories
- E. Relay anecdotes illustrating the use of the material

Answer: [\(SHOW ANSWER\)](#)

Section: Volume C

Explanation/Reference:

NEW QUESTION: 88

Which of the following question techniques would be LEAST likely to assess the understanding of a learner?

- A. Closed
- B. Hypothetical
- C. Open
- D. Clarifying

Answer: A [\(LEAVE A REPLY\)](#)

Explanation/Reference:

Explanation:

NEW QUESTION: 89

A trainer overhears students talking about the last class and how unqualified the trainer was for that class.

Which of the following should the trainer do to establish credibility?

- A. Let the client know about the conversation and have them reassure the students.
- B. During the introductions to the class, present certifications and credentials.
- C. Approach the students and tell them the last trainer was new and is no longer working for the company.
- D. Find out who the last trainer was and inform the trainer not to work for the client anymore.

Answer: B [\(LEAVE A REPLY\)](#)

NEW QUESTION: 90

An instructor wants to begin their class in a positive manner. Which of the following would accomplish this?

- A. List every credential and acronym the instructor has for learner confidence
- B. Begin with a joke to create a relaxed environment

- C. Let the learners know that the course is very challenging
- D. Tell a lengthy story related to the importance of the class

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 91

Which of the following should an instructor consider when distributing motivational incentives?

- A. The incentives should be used to gain the learners attention.
- B. The incentives should be given out freely as encouragement to the learners.
- C. The incentives should be considered by the learners as appropriate and necessary.
- D. The incentives should be geared towards individuals and not the group as a whole.

Answer: C ([LEAVE A REPLY](#))

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NEW QUESTION: 92

The members of a corporate training department have been asked to conduct an overall organizational training assessment. Which of the following BEST defines the training needs of the organization?

- A. Reasons for high turnover, high absenteeism, or low performance
- B. Number of employees in the company and how many days are allocated to train the company
- C. Common mistakes people make when doing their jobs
- D. Individual skill gaps noted in performance appraisals

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 93

A trainer uses a humorous anecdote that they often use at a certain point in the material. After telling the story, the trainer senses a change in facial expression and body language from one student. Which of the following is the MOST appropriate action for the trainer to take?

- A. On the next break, ask the student privately whether the anecdote was effective
- B. Ask for a show of hands of those who did not like the anecdote
- C. Approach the student immediately and ask if everything is alright

D. Call an impromptu break and ask what the student thought about the anecdote

Answer: A (LEAVE A REPLY)

Section: Volume C

Explanation/Reference:

NEW QUESTION: 94

During the course introduction, a student expresses that an objective they expected to be covered in the course is not listed. Which of the following actions should the trainer perform?

A. Inform the student that they may not want to finish the course

B. Remove the student's evaluation of the course

C. Comment that the objective topic is not required

D. Direct the student to additional resources on the objective

Answer: D (LEAVE A REPLY)

Explanation/Reference:

Explanation:

NEW QUESTION: 95

An instructor uses candy for correct answers as a motivational tool. The instructor notices that an individual student gives most of their candy to the student next to them, but continues to volunteer answers to questions.

This is MOST likely an indication that:

A. the student is motivated by answering correctly.

B. the first student does not like that type of candy.

C. the student is not interested in the material.

D. the student really likes candy.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 96

An instructor has been assigned to work with a learner in a one-to-one setting to improve the learner's understanding of a particular subject. When they meet, the learner seems uninterested and unmotivated by the subject. Which of the following would be the BEST way for the instructor to motivate the learner?

A. The instructor should assign additional research to the learner; this will increase the learner's familiarity and interest in the subject.

B. The instructor should include more handouts, charts and graphs in the instruction period; this will keep the learner on task.

C. The instructor should remind the learner of the benefits of one-to-one instruction and that they need to apply themselves more during the instruction periods.

D. The instructor should strive to find out what interests the learner and incorporate these things into each instruction period.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 97

Which of the following would BEST identify a need for additional explanation?

- A. Learners' questions and comments
- B. Learners' promptness to class
- C. Learners' body language
- D. Learners' evaluation of the course design
- E. Learners' poor evaluation of the course delivery

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 98

An instructor is presenting to a class and notices that a particular learner is not paying attention; however, when the instructor gives a pop quiz, this learner earns the best grade. Which of the following BEST describes the situation?

- A. The learner has mastery of the information tested.
- B. The quiz motivated the learner.
- C. The answers to the pop quiz were distributed prior to class
- D. The quiz did not cover the class concepts effectively

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 99

While giving an overhead presentation the projector being used powers off. Which of the following is the FIRST course of action?

- A. Take a break and have technical support address the problem.
- B. Lecture from the instructor notes until the next break.
- C. Dismiss the class until the projector can be fixed.
- D. Have technical support correct the problem immediately during class

Answer: B ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 100

An instructor has become ill and cannot continue a course. A new instructor is brought in, but has received no knowledge transfer from the previous instructor. Which of the following is the BEST option to assess the learner's knowledge level quickly?

- A. Proceed with the course at a beginner level
- B. Ask the learners during introductions
- C. Assume all learners' knowledge is equal
- D. Administer a written pre-test

Answer: ([SHOW ANSWER](#))

Section: Volume C

Explanation

Explanation/Reference:

NEW QUESTION: 101

An instructor has been teaching for three hours on the first day of a three-day course. At the lunch break, the instructor reviews the preparedness of the learners and their responses to questions. The instructor notes that one learner does not demonstrate mastery of the concepts taught that morning. In this situation, which of the following should the instructor do?

- A.** Give an advanced activity to the other learners and re-teach the morning activity to the learner who has not mastered the concepts.
- B.** Re-teach the concepts taught in the morning session to the class, but use different handouts.
- C.** Pair the learner with one of the more advanced learners who likes to share knowledge.
- D.** Continue to teach the course as outlined, and after class offer to help the learner who has not mastered the concepts.

Answer: C (LEAVE A REPLY)

Explanation/Reference:

Explanation:

NEW QUESTION: 102

Prior to a course an instructor remembers that learners always challenge a topic's technical accuracy. Which of the following actions should the instructor take in order to avoid this?

- A.** Produce authoritative references.
- B.** Omit the topic from the course.
- C.** Tell the learners that controversy on this topic is normal
- D.** Allow the learners to decide on a resolution.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 103

An instructor is instructing a class of thirty learners. One learner is constantly disrupting the class by talking in a loud voice. Which of the following actions should the instructor take FIRST?

- A.** Use humor in front of the class to keep the learner quiet
- B.** Discreetly talk to the learner and explain proper classroom etiquette
- C.** Tell the learner to leave the classroom
- D.** Give the learner a disapproving look until the talking stops

Answer: B (LEAVE A REPLY)

NEW QUESTION: 104

A client requests a half-day course on a software application from an instructor. The instructor has laptops available for rent, but the client is not interested in paying the cost. Which of the following is the BEST method to handle this situation?

- A.** Instruct the client that the course can only be run with the laptop rental fee.
- B.** Bring one laptop and a projector to display presentations and demonstrations.
- C.** Increase the price of the class and say the laptop usage is free.
- D.** Explain the best return on investment (ROI) will be realized by hands-on training.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 105

For this question, decide whether the action makes it likely or unlikely that a trainer will achieve the goal.

Select the BEST statement that explains why the action is likely or unlikely to accomplish the goal.

GOAL: To facilitate the learning process for a group of learners in a training class who are falling behind the more advanced learners **ACTION:** The trainer asks the more advanced learners to tutor the less advanced learners during the last part of each class.

- A.** Likely, because the less advanced learners will respond positively to peer tutoring.
- B.** Likely, because the more advanced learners will feel flattered by being asked to act as tutors.
- C.** Unlikely, because instructional time will be reduced for the less advanced learners.
- D.** Unlikely, because the more advanced learners might not have any teaching experience.

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 106

After class introductions the instructor defines objectives and the expected timeline. Some learners have a different expectation of the class. Which of the following is the BEST response?

- A.** Contact the course designer and ask to send new objectives that meet learner's expectations.
- B.** Provide resources for learners to go beyond the class objectives.
- C.** Ask the learners to design the objectives for the course.
- D.** Reconcile any discrepancies between the objectives and the expectations.

Answer: ([SHOW ANSWER](#)**)**

Section: Volume B

Explanation/Reference:

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NEW QUESTION: 107

Which of the following should a trainer do when excessive noise from the company break room is disturbing the students during an onsite training session?

- A.** Talk louder so that the students can hear more easily.
- B.** Work with the noise since the training is onsite.
- C.** Report to the company and have the break room closed.
- D.** Post signs in the break room asking for quiet.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 108

An instructor is explaining a topic and realizes that the learners seem confused. Which of the following approaches would BEST clarify the topic?

- A.** Repeat the explanation of the topic.
- B.** Use a real-world reference.
- C.** Use humor to explain the topic.
- D.** Start asking the learners closed-ended questions about the topic.

Answer: B ([LEAVE A REPLY](#))

Section: Volume B

Explanation/Reference:

NEW QUESTION: 109

An instructor has a learner in the class that is struggling with the subject matter being presented. The instructor notices the learner making facial expressions. Which of the following will MOST likely help the learner with the material?

- A.** Go to the learner privately and ask if there are any questions to clarify the material.
- B.** Ask the learner in front of the class why they do not understanding the material.
- C.** Ask the learner to come forward and demonstrate the information that was just presented.
- D.** Make note of the learner's facial expressions, continuing on with discussing the topic to see if they later understand the subject.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 110

An instructor is teaching a week long course for a vendor certification. A few learners are slowing the class down due to the lack of experience with the product. The rest of the learners are doing fine with the pace of the class. Which of the following would the instructor do to BEST assist the less experienced learners?

- A.** Slow the pace of the training down to ensure all the learners are learning at the same level.
- B.** Maintain the same pace of the class and work individually with the less experienced learners.
- C.** Suggest the learners retake the course again at a later time when they have more experience.
- D.** Allow the less experienced learners to have additional lab time before or after class.

Answer: D ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 111

During the course introduction, a student expresses that an objective they expected to be covered in the course is not listed. Which of the following actions should the trainer perform?

- A.** Inform the student that they may not want to finish the course
- B.** Comment that the objective topic is not required
- C.** Remove the student's evaluation of the course
- D.** Direct the student to additional resources on the objective

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 112

An instructor perceives that a learner is continually flirting with the instructor during class. Which of the following should the instructor do to reduce the distraction level caused by the learner?

- A.** Remove the learner immediately from the class. Report the behavior to the learner's manager.
- B.** Avoid eye contact and continue with the class. Report the behavior to the learner's manager.
- C.** Move the learner to a more distant location from the instructor. Report the behavior to the learner's manager.
- D.** Discuss the behavior with the learner at a break. Report the behavior to the learner's manager.

Answer: B ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 113

Prior to a course an instructor remembers that learners always challenge a topic's technical accuracy.

Which of the following actions should the instructor take in order to avoid this?

- A. Allow the learners to decide on a resolution.
- B. Omit the topic from the course.
- C. Tell the learners that controversy on this topic is normal
- D. Produce authoritative references.

Answer: D ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 114

While preparing to teach a course at an organization, the trainer sees that part of the contract is the ability for students to contact the trainer with questions after the conclusion of the training. Which of the following is the BEST support information to provide to the students?

- A. The trainer's home phone number
- B. The trainer's email address
- C. The company representative's phone number
- D. The trainer's company website address

Answer: (SHOW ANSWER)

Explanation/Reference:

Explanation:

NEW QUESTION: 115

A number of new hires need to receive training on emerging technologies. An instructor has conducted a needs assessment and realizes that the learners all have varying degrees of experience. Which of the following is the BEST way for the instructor to begin the course?

- A. Ask the learners if they have any questions
- B. Ask the learners to introduce themselves
- C. Review all of the learning objectives and start teaching the course
- D. Tell a story to humor the learners

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 116

On the first day of a course, the trainer realizes that a friend is taking the course. Which of the following actions should the trainer take?

- A. Proceed with the course; no additional action is required
- B. Avoid eye contact during the course

- C. Have the friend reschedule their course
- D. During introductions inform the students of the situation

Answer: A ([LEAVE A REPLY](#))

Section: Volume C

Explanation/Reference:

NEW QUESTION: 117

A contract instructor is delivering a class developed for a company. Learners have stated in the past that the material was confusing, there was not enough depth and the information was out of date. In planning for this course, which of the following might be BEST for the instructor to do to maximize the needs of the learners?

- A. Request different material be purchased and reviewed before delivery of the upcoming class.
- B. Rewrite the course and deliver the newly written material to the class.
- C. Use the provided material as a guideline and use additional resources to clarify the course.
- D. Present the material as it is written and request the learners inform the company of the quality of the material.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 118

During a virtual class the instructor has a learner that seems to be growing increasingly confused and now has questions that are distracting the rest of the class. Which of the following is the BEST course of action for the instructor to take?

- A. Inform the class that they need to move on to new material.
- B. Recommend the learner seek outside tutoring.
- C. Use the learner's questions to reinforce the material for the entire class.
- D. Take the learner's questions into private chat.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 119

A learner asks the instructor a question that was covered before the lunch break. Which of the following would the BEST response be from the instructor?

- A. Answer the question in short form, citing where it was covered previously.
- B. Redirect the question to the class, and allow other learners to answer.
- C. Provide a more in-depth answer to the question so that the rest of the learners gain more from the discussion.
- D. Ask the learner to remain after class to review the material that was already covered.

Answer: B ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 120

For this question, decide whether the action makes it likely or unlikely that a trainer will achieve the goal.

Select the BEST statement that explains why the action is likely or unlikely to accomplish the goal.

GOAL: To manage time available for the course.

ACTION: At the beginning of the course, the trainer hands out several supplemental labs for homework that the trainer has created especially for this material.

- A. Likely, because the trainer expects the learners to complete them outside class time.
- B. Likely, because the learners can decide which labs they can do independently.
- C. Unlikely, because the instructional designer has calculated the appropriate time for the course.
- D. Unlikely, because adding supplemental material will disrupt the flow of the class.

Answer: (SHOW ANSWER)

Explanation/Reference:

Explanation:

NEW QUESTION: 121

An instructor is teaching a week long course. One of the learners has not had as much exposure to the course material as the other learners. Which of the following describes how the instructor should handle the situation?

- A. Give the learner additional homework to raise their competency level
- B. Adjust the instruction to meet the needs of the learner while ensuring that all learning objectives are met
- C. Excuse the learner from the class and have them check with their supervisor to determine if they had been assigned to the class in error
- D. Administer a pre-test to all learners to see where the learners are ranking with the objectives

Answer: B (LEAVE A REPLY)

Section: Volume B

Explanation/Reference:

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NEW QUESTION: 122

An instructor is preparing to deliver a hands-on lab course. The client provides material and asks the instructor to develop a method to determine the skill increase from the course. Which of the following should the instructor prepare?

- A. A pre-class and post-class assessment
- B. A verbal quiz to be given at the end of each course topic
- C. A comprehensive lab that incorporates all of the skills taught in the course
- D. A written exam to be given at the completion of the course

Answer: A (LEAVE A REPLY)

Explanation/Reference:

Explanation:

NEW QUESTION: 123

An instructor is presenting to a class and notices that a particular learner is not paying attention; however, when the instructor gives a pop quiz, this learner earns the best grade. Which of the following BEST describes the situation?

- A. The quiz did not cover the class concepts effectively
- B. The answers to the pop quiz were distributed prior to class
- C. The quiz motivated the learner.
- D. The learner has mastery of the information tested.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 124

An instructor receives poor evaluations for a particular class. Which of the following should the instructor do FIRST to improve the performance?

- A. Read the comments to gain understanding of the low scores to find specific areas to work on.
- B. Re-develop the course from scratch.
- C. Practice the course in front of other instructors to receive direct feedback on how to improve.
- D. Contact each learner and ask for clarity on their responses.

Answer: A (LEAVE A REPLY)

Explanation/Reference:

Explanation:

NEW QUESTION: 125

A company is preparing to roll-out a training course on advanced accounting skills. The company has asked a contract instructor to facilitate the course. The instructor has no background in accounting. Which of the following should the instructor do?

- A. Accept the offer and learn the content by observing accounting experts
- B. Decline the offer based on lack of knowledge of accounting principles
- C. Ask to team teach the course with an expert
- D. Accept the offer contingent upon six weeks of preparation time

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 126

During the start of a class an instructor uses jargon and acronyms that are familiar to most of the learners and that are part of the course content. Which of the following BEST describes what the instructor is doing?

- A. The instructor is establishing credibility and using appropriate communication skills.
- B. The instructor is establishing credibility but is not using appropriate communication skills.
- C. The instructor should avoid using jargon and acronyms before explaining them because it could confuse the learners.
- D. By using jargon and acronyms the instructor is being arrogant and showing off their skill level in the subject matter.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 127

While the class is working on training modules, the instructor intermittent polls them to determine their pace in relationship to the daily objectives. Which of the following BEST describes what skill the instructor is demonstrating?

- A. Determine and apply appropriate motivational strategies for individual learners,
- B. Provide assistance for learners to identify and achieve initial, intermediate and terminal objectives.
- C. Control the flow and timing of the course based on learner needs ensuring that objectives are covered,
- D. Monitor learner comfort level during the use of participatory activities.

Answer: C ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 128

At the end of a class all of the learners have passed the written exam; however, the majority of the learners are still not able to perform the specified task properly. Which of the following statements BEST describes the instructor's performance?

- A. The instructor compared learning achievements to learning objectives

- B.** The instructor failed to monitor learner progress during training
- C.** The instructor failed to properly motivate the class.
- D.** The instructor used too many delivery methods during training

Answer: B ([LEAVE A REPLY](#))

Section: Volume B

Explanation/Reference:

NEW QUESTION: 129

In an asynchronous learning environment, the instructor should avoid:

- A.** Integrating typed text into visuals.
- B.** Explaining online visuals using jargon.
- C.** Combining visuals with audio.
- D.** Using visual props during presentations.

Answer: ([SHOW ANSWER](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 130

A lecture has been delivered that included a clear delivery of the lab material, a lab overview, lab instructions and a full participation question and answer succession. Several learners are having considerable difficulty performing the lab. Which of the following will be the MOST effective assistance the instructor can offer?

- A.** Ask an advanced learner to guide this group so they do not fall behind
- B.** Focus instructor attention on these learners so they do not fall behind
- C.** Patiently reiterate instructions as the questions come up
- D.** Demonstrate steps for the lab while the learners write them down

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 131

Right after a break in a classroom setting, a learner asks for a broader explanation of the last topic discussed.

After a more detailed explanation, the learner states, "I'm still not seeing that." Which of the following should the instructor do to bring clarity to the topic?

- A.** Ask the learner to remain after class to discuss the concept further.
- B.** Ask the learner. "Which aspect can I help explain further?"
- C.** Use a whiteboard or flip chart to draw a graphic that illustrates the concept.
- D.** Redirect the question to the class using active listening.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 132

The trainer assigns a lab and then wanders around the room observing the students. The trainer makes comments or helps students some of the time. Which of the following would be the BEST feedback for a student who has finished the lab early without difficulties?

- A. Ask the student to describe to the class how the lab ties in with the topic
- B. Ignore the student; other students need more help
- C. Watch the student in future labs to ensure no cheating is occurring
- D. Quietly comment on how the student has done a good job

Answer: [\(SHOW ANSWER\)](#)

Section: Volume C

Explanation/Reference:

NEW QUESTION: 133

An instructor noticed that several learners were not paying attention, not completing the assigned tasks, and were uninterested in the topic discussed. Which of the following is the BEST action to motivate these learners?

- A. Send everyone on a break and resume the topic after break.
- B. Assign teams for a competitive group activity.
- C. Stress the importance of focusing at all times.
- D. Move to another topic and come back to this one later.

Answer: [B \(LEAVE A REPLY\)](#)

NEW QUESTION: 134

An instructor receives a 125MB graphic file on a universal serial bus (USB) drive that will be used in a virtual classroom session. The instructor knows that the learners will be attending this virtual class using low bandwidth connections around the world. Which of the following should the instructor do to ensure that the learners will be able to easily receive the document?

- A. Purchase small USB drives that support encryption. Place the file on each USB drive and then ship the drives to the learners prior to the class.
- B. Place the file on a media share website. Email the learners a link to the location of the document and ask them to download it prior to the class.
- C. Print copies of the document and mail them to the learners prior to the class. Refer to the printed document during the virtual class session, and display it in the presentation.
- D. Email the document prior to the class and have the learners figure out how to access it with limited bandwidth.

Answer: [B \(LEAVE A REPLY\)](#)

Section: Volume A

Explanation/Reference:

NEW QUESTION: 135

A contract trainer is hired to deliver a business writing class for an accounting department of a large organization. The terminal objective for the class is to decrease the amount of time workers spend writing the annual report. Which of the following shows how the trainer might BEST measure the group's improvement?

- A. A trainer should attempt to measure performance on an objective service instead.
- B. Ask the controller what percentage of improvement they think the organization will experience as a result of the training.
- C. Create a pre-test and deliver it at the beginning of the class and again at the end of the class.
- D. Create a post-class essay question and assign the essay as a final test of the group's writing improvement.

Answer: ([SHOW ANSWER](#))

Section: Volume C

Explanation/Reference:

NEW QUESTION: 136

During a course an instructor notices that the course content seems to leave out important but not critical information regarding the subject matter. Which of the following statements describes the NEXT action the instructor should take that would be most beneficial to the current students?

- A. Contact the course designer and recommend adding the additional material.
- B. Purchase additional training resources and incorporate them into the class.
- C. Suggest supplemental training resources at the end of class.
- D. Inform the learners of the important information and that it will be added to the course material in the future.

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 137

An online instructor has received several emails from students who are asking the same question regarding an assignment. The online instructor would like to turn this into a learning opportunity. Which of the following options would BEST suit the instructor's purpose?

- A. Create a discussion board on the topic.
- B. Answer each student individually.
- C. Refer the students to the textbook.
- D. Ask an advanced student to respond to the questions.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 138

A trainer arrives onsite and prepares for class. The trainer should review which of the following items?

- A. Job openings within the clients' organizations
- B. Local events and activities
- C. The dress code for the class
- D. The course evaluation form

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 139

After presenting a new topic, the instructor initiates a class discussion based on the presentation. The discussion is designed to enhance learner understanding and stimulate interest in the topic. Which of the following BEST describes the skill demonstrated by the instructor?

- A. The instructor used appropriate instructional media
- B. The instructor selected and implemented appropriate delivery methods
- C. The instructor used a variety of question types and techniques
- D. The instructor used active listening techniques to facilitate learning

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 140

A fire alarm sounds at the beginning of a training course. The evacuation and inspection process takes 30 minutes. Which of the following would be the BEST solution to finishing the day?

- A. Have a working lunch period.
- B. Extend the course time 30 minutes to compensate for the alarm.
- C. Adjust the course flow and pace of the remaining time.
- D. Reduce the number of breaks.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 141

Which of the following are the BEST methods for assessing learners' knowledge of an objective when their work entails life-or-death decision-making skills? (Select TWO).

- A. Scenario-based learning
- B. Course surveys

- C. Teach back
- D. Situational interest
- E. Exclusion from a list

Answer: A,C ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 142

Certain business practices are driven by scenarios that are centered on performing specific tasks. The BEST delivery method would be:

- A. Brainstorm
- B. Role play
- C. Discussion
- D. Lecture

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 143

During a lunch break, several learners state the classroom is too cold. Which of the following should the instructor do FIRST?

- A. Contact the facilities manager for the class and ask that the temperature be adjusted.
- B. Assure the learners that the class will end on time, and that the temperature is not that extreme.
- C. Survey the comfort level of the learners in the class.
- D. Continue on with class and ask the learners to wear more layers the next day.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 144

A student emails an instructor with an entire life story of why assignments are being turned in late. The instructor suspects that the student simply lacks motivation. Which of the following is the BEST option for the instructor?

- A. Sympathize with the student and explain why late assignments cannot be accepted.
- B. Give the student extended time to complete the missing assignments.
- C. Refer the student to the school's Student Services department.
- D. Promise the student extra credit points for each assignment turned in on time.

Answer: A ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 145

During the training session introduction, half of the participants indicate that they are interested in learning about topics that are not part of the course objectives. The BEST approach for the instructor is to:

- A. Meet with each participant at break time and after class to address individual needs.
- B. Make a list of all the participants' suggestions for the course.
- C. Communicate clearly what the course will and will not address.
- D. Change the course content to meet the participants' expressed needs.

Answer: (SHOW ANSWER)

Explanation/Reference:

Explanation:

NEW QUESTION: 146

While teaching a class two learners are constantly having difficulties with the material, and ask the instructor questions after every lecture. They are always the last two to finish any exercises. Many of the learners start noticing how frustrated the instructor is getting with the two learners, and comment on how the instructor's gestures are negative towards the two learners. Which of the following describes the correct non-verbal communication that the instructor should have in this situation?

- A. Do not respond to the two learners and continue with the class.
- B. Smile and call on the two learners very frequently.
- C. Keep eye contact with the learners and spend time with them after class.
- D. Speak louder to the two learners when explaining.

Answer: C (LEAVE A REPLY)

Explanation/Reference:

Explanation:

NEW QUESTION: 147

An example of motivation through self-confidence is:

- A. singling out a student to answer a specific question on the current objective.
- B. allowing students to write answers on the board.
- C. having students call out individual answers in a review quiz.
- D. calling on students with background experience that aligns with the subject matter.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 148

A learner asks a question about material that has been thoroughly covered. The instructor believes that the learner generally understands the material. Which of the following would be the BEST action for the instructor to take?

- A. Guide the learner to answering their own question.
- B. Employ active listening and respond with a complete answer.
- C. Request another learner answers the question.

D. Diagram the steps needed to answer the question

Answer: A ([LEAVE A REPLY](#))

Section: Volume B

Explanation/Reference:

NEW QUESTION: 149

An instructor is hosting an online course with ten learners. Half of the learners have taken online courses before and are familiar with virtual courses. The other half of the class is new to the virtual environment.

Which of the following should the instructor do FIRST to help all of the learners understand what is required for the course?

A. Provide a link to the course requirements with a tutorial.

B. Remove the learners from the class and have them return after a general computing course.

C. Email each learner welcoming them to the class and have them introduce themselves.

D. Have the learner's advisors train the learners on the virtual environment.

Answer: A ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 150

An instructor arrives for a lab class with twelve laptops. The contact takes the instructor into a conference room that contains one large table and twelve chairs. There are no visible outlets in the room. Which of the following should the instructor do?

A. Select a different room that accommodates twelve learners and has visible outlets.

B. Request assistance to locate outlets or for an extension cord to be run into the room.

C. Run the class on battery power using the laptops as minimally as possible.

D. Instruct the learners at the beginning of the class that laptops will not be used in the course.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 151

The MOST effective way to encourage a learner is to:

A. provide a course overview.

B. provide positive feedback.

C. ask direct questions.

D. use non-verbal communication.

Answer: B ([LEAVE A REPLY](#))

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NEW QUESTION: 152

After a training class was completed, the instructor conducted several passive on the job observations of each learner who attended the class. Which of the following is the primary benefit of the observations?

- A. It helps to reinforce the learning concepts.
- B. It measures the application of the skills taught.
- C. It validates the quality of the course material.
- D. It requires the learners to use what they learned.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 153

Fifteen minutes before class is to start, a trainer realizes there is no overhead projector or screen to deliver the presentation. Which of the following solutions will minimize impact to the learning experience while minimizing class delay and cost?

- A. Make paper copies of the presentation to distribute to the class.
- B. Rent a projector and screen to deliver the presentation.
- C. Refuse to deliver the training course because the environment does not meet the requirements.
- D. Explain that a great presentation was prepared but a lecture approach will be used.

Answer: A ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 154

During a training session, the trainer is assisting students with a lab. The trainer approaches a student and becomes aware that the student's hygiene is affecting other members in the group. Which of the following is the BEST course of action for the trainer to take?

- A. Interrupt the lab to ask the members of the group if they want to be reassigned.
- B. Have the class go on a break and discuss the issue with the student.
- C. On a break acquire an air freshener.
- D. Unless mentioned by another student, avoid the topic.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 155

An instructor wants to evaluate the classes' knowledge after they completed the course. Which of the following should be the instructor's FIRST choice for this process?

- A. Give the class a course evaluation.
- B. Use formative assessment to monitor the classes' progress.
- C. Administer a written exam for the class on the course.
- D. Have one of the learners do a hands-on example.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 156

A trainer has just completed a content rich asynchronous training session for a live, formal class and virtual audience. Which of the following methods would be BEST to support their learning when returning to their offices?

- A. Have the group exchange contact information and emails
- B. Provide the class with the instructor's contact information
- C. Provide support documentation via the web
- D. Designate a time after the session for individuals to print the training manual

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 157

A learner who responds positively to slide presentations will tend to be a/an:

- A. Physical learner
- B. Visual learner
- C. Auditory learner
- D. Kinesthetic learner

Answer: B ([LEAVE A REPLY](#))

Section: Volume A

Explanation/Reference:

NEW QUESTION: 158

An instructor notices a learner is not completing the practice exercise that has been assigned. Which of the following is the BEST way to elicit participation?

- A. Ask the non-participating learner how they are doing and if they have any questions.
- B. Re-assign the exercise as a group activity.
- C. Alter the exercise for the non-participating learner to suit their learning style.
- D. Offer a class-wide reward for the completion of the exercise.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 159

An instructor receives a graphic that needs to be used as an exhibit in a virtual classroom. The graphic type is not compatible for use with the virtual classroom software or the presentation software. The graphic must be shown in the class. Which of the following should the instructor try FIRST?

- A. Re-create the graphic using another software tool.
- B. Attempt to open the graphic on another computer and use that computer to run the virtual classroom.
- C. Ask the provider of the graphic to provide a compatible file format of the graphic.
- D. During the class, ask the learners if they are able to open the given file type. If so, provide the graphic file via email.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 160

Which of the following teaching techniques would BEST enable a reserved student to participate more in class?

- A. Use student-owned mobile phones with projected still images.
- B. Use an electronic student response device for each team in a game.
- C. Use electronic student response devices with a game.
- D. Use presentation remote devices with an online video game.

Answer: C ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 161

While delivering a course, the trainer notices one learner who is not grasping some of the concepts. Which of the following would BEST assess the needs of the learner?

- A. Ask the learner to answer more questions than other classmates.
- B. During a break, discuss challenges with the learner.
- C. Slow the pace of the class to meet the needs of the learner.
- D. Ask the learner to keep up with the person next to them.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 162

A learner returns from break ten minutes late during a short lecture. Which of the following is the BEST response?

- A. Have a time management discussion with the learner after the lecture.
- B. Interrupt the lecture and acknowledge the learner's return.
- C. Stop the lecture and quickly review with the learner.
- D. Continue on with the class and discuss time management with the entire class.

Answer: ([SHOW ANSWER](#))

Section: Volume A

Explanation/Reference:

NEW QUESTION: 163

When writing assessment items which of the following should a trainer do?

- A. Use easy grading by creating patterns in multiple-choice assessments.
- B. Provide unnecessary details to ensure learners understand the information.
- C. Ensure there are an equal number of items for matching questions.
- D. Create concise questions without repetition of leading words in answers.

Answer: D ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 164

Which of the following methods is the MOST effective questioning technique that will allow an instructor to measure if the classroom is attentive and engaged?

- A. Closed-ended questions to initiate conversations
- B. Probing questions to facilitate knowledge transfer
- C. A mixture of open-ended and closed-ended questions
- D. Questions that inspire thought and initiate discussion

Answer: ([SHOW ANSWER](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 165

Which of the following should a trainer do to encourage learner response during a training session?

- A. Use only closed-ended questions during the session
- B. Use name cards to refer to each learner by name
- C. Send the class on break to refocus the learners
- D. Arrange the classroom so that learners are in a circle

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 166

An instructor is teaching a beginner topic. Most of the learners explain that they are already familiar with the course content. Which of the following should the instructor do?

- A. Ask the experienced learners to return for a more advanced course
- B. Ask the advanced learners what they would like to cover in the course and then change objectives based on advanced learner's requests.
- C. Continue the class as planned assuring completion of current course objectives
- D. Modify the curriculum as necessary to fulfill student expectations while still meeting course objectives.

Answer: D ([LEAVE A REPLY](#))

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NEW QUESTION: 167

A contract trainer is delivering a customized course at a client site. In each of the last two sessions, the client has noted that the material contains incorrect information regarding several products. The client now notices that the mistakes are still in the material. The trainer has mentioned this problem twice to the development team and is frustrated. The BEST option for the trainer is to:

- A. Tell the client to take personal responsibility to ensure the mistakes are corrected.
- B. Skip delivering that portion of the course until the material is updated.
- C. Create supplemental handouts with the correct product information.
- D. Call the manager of the development department and emphasize the department's incompetence.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 168

A class is working on a lab that requires them to follow lengthy instructions; the instructor recognizes the pace of the class has slowed significantly and wants to ensure that all objectives are covered. Which of the following should the instructor do?

- A. Manage the course flow and achieve learning objectives by asking the class to shorten their breaks and possibly return after a dinner break.
- B. Achieve learning objectives by demonstrating the lab to the class then have them complete the lab together.
- C. Group all slow learners together and offer extra assistance; have the other learners do additional labs.
- D. Manage the course flow and achieve learning objectives by making the lab into a contest awarding a prize for the first three to finish.

Answer: B ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 169

An instructor is conducting a virtual classroom session that also includes a chat room. A learner becomes confused and sends the instructor an irate private message. Which of the following would be the BEST response to the situation?

- A.** Send the user a private chat message explaining the concept better and add a positive emoticon to calm the learner.
- B.** Reply to the class and ask the class to use appropriate netiquette when responding to any messages.
- C.** Use the administrator control panel in the virtual classroom client to cut off access for the irate user until the learner is calm.
- D.** Rephrase the comment into an anonymous question in case other learners are confused and discuss as a group.

Answer: [\(SHOW ANSWER\)](#)

NEW QUESTION: 170

In a virtual classroom, which of the following factors might an instructor have the MOST difficulty controlling?

- A.** Surroundings of the distant learner
- B.** Distracting questions from other learners
- C.** Motivation of the learners in the class
- D.** Inappropriate comments in chat

Answer: **A** [\(LEAVE A REPLY\)](#)

NEW QUESTION: 171

When writing assessment items which of the following should a trainer do?

- A.** Use easy grading by creating patterns in multiple-choice assessments.
- B.** Provide unnecessary details to ensure learners understand the information.
- C.** Create concise questions without repetition of leading words in answers.
- D.** Ensure there are an equal number of items for matching questions.

Answer: **C** [\(LEAVE A REPLY\)](#)

NEW QUESTION: 172

A contract instructor has been hired to teach a course with twelve learners. After surveying the learners it is identified that half of the class is not familiar with the subject being taught. Which of the following should the instructor do to help the entire class achieve success?

- A.** Contact the training manager for suggestions on how to proceed.
- B.** Teach to the more experienced learners; the others will catch up.
- C.** Make the six learners that already know the material wait until the other learners catch up
- D.** Cancel the class and then divide the class into two difference courses.

Answer: **A** [\(LEAVE A REPLY\)](#)

Explanation/Reference:

Explanation:

NEW QUESTION: 173

When a learner responds incorrectly to a question during class, an instructor should give some acknowledgement for the answer. Which of the following is the BEST reason for this action?

- A. Use the incorrect answer to move the class to a different topic
- B. It enforces active participation and creates teachable moments
- C. Wrong answers should be pointed out and corrected quickly to prevent misconceptions
- D. It ensures participation is limited to the correct answers

Answer: B (LEAVE A REPLY)

Explanation/Reference:

Explanation:

NEW QUESTION: 174

A learner asks a question about material that has been thoroughly covered. The instructor believes that the learner generally understands the material. Which of the following would be the BEST action for the instructor to take?

- A. Guide the learner to answering their own question.
- B. Diagram the steps needed to answer the question
- C. Request another learner answers the question.
- D. Employ active listening and respond with a complete answer.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 175

A sales trainer must distinguish and illustrate the advantages the training client's brand of equipment offers over a competitive brand's paper path. In the absence of the competitive machine, which of the following will BEST convey the importance of this key advantage to the learners?

- A. Devising a role play where the salespeople practice delivering a script, explaining the advantage to a machine operator
- B. Demonstrating how to clear a paper misfeed from the client's brand of equipment and acting out the same process for the competitor's equipment
- C. Inserting a video of the chief engineer discussing how working around a patent issue led to developing this key advantage
- D. Developing an accelerated learning type of exercise, teaching the representatives to draw the paper path of the training client's brands

Answer: B (LEAVE A REPLY)

NEW QUESTION: 176

While facilitating a lab where learners are expected to follow directions, some learners are deviating from the assigned task. Which of the following is the BEST response?

- A. Ask learners to come after class and redo the assignment.
- B. Redirect the learners who deviated from the directions.
- C. Change the pairing of learners to prevent further deviation from assigned tasks.
- D. Bring the learners deviation to the attention of the class and make them an example.

Answer: B ([LEAVE A REPLY](#))

Section: Volume A

Explanation

Explanation/Reference:

NEW QUESTION: 177

A learner asks a trainer a question about a topic area that is related to the course. The trainer has no knowledge on the topic area. Which of the following are the BEST ways to respond to the question? (Select TWO).

- A. Discuss how that topic is outside the scope of the class.
- B. Research the question over a break, and then provide an answer.
- C. Provide an answer that sounds plausible.
- D. Redirect the question to the class.
- E. Admit lack of knowledge on the topic and move on with the class.

Answer: B,D ([LEAVE A REPLY](#))

NEW QUESTION: 178

An instructor has placed the learners into groups to discuss several topics. When the instructor walked around to monitor the group progress, the learners were off-task. Which of the following contributes MOST frequently to this situation?

- A. The learners were disinterested in group discussions about the topics.
- B. The learners were neither familiar with nor understood the assigned topics.
- C. The learners were not comfortable with the members of the group.
- D. The learners were ready for a break and the instructor failed to recognize this.

Answer: (SHOW ANSWER)

Explanation/Reference:

Explanation:

NEW QUESTION: 179

Which of the following is MOST appropriate for a trainer to use to regain students' focus?

- A. Turn the lights on and off to increase students' awareness
- B. Take a short break to come up with an interactive discussion
- C. Stop lecturing until the class regains focus
- D. Create a loud noise to get students' attention

Answer: (SHOW ANSWER)

NEW QUESTION: 180

A learner responds incorrectly to an instructor's question. Which of the following is the BEST response?

- A. Be honest and tell the learner the answer was incorrect.
- B. Thank the participant for trying and ask if someone could help out.
- C. The instructor should answer the question in order to maintain the self-confidence of the learner
- D. Move quickly to the next question so the learner will not feel embarrassed.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 181

An instructor is delivering a live distance learning class and is informed that some of the learner's computers do not have sound cards. Which of the following should the instructor do in the future to ensure that the learners will have the ability to hear all lectures?

- A. Make the class technology requirements available for the learners before the class.
- B. Buy inexpensive sound cards and headphones and ship them to the learners' locations before the class starts.
- C. Pre-write the speaking portion of the presentation. Use the chat function in the virtual classroom, copying and pasting in relevant sections as they are demonstrated on-screen.
- D. Pre-record the speaking portions of the presentation and make them downloadable from the virtual classroom.

Answer: A (LEAVE A REPLY)

Explanation/Reference:

Explanation:

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NEW QUESTION: 182

Which of the following items are MOST important to include on an evaluation form for an asynchronous course? (Select THREE).

- A. The instructor's response time
- B. The number of breaks permitted
- C. The Internet connection speed

- D. The success of meeting course objectives
- E. The ease of use of the course's interface
- F. The quality of the testing environment
- G. The instructor's attendance record

Answer: A,D,E ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 183

An instructor wants to demonstrate a technical topic that requires a certain procedure.

Which of the following is the BEST way to achieve this?

- A. Have the learners brainstorm ideas on the topic.
- B. Have the learners role play the topic.
- C. Hold an open discussion on the topic.
- D. Show the learners via a desktop sharing demonstration.

Answer: D ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 184

When planning to deliver an online course, the trainer MUST make time for:

- A. Explanations of the emoticons used in the course.
- B. Keyboard shortcuts in applications.
- C. Rude and disrespectful comments from learners.
- D. Constructive feedback on the materials.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 185

From the surveys, which of the following measurement tools will give the trainer the MOST meaningful assessment on how successful a course was to a particular audience?

- A. True/false questions
- B. The Likert scale
- C. Open-ended questions
- D. The comment section

Answer: D ([LEAVE A REPLY](#))

Topic 4, Volume D

NEW QUESTION: 186

A participant logs in 15 minutes late for a one-hour synchronous training. Which of the following would be the leader's MOST appropriate response to the participant?

- A. Ignore the participant completely. They should have logged in on time.

B. "Welcome! Glad you decided to finally join us today. Since you missed the opening exercises, you might want to just try back another day."

C. "Welcome! Please see the assistant to review what was missed."

D. "Welcome! Let me briefly review the content missed. We are currently on lesson two."

Answer: ([SHOW ANSWER](#))

Section: Volume C

Explanation

Explanation/Reference:

NEW QUESTION: 187

While lecturing a group of learners, the instructor moved around the room and paused several times for emphasis. These actions are:

A. Inappropriate techniques to use during lectures.

B. Offensive to the learners and should be avoided.

C. Inappropriate non-verbal communication techniques that is distracting to the learners.

D. Appropriate non-verbal communication techniques that help to keep learners focused.

Answer: **D** ([LEAVE A REPLY](#))

NEW QUESTION: 188

A class is even more unresponsive than usual. The trainer would like to find out what the students are learning.

Which of the following is the BEST approach in this situation?

A. Give the students a paper quiz.

B. Ask students at breaks if they are learning anything.

C. Ask the students probing questions by name.

D. Send a message to their managers explaining they are not responding.

Answer: **C** ([LEAVE A REPLY](#))

Section: Volume D

Explanation

Explanation/Reference:

NEW QUESTION: 189

Which of the following is a learner oriented method of evaluating the delivery of training?

A. Group discussion

B. Feedback form

C. Videotaping

D. Peer review

Answer: ([SHOW ANSWER](#))

Section: Volume B

Explanation

Explanation/Reference:

NEW QUESTION: 190

When an instructor is trying to gather information from learners about a subject, which of the following question types can be asked?

- A. Closed-ended
- B. Open-ended
- C. Clarifying
- D. True/false

Answer: B (LEAVE A REPLY)

Explanation/Reference:

Explanation:

NEW QUESTION: 191

For this question, decide whether the action makes it likely or unlikely that a trainer will achieve the goal. Select the BEST statement that explains why the action is likely or unlikely to accomplish the goal.

GOAL: To manage time available for the course.

ACTION: At the beginning of the course, the trainer hands out several supplemental labs for homework that the trainer has created especially for this material.

- A. Unlikely, because the instructional designer has calculated the appropriate time for the course.
- B. Likely, because the trainer expects the learners to complete them outside class time.
- C. Likely, because the learners can decide which labs they can do independently.
- D. Unlikely, because adding supplemental material will disrupt the flow of the class.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 192

An instructor asks an open-ended question to the class. Which of the following BEST describes the skill the instructor is demonstrating?

- A. Plan and use a variety of reinforcement techniques during training.
- B. Elicit learner feedback on the adequacy of instructor responses.
- C. Provide feedback that is specific to learners needs.
- D. Create opportunities for learners to contribute to the discussion.

Answer: D (LEAVE A REPLY)

Section: Volume A

Explanation/Reference:

NEW QUESTION: 193

Which of the following will motivate learners MOST during a course?

- A. Prior knowledge of the learners
- B. Frequent assessments to gauge understanding

C. Instructional relevancy

D. Cost of the course

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 194

An instructor is conducting an online class and notices some learners are less responsive than others. The instructor wants to ensure all the learners are participating in the class. Which of the following is BEST accomplish this? (Select TWO).

- A. Send the less responsive learners a private message asking if there are any questions.
- B. Observe the less responsive learners while performing tasks to ensure comprehension.
- C. Ask the class as a whole if there are any questions, encouraging the less responsive learners to respond.
- D. Ask the less responsive learners direct questions about the subject matter.
- E. Ask each of the learners how the material being presented is relevant to their job.

Answer: ([SHOW ANSWER](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 195

The members of a corporate training department have been asked to conduct an overall organizational training assessment. Which of the following BEST defines the training needs of the organization?

- A. Individual skill gaps noted in performance appraisals
- B. Common mistakes people make when doing their jobs
- C. Number of employees in the company and how many days are allocated to train the company
- D. Reasons for high turnover, high absenteeism, or low performance

Answer: ([SHOW ANSWER](#))

Section: Volume B

Explanation/Reference:

NEW QUESTION: 196

An instructor delivering a class with thirty learners defines acceptable and non-acceptable behavior at the beginning of the class on the first day. The instructor also requests learners to be on time. The second day of class a few learners show up late to class. Which of the following is the BEST course of action to take to resolve this issue?

- A. Start the class and as each late learner comes in, thank them for joining the class.
- B. Wait to start the class until all the learners have arrived and are react to start.
- C. Once all the learners have arrived, remind the learners of all the class policies.
- D. Begin class on time and privately talk with the learners who were late.

Answer: D ([LEAVE A REPLY](#))

Section: Volume A

Explanation/Reference:

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NEW QUESTION: 197

With a class of visual learners, which of the following methods is BEST to keep the learners involved? (Select TWO).

- A. Have the learners memorize the directions.
- B. Distribute written directions or write them on the board.
- C. Use flow charts and diagrams for note taking.
- D. Teach by lecture and break the learners into study groups.
- E. Have test questions or directions read aloud.

Answer: B,C (LEAVE A REPLY)

NEW QUESTION: 198

Allowing the learners to generate a scenario is an example of:

- A. Probing questions.
- B. Higher-order questioning.
- C. Closed questions.
- D. Hypothetical questioning.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 199

While the class is working on training modules, the instructor intermittently polls them to determine their pace in relationship to the daily objectives. Which of the following BEST describes what skill the instructor is demonstrating?

- A. Determine and apply appropriate motivational strategies for individual learners.
- B. Provide assistance for learners to identify and achieve initial, intermediate and terminal objectives.
- C. Control the flow and timing of the course based on learner needs ensuring that objectives are covered.
- D. Monitor learner comfort level during the use of participatory activities.

Answer: C (LEAVE A REPLY)

Explanation/Reference:

Explanation:

NEW QUESTION: 200

When writing an exam question, which of the following should be covered?

- A. Study objectives
- B. Pre-requisite knowledge
- C. Inferred knowledge
- D. Course objectives

Answer: D ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 201

A manager has assigned a group of learners to take a course. All of the learners are familiar with the course topics. A new student arrives after lunch on the first day and informs the instructor that they are a new-hire and are not familiar with the course topics. Which of the following BEST describes the step the instructor should take?

- A. Remove the student from the class so they do not disrupt their co-workers.
- B. Pair the non-experienced student with an experienced student for assistance.
- C. Assess the entire group to determine where additional assistance is needed.
- D. Give the student additional resources for independent study.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 202

At the beginning of a course, an instructor suspects that a student has not grasped the information covered in a prerequisite course. Which of the following should the instructor do?

- A. Suggest that the student drop the course.
- B. Contact the student's advisor for an explanation.
- C. Consult the student's transcript.
- D. Direct the student to additional resources.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 203

A learner responds incorrectly to an instructor's question. Which of the following is the BEST response?

- A. The instructor should answer the question in order to maintain the self-confidence of the learner
- B. Be honest and tell the learner the answer was incorrect.
- C. Thank the participant for trying and ask if someone could help out.

D. Move quickly to the next question so the learner will not feel embarrassed.

Answer: C (LEAVE A REPLY)

Explanation/Reference:

Explanation:

NEW QUESTION: 204

A trainer has just covered a procedure within the lesson. Which of the following questioning techniques would be BEST when assessing an individual learner?

A. Clarifying

B. Closed-ended

C. Hypothetical

D. Probing

Answer: D (LEAVE A REPLY)

NEW QUESTION: 205

The drawback to using open-ended questions toward the beginning of a synchronous virtual class is:

A. open-ended questioning is inappropriate for a virtual class.

B. virtual learners will be thrown off; they are expecting visual presentations.

C. response in a virtual class is too time-consuming for discussions at the start of class.

D. personal commentary is contradictory to the efficient impersonal design of virtual classes.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 206

A few learners are eager to volunteer when questions are asked of the group; however, these learners consistently provide incorrect answers. Which of the following would be the BEST action for the instructor to follow in this situation?

A. Review basic concepts with entire group

B. Provide constructive feedback

C. Suggest peer tutoring

D. Avoid calling on those learners

Answer: B (LEAVE A REPLY)

Section: Volume B

Explanation/Reference:

NEW QUESTION: 207

At which of the following times should student pre-class surveys be completed? (Select TWO)

A. Prior to a class by the manager of the organization

B. After signing-up for the class by the training coordinator

- C. Once the class starts by the instructor of the course
- D. Once the class starts by the training coordinator
- E. Prior to signing-up for class by the training coordinator

Answer: C,E ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 208

An instructor has been asked by a customer to conduct a course in two weeks. The course material being used is outdated. Which of the following is the BEST course of action for the customer's request?

- A. Ask the learners if they want to use the old material or the new material,
- B. Modify the material to meet current standards and teach the class.
- C. Use the present material because the learners will not know the difference.
- D. Inform the customer that updated material is available.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 209

An instructor is lecturing on a manufacturing approach to ordering. The instructor is attempting to explain the concept that every order to purchase a finished product has an effect on the complete process from start to finish. Which of the following is an example of the effective use of props to demonstrate this principle?

- A. Drawing pictures on a white board or a flip chart to indicate each new step in the process.
- B. Using an automated slide presentation with each slide representing a step in the process.
- C. Lining up dominoes to indicate each new step in the process and then knocking them over.
- D. Handing each learner a different object as each step is introduced and then having them talk about their objects.

Answer: ([SHOW ANSWER](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 210

A student approaches the instructor with concerns that a specific assignment does not appear to meet any of the course objectives. Which of the following would be the BEST instructor response?

- A. Inform the student that the instructor did not write the objectives.
- B. Direct the student to the instructor's supervisor for discussion.
- C. Remind the student that not all assignments will align with a course objective.

D. Identify the objective with an explanation of how the assignment meets the objective.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 211

A client has asked an instructor to modify information for a course to give the learners the knowledge needed for their company's proprietary system. The instructor discovers that the material cannot be modified due to copyright regulations. Which of the following is the BEST course of action for the instructor?

- A. Modify the material anyway for the client and do not tell them about the regulations.
- B. Call the developer to see what the charge would be to change the material.
- C. Advise the client of the copyright regulations and offer to use different material.
- D. Tell the client class cannot be conducted because of the copyright regulations.

Answer: C ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

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NEW QUESTION: 212

Which of the following activities is BEST when a group of workers in a class includes a high number of active learners?

- A. Silent reading
- B. Watching a video
- C. Role play
- D. Flip chart exercise

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 213

Which of the following should a virtual trainer do to build a personal connection between the students in the class?

- A. Use jokes to build a personal connection to the learners.
- B. Post evaluation scores to encourage competition.
- C. Add the students to the trainer's personal social networks.
- D. Have students post a photo or avatar to represent themselves.

Answer: ([SHOW ANSWER](#))

Section: Volume D

Explanation/Reference:

NEW QUESTION: 214

Using every available feature of a computer-based graphic presentation is:

- A. A benefit to the visual learner.
- B. A creative use of resources.
- C. Distracting to the learner.
- D. An excellent use of training materials.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 215

An instructor believes students will not recognize several acronyms. When encountering these acronyms for the first time, an instructor should:

- A. skip over the acronym and continue with instruction.
- B. present the acronym with its meaning on the board.
- C. use the acronym as it is explained in the book.
- D. avoid using acronyms in presentations.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 216

An instructor separates the class into groups. The learners are not working as hard in the groups as they would if they were working individually. Which of the following could the instructor do to create more group interaction? (Select TWO).

- A. Clearly define the role for each of the group members.
- B. Create groups with members from different backgrounds.
- C. The group participation to individual rewards.
- D. Emphasize conformity to move the group along.
- E. Limit the accountability of each individual.

Answer: A,C ([LEAVE A REPLY](#))

NEW QUESTION: 217

Trainees reported that a trainer's innovative use of media greatly enhanced their ability to understand course content. Which of the following audiences is MOST likely to need this information?

- A. The company that pays to have its employees trained
- B. The person who schedules trainers
- C. The instructional designer
- D. The other trainers who teach the same course

Answer: ([SHOW ANSWER](#))

Section: Volume A

Explanation/Reference:

NEW QUESTION: 218

Which of the following should a trainer do during a training session if they become interested in a student and want to learn more about their personal relationships?

- A.** Inquire about the student to ensure they are not in a relationship
- B.** During introductions ask all the students about their personal relationships
- C.** Continue to conduct the training session
- D.** On a break talk to the student in private

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 219

The drawback to using open-ended questions toward the beginning of a synchronous virtual class is:

- A.** open-ended questioning is inappropriate for a virtual class.
- B.** response in a virtual class is too time-consuming for discussions at the start of class.
- C.** personal commentary is contradictory to the efficient impersonal design of virtual classes.
- D.** virtual learners will be thrown off; they are expecting visual presentations.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 220

Several learners are already familiar with the course topics, while other learners are having difficulty with the course topics. Which of the following is the BEST action for the instructor to take?

- A.** Teach the course to the learners that are having difficulty and have the experienced learners do independent labs.
- B.** Use diagrams that further clarify the material.
- C.** Encourage the learners who have experience with the course to share and discuss it with the class.
- D.** Teach expanded objectives so the experienced learners get the most out of the course.

Answer: ([SHOW ANSWER](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 221

The members of a corporate training department have been asked to conduct an overall organizational training assessment. Which of the following BEST defines the training needs of the organization?

- A.** Individual skill gaps noted in performance appraisals

- B.** Common mistakes people make when doing their jobs
- C.** Number of employees in the company and how many days are allocated to train the company
- D.** Reasons for high turnover, high absenteeism, or low performance

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 222

An instructor is teaching a beginner topic. Most of the learners explain that they are already familiar with the course content. Which of the following should the instructor do?

- A.** Continue the class as planned assuring completion of current course objectives
- B.** Ask the advanced learners what they would like to cover in the course and then change objectives based on advanced learner's requests.
- C.** Ask the experienced learners to return for a more advanced course
- D.** Modify the curriculum as necessary to fulfill student expectations while still meeting course objectives.

Answer: D ([LEAVE A REPLY](#))

Section: Volume A

Explanation/Reference:

NEW QUESTION: 223

While teaching in a virtual classroom, the trainer uses which of the following to mitigate disruptions?

- A.** Keep all interactions public within the virtual classroom.
- B.** Create a discussion forum for the trainer to use with the learners.
- C.** Use private chat rooms with trainer monitoring.
- D.** Force particular disagreements to be directed to the entire group.

Answer: C ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 224

A spirited discussion begins among the learners, centered on the lecture topic. Which of the following should the instructor do?

- A.** Correct learners who have differing opinions
- B.** Do nothing to allow for natural group dynamics
- C.** Use active listening to manage the discussion
- D.** Ask the learners to stop the discussion

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 225

When delivering terminal objective information, the instructor should include which of the following motivators? (Select TWO).

- A. Use multitasking teaching methods
- B. Bring statistics from other classes
- C. Explain this is part of their job responsibilities
- D. Involve other classmates in the explanation
- E. Focus on the benefits of the objective

Answer: D,E (LEAVE A REPLY)

NEW QUESTION: 226

An instructor is teaching a course to learners with limited experience. During the course, one learner asks the instructor to further explain a concept that was just taught. Which of the following provides the MOST effective way for the instructor to respond? (Select TWO).

- A. Provide the learner with an additional handout during the class
- B. Tell the learner to conduct additional research after the class
- C. Ask one of the other learners to provide the explanation
- D. Use the concept in a personal story to enhance the learner's understanding
- E. Probe the learner to clarify the level of confusion on the topic

Answer: D,E (LEAVE A REPLY)

Explanation/Reference:

Explanation:

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NEW QUESTION: 227

An instructor has just answered a question from a learner. Which of the following is the NEXT action the instructor should take?

- A. Ask other learners to provide an example to further clarify the material
- B. Seek feedback from the learner to show they understand.
- C. Restate the material with further examples and diagrams.
- D. Proceed on to the next section of material.

Answer: B (LEAVE A REPLY)

Section: Volume B

Explanation/Reference:

NEW QUESTION: 228

In a virtual classroom, prior to the start of class, the trainer should:

- A.** contact the students to establish a social presence.
- B.** meet with the students in person to cover the format of the training.
- C.** start all communication at the pre-defined time to set expectations.
- D.** ensure the students' environment is conducive to learning.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 229

During the introduction to the course material, the trainer realizes that the students do not have the required prerequisite knowledge. Which of the following courses of action should the trainer take?

- A.** Inform the students they do not have the prerequisite knowledge and cancel the course.
- B.** Spend the first day covering the prerequisite material and drop the last day's material from the class.
- C.** Let the client know the students will not be able to learn the material and the trainer should not be blamed.
- D.** Prepare supplemental materials to cover the prerequisite knowledge.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 230

A trainer asks each learner to present a different chapter of the textbook in front of the class. During one presentation, another learner asks the presenter a question that the presenter cannot answer. Which of the following is the BEST action from a trainer who strives to involve all learners?

- A.** The trainer asks a specific learner to answer the question.
- B.** The trainer asks if anyone in the class knows the answer.
- C.** The trainer answers the question.
- D.** The trainer asks all learners to read a specific page in the textbook.

Answer: B ([LEAVE A REPLY](#))

Section: Volume D

Explanation/Reference:

NEW QUESTION: 231

An instructor is preparing to deliver a course in leadership effectiveness. One of the exercises causes a concern. The instructor has conducted this type of exercise before and it generally has poor results. The BEST option for the instructor is to:

- A.** Schedule a brief meeting with the development team to understand the purpose of the exercise.
- B.** Modify the exercise to one the instructor likes better.

- C. Meet with the development team to provide feedback on past experiences,
- D. Conduct the class and skip the exercise entirely.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 232

Which of the following is an essential technique for holding a learner's attention?

- A. Providing a model for professional and interpersonal behavior
- B. Using eye contact to engage learners when making an oral presentation
- C. Using humorous stories to interest learners in the course content
- D. Asking open-ended questions and allowing sufficient time for learners to elaborate on their responses

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 233

An instructor is conducting an online class and notices some learners are less responsive than others. The instructor wants to ensure all the learners are participating in the class.

Which of the following is BEST accomplish this? (Select TWO).

- A. Ask the class as a whole if there are any questions, encouraging the less responsive learners to respond.
- B. Observe the less responsive learners while performing tasks to ensure comprehension.
- C. Send the less responsive learners a private message asking if there are any questions.
- D. Ask each of the learners how the material being presented is relevant to their job.
- E. Ask the less responsive learners direct questions about the subject matter.

Answer: C,D ([LEAVE A REPLY](#))

NEW QUESTION: 234

A learner is consistently questioning their performance during a lab activity and needs the instructor's approval.

The instructor observes that the learner is very hesitant to do the lab steps but completes the work correctly.

Which of the following would the instructor do to BEST aid the learner?

- A. Immediately go back to observe the learner when lab activity is required
- B. Help other learners first then go to the one learner.
- C. Allow time before or after class for the learner to complete the activities.
- D. Reaffirm the correct abilities of the learner

Answer: D ([LEAVE A REPLY](#))

Section: Volume A

Explanation/Reference:

NEW QUESTION: 235

Which of the following is the BEST example of a probing questioning?

- A. Ask a specific question and then have it redirected to other learners to probe their understanding
- B. Ask a question about a scenario that relates to a subject or process.
- C. Ask a general question followed by more detailed questions on a subject or process.
- D. Ask a basic question and ask the learner to apply a real world answer.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 236

An instructor is preparing for a technical class. In the past some of the course has proven confusing. The instructor wants to be able to cover all concepts so there is no confusion. Which of the following might the instructor do to BEST provide clarity for the learners?

- A. Spend more time in open discussion
- B. Assign independent labs for each concept
- C. Apply real world examples for each concept
- D. Provide a technical document for each concept

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 237

An instructor is conducting an online class and notices some learners are less responsive than others. The instructor wants to ensure all the learners are participating in the class. Which of the following is BEST accomplish this? (Select TWO).

- A. Observe the less responsive learners while performing tasks to ensure comprehension.
- B. Send the less responsive learners a private message asking if there are any questions.
- C. Ask the less responsive learners direct questions about the subject matter.
- D. Ask each of the learners how the material being presented is relevant to their job.
- E. Ask the class as a whole if there are any questions, encouraging the less responsive learners to respond.

Answer: B,D ([LEAVE A REPLY](#))

NEW QUESTION: 238

An instructor is delivering a course with limited time and has learners with various skill levels. Which of the following would the instructor do to BEST follow up any needs of the learners?

- A. Offer fee based consulting for the program
- B. Divide the class into groups with similar skill sets
- C. Provide additional material on the technology
- D. Contract for additional training time

Answer: C ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 239

Which of the following is the BEST question to use when an instructor wants to engage an entire group of learners in a discussion?

- A. Closed-ended questions
- B. Individually directed questions
- C. Single response questions
- D. Open-ended questions

Answer: (SHOW ANSWER)

NEW QUESTION: 240

A training class has been rescheduled for one hour earlier than originally planned. Ten of the fifteen participants arrived at the adjusted start time. The remaining learners will likely not arrive until the original start time. Which of the following would be the BEST action for the instructor to take in this instance?

- A. Conduct individual interviews at the end of the session to provide insight on whether this type of mistake happens frequently.
- B. Suggest to the client that the class be cancelled and rescheduled for another time.
- C. Explain to the ten participants present that this was not an error on instructor's part, suggest that they speak with the scheduler to voice their concerns.
- D. Inform the client of the discrepancy and begin the course on time.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 241

A contract instructor has been hired to teach a course with twelve learners. After surveying the learners it is identified that half of the class is not familiar with the subject being taught. Which of the following should the instructor do to help the entire class achieve success?

- A. Contact the training manager for suggestions on how to proceed.
- B. Teach to the more experienced learners; the others will catch up.
- C. Make the six learners that already know the material wait until the other learners catch up
- D. Cancel the class and then divide the class into two difference courses.

Answer: A (LEAVE A REPLY)

Section: Volume A

Explanation/Reference:

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NEW QUESTION: 242

Which of the following question techniques would be LEAST likely to assess the understanding of a learner?

- A. Hypothetical
- B. Closed
- C. Clarifying
- D. Open

Answer: B (LEAVE A REPLY)

NEW QUESTION: 243

The MOST significant advantage of using structured exercises in a training session is that participants:

- A. Will benefit from exchanging information with their peers.
- B. Are allowed to practice and receive feedback on new skills.
- C. Are allowed to reflect on their skill sets.
- D. Will receive a lot of new information.

Answer: B (LEAVE A REPLY)

Explanation/Reference:

Explanation:

NEW QUESTION: 244

An instructor has given the class materials to complete an assignment and instructs them to start. One of the learners finishes the assignment in two minutes, but the instructor says it is incomplete. Which of the following should the instructor have done to clarify the requirements for the assignment?

- A. Hand out written instructions so the learners can refer back to them
- B. Demonstrate the assignment for the learner
- C. Review the instructions and check for understanding
- D. Email the instructions before the course starts so the learners can prepare for the assignment

Answer: C (LEAVE A REPLY)

Section: Volume B

Explanation/Reference:

NEW QUESTION: 245

The instructor noticed that a discussion was getting off track and out of control. Which of the following question types can help the instructor gain control of the discussion?

- A. Clarifying

- B. Open
- C. Probing
- D. Closed

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 246

An instructor is approached by a learner that expresses fear that they will not properly understand the material and may lose their job. This fear is preventing the learner from participating in the course. Which of the following is the MOST reasonable course of action for the instructor to take?

- A. Remind the learner that the course is designed for their level and they should do fine.
- B. Offer to speak to the learner's supervisor.
- C. Tell the learner that their fears are unfounded and to relax.
- D. Inform the learner they will receive from the course what they put into it.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 247

A good method of evaluating the effectiveness of a past training course is to:

- A. Choose several delivery methods.
- B. Ask for audience feedback during breaks.
- C. Revise the content of training from session to session.
- D. Review data and comments from surveys.

Answer: ([SHOW ANSWER](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 248

Which of the following is MOST appropriate for a trainer to use to regain students' focus?

- A. Take a short break to come up with an interactive discussion
- B. Stop lecturing until the class regains focus
- C. Create a loud noise to get students' attention
- D. Turn the lights on and off to increase students' awareness

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 249

An instructor is explaining a topic and realizes that the learners seem confused. Which of the following approaches would BEST clarify the topic?

- A. Use humor to explain the topic.
- B. Start asking the learners closed-ended questions about the topic.
- C. Repeat the explanation of the topic.
- D. Use a real-world reference.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 250

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?

- A. Move to the back of the room and read the social networking posts
- B. Ask that all cell phones are brought to the front of the room
- C. Ask for everyone's attention and review the classroom rules
- D. Extend the length of the break and begin at a later time

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 251

The phrase "I can do this, if they can" represents which of the following forms of motivation?

- A. Utilization of situational awareness
- B. Exploitation of personal interests
- C. Using criterion-referenced learning
- D. Building a model of success socially

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 252

Several learners in a training class are very motivated to help the instructor and other learners with a project. Other learners in the class seem not motivated to learn about the project. Which of the following can the instructor do to motivate all the learners?

- A. Take the non-motivated learners aside and inform them they will fail the course without participation.
- B. Encourage all the learners and pair the motivated learners with the non-motivated learners.
- C. Add more visual interest to the course to hopefully motivate all the learners
- D. Focus on the motivated learners and offer them incentives.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 253

Which of the following are reasons trainers compile an end-of-class report? (Select TWO).

- A. To document any disciplinary issues that arose with training personnel
- B. To document any modifications the trainer made from course design
- C. To evaluate the success of course design
- D. To protect the trainer from participant formal complaints
- E. To evaluate the competence of the course designer

Answer: ([SHOW ANSWER](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 254

An instructor is lecturing a class shortly after lunch. Learners are starting to appear restless and are paying less attention to the instructor. Which of the following is the BEST action for the instructor to take?

- A. Give the learners a break so they refresh themselves
- B. Ask learners if they have any questions about the material
- C. Conduct a review of the material to assess what the learners have retained
- D. Use a variety of delivery methods to reinforce training and motivate learners

Answer: (SHOW ANSWER)

Section: Volume D

Explanation/Reference:

NEW QUESTION: 255

Which of the following BEST describes the advantages of open-ended questions?

- A. It creates opportunities for learners to contribute to the discussion and apply course content.
- B. It enables a less knowledgeable instructor to question a class.
- C. It is less likely that the learners will answer them incorrectly.
- D. It keeps all of the learners engaged and prepared to answer a question.

Answer: (SHOW ANSWER)

NEW QUESTION: 256

An instructor is conducting a virtual class and finds that several learners do not have computer systems that actually meet the guidelines for the course. Due to this, certain required shared applications will not work for them. Which of the following represents the BEST action for the instructor?

- A. Contact the course coordinator to remind learners of the requirements
- B. Remove the sharing of applications as the entire class cannot participate.
- C. Change the applications that are shared to ones that are compatible to all systems
- D. Request the learners use systems that are compatible with the course.

Answer: D (LEAVE A REPLY)

Section: Volume A

Explanation/Reference:

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NEW QUESTION: 257

A learner who responds positively to slide presentations will tend to be a/an:

- A. Auditory learner
- B. Kinesthetic learner
- C. Physical learner
- D. Visual learner

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 258

A trainer is in the middle of making a point with difficult material when a learner asks a question that is slightly off-topic. Which of the following is the BEST course of action for the trainer to take?

- A. Answer the question immediately so it will not hang in the background distracting others
- B. Inform the student that it is an off-topic question and has no place within the material
- C. Redirect the question to another learner so their knowledge can be shared with the class
- D. Defer the question, promising to get back to it as soon as is reasonable

Answer: (SHOW ANSWER)

Explanation/Reference:

Explanation:

NEW QUESTION: 259

An instructor has asked the learners to perform a task. If they successfully complete the task they have demonstrated:

- A. Active listening
- B. Learning
- C. Skill transfer
- D. Authentic assessment

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 260

A trainer overhears students talking about the last class and how unqualified the trainer was for that class. Which of the following should the trainer do to establish credibility?

- A. Approach the students and tell them the last trainer was new and is no longer working for the company.
- B. During the introductions to the class, present certifications and credentials.

- C. Find out who the last trainer was and inform the trainer not to work for the client anymore.
- D. Let the client know about the conversation and have them reassure the students.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 261

A student approaches the instructor with concerns that a specific assignment does not appear to meet any of the course objectives. Which of the following would be the BEST instructor response?

- A. Inform the student that the instructor did not write the objectives.
- B. Identify the objective with an explanation of how the assignment meets the objective.
- C. Direct the student to the instructor's supervisor for discussion.
- D. Remind the student that not all assignments will align with a course objective.

Answer: ([SHOW ANSWER](#))

Section: Volume D

Explanation/Reference:

NEW QUESTION: 262

An instructor completed the required content of a technical course early. The instructor decided to fill the time by writing tasks on the board and assigning them to individual students. A timeline was provided for the overall task completion and all students were expected to apply their new knowledge to the task assigned. The instructor then proceeded to work on plans for the next course in this situation, which of the following statements about the appropriateness of the activity is true?

- A. It was appropriate because use of the exercises covered the gap in the timing of the course.
- B. It was appropriate because the students were given a frame of reference upon which to apply what they learned.
- C. It was inappropriate because it placed a heavy burden on students to successfully complete the exercise.
- D. It was inappropriate because it did not offer students a stated learning result applicable to their experience

Answer: C ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 263

A company wants to develop a training course that will help develop job skills as well as broaden the knowledge of their employees. The instructor has developed the training course and has already begun teaching. Which of the following would be the BEST method for the instructor to evaluate the learners?

(Select TWO).

- A. Encourage the learners to ask questions
- B. Ask the learners to complete an end-of-course critique
- C. Provide quizzes and written exams on the learning objectives
- D. Review the learning objectives periodically during training
- E. Conduct practical applications and role plays

Answer: C,E ([LEAVE A REPLY](#))

NEW QUESTION: 264

A student approaches the instructor with concerns that a specific assignment does not appear to meet any of the course objectives. Which of the following would be the BEST instructor response?

- A. Inform the student that the instructor did not write the objectives.
- B. Direct the student to the instructor's supervisor for discussion.
- C. Identify the objective with an explanation of how the assignment meets the objective.
- D. Remind the student that not all assignments will align with a course objective.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 265

Which of the following instructional delivery methods will assist in easing the learners' comfort level during participatory activities? (Select TWO).

- A. Role playing
- B. Learner demonstrations
- C. Learner-led discussions
- D. Group centered games
- E. Board writing activities

Answer: A,D ([LEAVE A REPLY](#))

NEW QUESTION: 266

Learners are MOST likely to learn a skill successfully when a topic is presented:

- A. Just in time for the learner to apply it
- B. As part of a summary of related skills
- C. As part of a review session prior to an examination
- D. In a cluster with other, similar skills

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 267

After teaching a very long block of instruction before lunch, the instructor wants to check how well the learners have learned the material. Which of the following methods is the BEST to accomplish this goal?

- A. Have the learners answer review questions about the block of instruction

- B. Have each learner recite what was said during the block of instruction
- C. Give the learners home work that night and go over it the next day
- D. Put the learners in groups to discuss the instruction that was taught.

Answer: A ([LEAVE A REPLY](#))

Section: Volume A

Explanation/Reference:

NEW QUESTION: 268

A few learners are eager to volunteer when questions are asked of the group; however, these learners consistently provide incorrect answers. Which of the following would be the BEST action for the instructor to follow in this situation?

- A. Review basic concepts with entire group
- B. Provide constructive feedback
- C. Suggest peer tutoring
- D. Avoid calling on those learners

Answer: ([SHOW ANSWER](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 269

Which of the following statements BEST describes the value of using a variety of question types during instruction?

- A. Regularly asking questions during a course helps to identify those that are paying attention.
- B. Effective use of questions will enhance learners' conceptual understanding; encourage deep thinking and meaningful participation.
- C. Using a variety of questions during instruction prevents anyone in the group from becoming disinterested with the same question types.
- D. Questions asked often during a course will keep learners engaged, it is not important if they do not know the correct answer.

Answer: B ([LEAVE A REPLY](#))

Section: Volume A

Explanation/Reference:

NEW QUESTION: 270

During a virtual class session, the trainer is having issues with learners speaking at the same time during a discussion. Which of the following actions should the trainer take?

- A. Disable the chat feature to avoid interruptions by learners
- B. Review the policy on proper etiquette for online chat
- C. Post the lesson online for learners to view
- D. Have learners podcast their comments to the instructor

Answer: B (LEAVE A REPLY)

Explanation/Reference:

Explanation:

NEW QUESTION: 271

A company is hosting a major training event which several other companies have been invited to attend. The instructor is onsite and has already started the training. All of a sudden, the fire alarm goes off and everyone is instructed to leave the facility. After a 30-minute delay, everyone is instructed to reenter the building. Which of the following actions is the BEST way for the instructor to get the training back on schedule?

- A.** Continue the training as scheduled and do not make it up
- B.** Adjust the schedule to allow 30 minutes for lunch instead of one hour
- C.** Keep the learners 30 minutes longer to make up the training
- D.** Reschedule the training for another day

Answer: B (LEAVE A REPLY)

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NEW QUESTION: 272

An instructor is preparing a virtual classroom session covering a computer application. The learners will all be on high bandwidth connections. Which of the following is the BEST method of displaying the application?

- A.** Create a PDF with screen shots and procedural references and make it available for download.
- B.** Take screenshots and display them in the presentation.
- C.** Create video clips to be shown during the class demonstrating functionality.
- D.** Use the screen sharing function of the virtual classroom software to do the demonstrations.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 273

A corporate trainer has their session recorded on video as a part of their evaluation. Throughout the video, the evaluator noticed that the trainer stood in front of the room

throughout the entire session. The presenter MOST lacks which of the following methods of communication with learners?

- A. Opportunities for questions and answers
- B. Interpersonal skills
- C. Group involvement
- D. Management of course flow and training activities

Answer: [\(SHOW ANSWER\)](#)

Section: Volume C

Explanation/Reference:

NEW QUESTION: 274

In an economics lecture, the instructor wants to illustrate that, theoretically, a situation could never happen.

Which of the following hand gestures would be MOST effective in making this point?

- A. Right hand moving parallel to the floor
- B. A fist with the index finger extended upward
- C. A closed fist
- D. Using both hands out front, palm to palm and spreading them slowly apart

Answer: A [\(LEAVE A REPLY\)](#)

NEW QUESTION: 275

An instructor is delivering a distance learning class and the instructor is informed that some of the student's computers do not have sound cards. Which of the following should the instructor do?

- A. Pre-record the lectures and make them downloadable from the virtual classroom.
- B. Have the other learners take notes on the lectures and send the notes to the learners who do not have sound cards.
- C. Buy inexpensive sound cards and ship them to the student's locations.
- D. Set up conference calls with the learners so they can participate in the class.

Answer: D [\(LEAVE A REPLY\)](#)

NEW QUESTION: 276

Which of the following explains why an instructor would use probing questions?

- A. To give learners a chance to think through a possible scenario
- B. To provide concise answers to cover all of the review material
- C. To gain clarity about the learners understanding of the material
- D. To increase participation in the review process and encourage critical thinking

Answer: D [\(LEAVE A REPLY\)](#)

Explanation/Reference:

Explanation:

NEW QUESTION: 277

An instructor is teaching a course to learners with limited experience. During the course, one learner asks the instructor to further explain a concept that was just taught. Which of the following provides the MOST effective way for the instructor to respond? (Select TWO).

- A. Probe the learner to clarify the level of confusion on the topic
- B. Provide the learner with an additional handout during the class
- C. Tell the learner to conduct additional research after the class
- D. Ask one of the other learners to provide the explanation
- E. Use the concept in a personal story to enhance the learner's understanding

Answer: A,E ([LEAVE A REPLY](#))

NEW QUESTION: 278

While teaching a class the instructor constantly notices a learner is straining to see the information on the whiteboard and is looking frustrated. The instructor asked the class if everyone understands the material, and the learners confirmed that they all understand the material. Which of the following can the instructor do to improve the learning opportunities for the frustrated learner? (Select TWO).

- A. Call the learner to the front of the class to explain some of the material.
- B. Ask one of the advanced learners to check on the frustrated learner.
- C. Give the learner homework to see if they understand the lesson.
- D. Ask the learner to sit closer to the whiteboard so it can be seen easier.
- E. Approach the learner during lunch to see if the material is being understood.

Answer: D,E ([LEAVE A REPLY](#))

NEW QUESTION: 279

An instructor is conducting a virtual classroom with an international audience and finds that any single method used for delivery of the material leaves about a third of the learners uninvolved. Which of the following is the BEST course of action?

- A. Send out a public message to the class asking which method of delivery is working best for the class
- B. Send out a private message to each learner asking which method of delivery is working best for them
- C. Query for commonalities amongst the learners,
- D. Continue to use multiple means of delivery

Answer: ([SHOW ANSWER](#))

Section: Volume A

Explanation/Reference:

NEW QUESTION: 280

An instructor has been hired to instruct a pre-packaged course; however, the site manager informs the instructor that the learners have been overly prepared for the course and that

the first three chapters of the material should already be known by the learners. Which of the following is the BEST course of action?

- A.** Skip the first three chapters of the material and spend more time on the remaining material.
- B.** Skip the first three chapters of the material and reduce the length of the course accordingly,
- C.** Quickly cover the first three chapters of the material ensuring the learners actually know it.
- D.** Follow the syllabus and pre-set time table as the course has been designed.

Answer: ([SHOW ANSWER](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 281

An instructor is conducting a virtual classroom session that also includes a chat room. A learner becomes confused and sends the instructor an irate private message. Which of the following would be the BEST response to the situation?

- A.** Rephrase the comment into an anonymous question in case other learners are confused and discuss as a group.
- B.** Use the administrator control panel in the virtual classroom client to cut off access for the irate user until the learner is calm.
- C.** Send the user a private chat message explaining the concept better and add a positive emoticon to calm the learner.
- D.** Reply to the class and ask the class to use appropriate netiquette when responding to any messages.

Answer: **C** ([LEAVE A REPLY](#))

NEW QUESTION: 282

Which of the following should a trainer perform prior to a training session that will utilize a book that they have not used in the past?

- A.** Request the client to use a known book
- B.** Contact the book author requesting changes to the book
- C.** Search the publishers' website for current errata
- D.** Postpone the session

Answer: **C** ([LEAVE A REPLY](#))

NEW QUESTION: 283

A learner profiles as a traditional learner, but interactions with the instructor are very important to the learner to ensure that their specific learning needs are addressed. Which of the following delivery methods would be BEST for this learner?

- A.** Lecture

- B. Virtual
- C. Role play
- D. Brainstorm

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 284

An instructor is instructing a class of thirty learners. One learner is constantly disrupting the class by talking in a loud voice. Which of the following actions should the instructor take FIRST?

- A. Discreetly talk to the learner and explain proper classroom etiquette
- B. Give the learner a disapproving look until the talking stops
- C. Use humor in front of the class to keep the learner quiet
- D. Tell the learner to leave the classroom

Answer: A ([LEAVE A REPLY](#))

Section: Volume A

Explanation/Reference:

NEW QUESTION: 285

An instructor has developed a customized virtual training course for a company. The instructor has procured all of the equipment and materials, and all tests have been successful. Which of the following should the instructor do NEXT?

- A. Determine the training needs of the company
- B. Ask the learners to complete a course evaluation
- C. Send login information to the learners
- D. Conduct research on the company

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 286

A trainer has just completed instruction on a seven-step process. Which of the following questions test for learner understanding? (Select TWO).

- A. What is the fourth step of the process?
- B. What are the steps in alphabetical order?
- C. What would be the eighth step?
- D. How many steps are in the process?
- E. Why are there not nine steps?
- F. What is your favorite step?

Answer: A,D ([LEAVE A REPLY](#))

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NEW QUESTION: 287

A trainer gave a one-hour, continuous lecture on a technical topic to a diverse audience. Many learners were lost and therefore became disgruntled and uninterested. The BEST approach for delivering the content would have been to:

- A. Hold a discussion period first, then lecture for the remaining time.
- B. Cut the lecture in half and offer virtual content for self-paced learning.
- C. Engage learners using various learning activities within the hour.
- D. Segment the lecture into two 30-minute blocks.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 288

The BEST way for a training department to ensure continued support and budgeted dollars for its function is to:

- A. Participate in the strategic planning process.
- B. Offer classes that will benefit employees.
- C. Link learning objectives and activities directly to business goals.
- D. Interview the organization's senior executives regarding training needs,

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 289

An instructor uses formative assessment in their classroom. This form of assessment can help the learners learn from their mistakes. Which of the following is another way to use this form of assessment?

- A. Evaluating the course and modifications made during the course
- B. Giving the learners a grade
- C. To emphasize the amount of work the learners did
- D. Use to report the work to the learners supervisors

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 290

Which of the following statements BEST describes the value of using a variety of question types during instruction?

- A.** Using a variety of questions during instruction prevents anyone in the group from becoming disinterested with the same question types.
- B.** Effective use of questions will enhance learners' conceptual understanding; encourage deep thinking and meaningful participation.
- C.** Regularly asking questions during a course helps to identify those that are paying attention.
- D.** Questions asked often during a course will keep learners engaged, it is not important if they do not know the correct answer.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 291

During a training session the trainer notices several students in the class are not taking notes but are marking hashes on their papers as if counting. Which of the following actions should the trainer take?

- A.** Emphasize material when students should take notes.
- B.** Attempt to become aware of an action the trainer is repeating.
- C.** Stand near the students until they stop their actions.
- D.** Calculate the number of minutes until the next break.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 292

Which of the following is the BEST example of a probing question?

- A.** "Which partner would be best suited for this task?"
- B.** "Would you be comfortable explaining this procedure to another learner?"
- C.** "Which plan did you use to accomplish this task?"
- D.** "Can you elaborate on how you would accomplish this task"?"

Answer: ([SHOW ANSWER](#))

Section: Volume B

Explanation/Reference:

NEW QUESTION: 293

When a learner responds incorrectly to a question during class, an instructor should give some acknowledgement for the answer. Which of the following is the BEST reason for this action?

- A.** Wrong answers should be pointed out and corrected quickly to prevent misconceptions
- B.** It ensures participation is limited to the correct answers
- C.** Use the incorrect answer to move the class to a different topic
- D.** It enforces active participation and creates teachable moments

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 294

An instructor is using an example where the students are contractors for an organization and have been brought in to perform a specific task. The instructor then begins to question the students regarding the example. This is using which of the following questioning types?

- A. Clarifying
- B. Probing
- C. Closed-ended
- D. Hypothetical

Answer: D ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 295

Which of the following statements BEST describes the value of using a variety of question types during instruction?

- A. Using a variety of questions during instruction prevents anyone in the group from becoming disinterested with the same question types.
- B. Effective use of questions will enhance learners' conceptual understanding; encourage deep thinking and meaningful participation.
- C. Questions asked often during a course will keep learners engaged, it is not important if they do not know the correct answer.
- D. Regularly asking questions during a course helps to identify those that are paying attention.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 296

Which of the following question types should an instructor typically avoid?

- A. Run-on questions
- B. Viewpoint questions
- C. Closed-ended questions
- D. Open-ended questions

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 297

Which of the following is the BEST method for assessing a learner's comprehension of a lab exercise?

- A. Pop quiz
- B. Open-ended questions with a scenario
- C. Essay question test
- D. Practical exam

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 298

A trainer discovers that the assigned room for the program is equipped with a projector and two easel pads.

The curriculum requires several important overheads that help explain key objectives of the program.

However, the sun coming through the uncovered windows will prevent students from seeing any of the overheads. Which of the following should the trainer do FIRST?

- A. Ask if there is another room available in the facility that will accommodate the course.
- B. Contact the building's facilities manager to provide a different projector.
- C. Deliver the training and omit overhead projection until a different time of day.
- D. Use pages from the easel pad to block light from the windows.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 299

During a training course an instructor invites learners to discuss how the training will benefit them. Which of the following BEST describes the skill demonstrated?

- A. Engage learners to obtain input about their personal objectives and expectations
- B. Engage learners to communicate learner performance objectives as indicated by course design
- C. Engage learners to get their acceptance of the required training objectives and expectations
- D. Engage learners to determine their prerequisite knowledge of the training course

Answer: A (LEAVE A REPLY)

Explanation/Reference:

Explanation:

NEW QUESTION: 300

A trainer is in the middle of making a point with difficult material when a learner asks a question that is slightly off-topic. Which of the following is the BEST course of action for the trainer to take?

- A. Answer the question immediately so it will not hang in the background distracting others
- B. Redirect the question to another learner so their knowledge can be shared with the class
- C. Inform the student that it is an off-topic question and has no place within the material
- D. Defer the question, promising to get back to it as soon as is reasonable

Answer: D (LEAVE A REPLY)

NEW QUESTION: 301

While facilitating a lab where learners are expected to follow directions, some learners are deviating from the assigned task. Which of the following is the BEST response?

- A. Ask learners to come after class and redo the assignment.

- B. Redirect the learners who deviated from the directions.
- C. Change the pairing of learners to prevent further deviation from assigned tasks.
- D. Bring the learners deviation to the attention of the class and make them an example.

Answer: ([SHOW ANSWER](#))

Section: Volume A

Explanation/Reference:

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NEW QUESTION: 302

A student insists on asking advanced non-relevant questions during class. The instructor believes the student is challenging their knowledge. Which of the following shows how the instructor would BEST handle the situation?

- A. Address the issue in private with the student at the next break.
- B. Address the issue by removing the student from the classroom.
- C. Address the issue publicly in front of the class.
- D. Address the issue by ignoring the student.

Answer: ([SHOW ANSWER](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 303

Which of the following is important when an instructor is leading a group discussion?

- A. The amount of time it takes for each group to solve an issue
- B. Designate someone in the group to be the leader
- C. Learning is enhanced through interaction and conversation
- D. The group's individual knowledge of the members of the group

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 304

A student informs an instructor about the lack of knowledge the student has on the subject matter. Which of the following would be the BEST questioning technique to find the root of the issue?

- A. Hypothetical

- B. Probing
- C. Higher-order
- D. Closed-ended

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 305

An instructor asks a class if they understand the material being covered. Which of the following BEST describes the skill the instructor is demonstrating?

- A. Plan and use a variety of reinforcement techniques during training.
- B. Determine the learners need for clarification and/or feedback.
- C. Evaluate the effectiveness of the training to meet the learning objectives.
- D. Compare learner achievement with learning objectives.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 306

A learner is consistently questioning their performance during a lab activity and needs the instructor's approval. The instructor observes that the learner is very hesitant to do the lab steps but completes the work correctly. Which of the following would the instructor do to BEST aid the learner?

- A. Immediately go back to observe the learner when lab activity is required
- B. Help other learners first then go to the one learner.
- C. Allow time before or after class for the learner to complete the activities.
- D. Reaffirm the correct abilities of the learner

Answer: D ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 307

Which of the following is the main advantage of using a multiple choice questionnaire when conducting training needs analysis?

- A. Generates real-life data
- B. Exposes the cause of performance problems
- C. Allows the data to be anonymous
- D. Yields data that is easily summarized and reported

Answer: D ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 308

An instructor is preparing to teach a class that requires a component break down demonstration. After arriving, the instructor is told by the client that this class will be taught as lecture only. Who is responsible for preventing this type of conflict in the future?

A. The client's training manager because they should know how to properly deliver this training.

B. The instructor because a pre-course classroom setup assessment should have been conducted.

C. The client's training coordinator because they should setup that class according to delivery method normally used for the topic.

D. The instructor's contract manager because pre-course student assessments should have addressed this need.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 309

An instructor wants to begin their class in a positive manner. Which of the following would accomplish this?

A. Tell a lengthy story related to the importance of the class

B. Begin with a joke to create a relaxed environment

C. List every credential and acronym the instructor has for learner confidence

D. Let the learners know that the course is very challenging

Answer: (SHOW ANSWER)

Explanation/Reference:

Explanation:

NEW QUESTION: 310

Which of the following is the GREATEST drawback in implementing streaming videos to enhance learning and engage the audience?

A. Internet speed

B. Volume control

C. Sound quality

D. Video quality

Answer: (SHOW ANSWER)

Section: Volume D

Explanation/Reference:

NEW QUESTION: 311

Which of the following information would a trainer use from a course evaluation to improve their training methods?

A. Students' evaluation of the pace of the course

B. Students' evaluation of the learning environment

C. Students' evaluation of the objectives for the course

D. Students' evaluation of the course content

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 312

In a virtual classroom, which of the following would be the BEST reason for an instructor to poll the learners?

- A. Allows the learners to interact with one another
- B. Allows the instructor to deliver exams to each student
- C. Allows the instructor to survey the class
- D. Allows the instructor to see which learners are participating

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 313

Which of the following describes a form of feedback with the GREATEST positive impact?

- A. Measurable results from summative assessments
- B. Comparing learner performance with other learners
- C. Specific comments on errors with suggestions on how to improve
- D. Suggestions that focus on procedures versus the concepts

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 314

To avoid students from being distracted during learning, it is a good practice to:

- A. Allow for a period in the beginning of the lesson for learners to check their emails.
- B. Allow the learners to use the Internet as a resource.
- C. Set the lesson as default on the workstation and disable all other applications.
- D. Disable all visual media and allow learners to type responses.

Answer: C ([LEAVE A REPLY](#))

Section: Volume D

Explanation/Reference:

NEW QUESTION: 315

The instructor noticed that a discussion was getting off track and out of control. Which of the following question types can help the instructor gain control of the discussion?

- A. Open
- B. Clarifying
- C. Closed
- D. Probing

Answer: C ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 316

Which of the following is MOST appropriate for a trainer to use to regain students' focus?

- A. Take a short break to come up with an interactive discussion
- B. Stop lecturing until the class regains focus
- C. Create a loud noise to get students' attention
- D. Turn the lights on and off to increase students' awareness

Answer: A (LEAVE A REPLY)

Explanation/Reference:

Explanation:

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NEW QUESTION: 317

Before and after class, an instructor hears murmurs from students that the course is boring. Which of the following changes can the instructor make to motivate students?

- A. Ask more overhead-direct questions during lecture.
- B. Play a game using questions from the content area.
- C. Divide the students into groups to discuss ideas for course improvement.
- D. Cancel the next class to give the students a break.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 318

When a student in a lab is kept from participating due to a technical problem the instructor should FIRST:

- A. Ignore the problem and work with the student during a break so the class is not disturbed.
- B. Concentrate on getting the student's technical problem solved so they can learn with the rest of the class.
- C. Try to quickly analyze the problem to resolve the issue.
- D. Have another learner help the student while the instructor continues teaching.

Answer: (SHOW ANSWER)

Section: Volume C

Explanation:

NEW QUESTION: 319

Which of the following BEST describes the learner benefits of minimal note taking during an instructor led presentation or lecture?

- A.** The instructor will waste valuable time giving instruction on note taking prior to delivering the presentation.
- B.** Minimizing note taking provides a new approach that will likely gain the approval of the student group creating a pleasant learning environment.
- C.** Instructor notes given to learners will contain more detail and will ensure that all the learners have the same information to work from.
- D.** The effort required in extensive note taking could be better directed toward the processing of the information being presented.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 320

A company is hosting a training event at their location. The instructor has started the training, and one of the learners indicates that a page is missing from the handout. Which of the following should the instructor do NEXT?

- A.** Ask the learner to get a copy from another learner
- B.** Inform the company of the issue
- C.** Continue with the training and provide the missing page after the next break
- D.** Inform the learner that it was an error by their quality control department

Answer: C ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 321

Which of the following questions is more likely to require students to think through the answer?

- A.** "Yes or no...?"
- B.** "What are the causes of ...?"
- C.** "From the list on the board, which did we discuss first?"
- D.** "Which do you like better...?"

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 322

In a virtual classroom, which of the following factors might an instructor have the MOST difficulty controlling?

- A.** Surroundings of the distant learner
- B.** Distracting questions from other learners
- C.** Motivation of the learners in the class
- D.** Inappropriate comments in chat

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 323

During a virtual class the instructor has a learner that seems to be growing increasingly confused and now has questions that are distracting the rest of the class. Which of the following is the BEST course of action for the instructor to take?

- A.** Use the learner's questions to reinforce the material for the entire class.
- B.** Inform the class that they need to move on to new material.
- C.** Take the learner's questions into private chat.
- D.** Recommend the learner seek outside tutoring.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 324

Which of the following would allow an instructor to determine a learner's need for clarification?

- A.** The learner's question type
- B.** The learner's motivation
- C.** The learner's body language
- D.** The learner's test results

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 325

Upon answering a learner's question an instructor should then:

- A.** Review the section that has just been covered
- B.** Validate that the learner has understood and is ready to continue
- C.** Proceed to the next section assuming that there are no further questions
- D.** Elicit further questions from the class as a whole

Answer: B ([LEAVE A REPLY](#))

Section: Volume A

Explanation/Reference:

NEW QUESTION: 326

Which of the following are reasons trainers compile an end-of-class report? (Select TWO).

- A.** To evaluate the success of course design
- B.** To protect the trainer from participant formal complaints
- C.** To document any disciplinary issues that arose with training personnel
- D.** To evaluate the competence of the course designer
- E.** To document any modifications the trainer made from course design

Answer: A,E ([LEAVE A REPLY](#))

NEW QUESTION: 327

A student makes several mistakes while working on a computer-based lab. The trainer should:

- A. Assist the student in repeating the lab.
- B. Complete the lab for the student to keep the pace of the class.
- C. Explain to all students the mistakes that were made.
- D. Restart the student's computer to see if that fixes the problem.

Answer: A ([LEAVE A REPLY](#))

Section: Volume D

Explanation/Reference:

NEW QUESTION: 328

Which of the following are the BEST ways for an instructor to assess learning? (Select TWO).

- A. Post-survey on the course
- B. Pre-course exam
- C. Summarize the objectives
- D. Role playing
- E. Written exam

Answer: D,E ([LEAVE A REPLY](#))

NEW QUESTION: 329

An instructor is using an example where the students are contractors for an organization and have been brought in to perform a specific task. The instructor then begins to question the students regarding the example. This is using which of the following questioning types?

- A. Clarifying
- B. Closed-ended
- C. Hypothetical
- D. Probing

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 330

Which of the following is a non-verbal communication method an instructor should use?

- A. Eye contact
- B. Proper use of jargon
- C. Correct vocabulary
- D. Voice intonation

Answer: A ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 331

An instructor is discussing key material for a course when a learner asks a question that will lead to material that the class is not yet prepared for. Which of the following is the BEST course of action for the instructor?

- A. Inform the learner that the question can be asked during a break
- B. Answer the question as not doing so may cause the learner to be confused.
- C. Defer the question and assure the learner that it will be covered later in the course.
- D. Inform the learner that the question falls outside of scope and will not be answered.

Answer: C (LEAVE A REPLY)

Explanation/Reference:

Explanation:

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NEW QUESTION: 332

An instructor listens to a learner's question and repeats it back to them. This is an example of which of the following?

- A. An activity that encourages learners to ask and answer their own questions.
- B. An activity that creates opportunities for learners to contribute to the discussion.
- C. An active listening technique used in a classroom setting.
- D. An activity that uses questions to lead learners to the application of knowledge.

Answer: (SHOW ANSWER)

NEW QUESTION: 333

A class is comprised of highly visual learners. Which of the following techniques would BEST reiterate facts and details for memorization?

- A. Closed-ended, random, but direct question and answer, requiring multiple repetition for the same answers.
- B. Role play that includes scenarios illustrating the effect of the facts in the real world.
- C. Instructor recites scenarios illustrating the effect of the facts in the real world.
- D. Learners provide answers to questions on the instructor's presentation slides.

Answer: (SHOW ANSWER)

Explanation/Reference:

Explanation:

NEW QUESTION: 334

Which of the following describes a high-order question type?

- A. An instructor asks learners to compare and contrast two elements.
- B. An instructor tells a fictitious story to illustrate an example.
- C. An instructor asks how many steps are in a process.
- D. An instructor asks a specific student a question.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 335

Which of the following is considered an advantage of using a relay question?

- A. It prevents the instructor from injecting value judgments on the material being presented
- B. It allows the instructor to test an individual's understanding against a performance objective
- C. It prevents participants from upstaging the instructor
- D. It allows the instructor to engage more than one participant with the same question

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 336

An instructor is told by an organization that its employees are not happy about having to attend this training.

Which of the following should the instructor do on the first day of class?

- A. Convince management to delay the training until employees are committed to the training.
- B. Ask the students why they do not want to attend and then make adjustments accordingly.
- C. Use a variety of activities that will quickly engage the students.
- D. Train the students only on the content in which they are interested.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 337

During a five-day course, an instructor wishes to evaluate the students both formally and informally in order to gauge their progress before the final evaluation. Which of the following techniques, when assigned daily, would BEST accomplish this task? (Select TWO).

- A. Written comments
- B. Verbal feedback
- C. Virtual case studies
- D. Written assessments
- E. Verbal evaluations

Answer: D,E ([LEAVE A REPLY](#))

NEW QUESTION: 338

An instructor is instructing a virtual class and a computer virus has reduced bandwidth making video and audio impossible at several locations. Which of the following is the MOST appropriate action for the instructor to take?

- A. Overnight all course materials to the learners who could not participate in the recorded session.
- B. Inform the learners who could not actively participate to review the recorded session.
- C. Cancel the current session and compress the remaining sessions to finish on schedule.
- D. Contact the system administrator and hold the session open until the bandwidth issue is corrected.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 339

When delivering lecture in a virtual classroom environment, an instructor should:

- A. Use markup tools (e.g. highlighter) to guide the learners focus.
- B. Record as much as possible ahead of time to avoid misspeaking.
- C. Use open-ended questions to facilitate discussion.
- D. Only use live video as a backup plan due to bandwidth restrictions.

Answer: A ([LEAVE A REPLY](#))

Section: Volume A

Explanation/Reference:

NEW QUESTION: 340

The MAIN reason for conducting end-of-course assessments is to:

- A. Recognize the learner with the highest exam percentage.
- B. Determine which learners will retake the training.
- C. Assess the needs of the organization.
- D. Compare learner achievement to course objectives.

Answer: D ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 341

A trainer asks each learner to present a different chapter of the textbook in front of the class. During one presentation, another learner asks the presenter a question that the presenter cannot answer. Which of the following is the BEST action from a trainer who strives to involve all learners?

- A. The trainer asks a specific learner to answer the question.
- B. The trainer asks if anyone in the class knows the answer.
- C. The trainer answers the question.
- D. The trainer asks all learners to read a specific page in the textbook.

Answer: B ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 342

An instructor is being observed while teaching a virtual class with learners from different parts of the country.

During the presentation the instructor uses a few colloquialisms. Which of the following is the BEST action for the observer to take?

- A. Let the instructor keep on going because the training has to get done.
- B. Have the instructor explain the colloquialisms to the learner and go on.
- C. Have the instructor tell the learners to take a break and correct the instructor.
- D. Go to a private chat and explain to the instructor what they are doing wrong.

Answer: D ([LEAVE A REPLY](#))

Section: Volume C

Explanation/Reference:

NEW QUESTION: 343

When delivering lecture in a virtual classroom environment, an instructor should:

- A. Use markup tools (e.g. highlighter) to guide the learners focus.
- B. Use open-ended questions to facilitate discussion.
- C. Only use live video as a backup plan due to bandwidth restrictions.
- D. Record as much as possible ahead of time to avoid misspeaking.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 344

Which of the following is a learner oriented method of evaluating the delivery of training?

- A. Peer review
- B. Group discussion
- C. Videotaping
- D. Feedback form

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 345

An instructor is delivering a distance learning class and the instructor is informed that some of the student's computers do not have sound cards. Which of the following should the instructor do?

- A. Set up conference calls with the learners so they can participate in the class.
- B. Buy inexpensive sound cards and ship them to the student's locations.
- C. Pre-record the lectures and make them downloadable from the virtual classroom.

D. Have the other learners take notes on the lectures and send the notes to the learners who do not have sound cards.

Answer: A (LEAVE A REPLY)

Section: Volume B

Explanation/Reference:

NEW QUESTION: 346

An instructor receives poor evaluations for a particular class. Which of the following should the instructor do FIRST to improve the performance?

- A. Practice the course in front of other instructors to receive direct feedback on how to improve.
- B. Contact each learner and ask for clarity on their responses.
- C. Read the comments to gain understanding of the low scores to find specific areas to work on.
- D. Re-develop the course from scratch.

Answer: C (LEAVE A REPLY)

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NEW QUESTION: 347

Which of the following are the FIRST ways to open a training session? (Select TWO).

- A. Identify the course and state the objectives of the course.
- B. Provide instructor introductions.
- C. Explain the logistics of the course.
- D. Start right into the lesson with no introduction.
- E. Hand out supplemental course materials.

Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 348

Creating a topic "parking lot" is an effective method of:

- A. using activities and media to support learning objectives to handle minor problems.
- B. opening a training session and facilitating group activity in a positive way.
- C. enhancing and engaging learners through appropriate anecdotes stories and analogies.
- D. handling relevant learner inquiries on topics for which the trainer has less expertise.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 349

Which of the following should an instructor be sure to include in the introduction of a beginner's class?

- A. The instructor evaluation form
- B. The course evaluation form
- C. The employment opportunities
- D. The outline for the first lesson

Answer: ([SHOW ANSWER](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 350

Which of the following statements BEST describes 'synchronous training' when discussing Internet learning technologies?

- A. Synchronous training refers to training delivered to a participant group of varied genders at the same time.
- B. Synchronous training refers to training delivered to a geographically dispersed group of participants at the same time.
- C. Synchronous training refers to training delivered by a skilled instructor using various collaboration tools at different times.
- D. Synchronous training refers to training delivered in any classroom setting where all participants are collaborating at the same time.

Answer: B ([LEAVE A REPLY](#))

Section: Volume C

Explanation/Reference:

NEW QUESTION: 351

When providing instruction to a culturally diverse group it is important to: (Select TWO)

- A. Strive to influence the group to adopt a neutral viewpoint.
- B. Value diversity, accept learners as they are.
- C. Break up the learners into cultural groups.
- D. Remain open to ideas that may differ from the instructor's ideas.
- E. Limit learner dialogue during the course so that the learners do not get confused

Answer: B,D ([LEAVE A REPLY](#))

NEW QUESTION: 352

Mastery goal setting has better success because it leads to:

- A. Improvement over time.
- B. Better grades in class.

- C. Immediate results.
- D. Competition with others.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 353

A training class has been rescheduled for one hour earlier than originally planned. Ten of the fifteen participants arrived at the adjusted start time. The remaining learners will likely not arrive until the original start time. Which of the following would be the BEST action for the instructor to take in this instance?

- A. Explain to the ten participants present that this was not an error on instructor's part, suggest that they speak with the scheduler to voice their concerns.
- B. Conduct individual interviews at the end of the session to provide insight on whether this type of mistake happens frequently.
- C. Inform the client of the discrepancy and begin the course on time.
- D. Suggest to the client that the class be cancelled and rescheduled for another time.

Answer: ([SHOW ANSWER](#))

Section: Volume B

Explanation/Reference:

NEW QUESTION: 354

The instructor noticed that a discussion was getting off track and out of control. Which of the following question types can help the instructor gain control of the discussion?

- A. Open
- B. Probing
- C. Clarifying
- D. Closed

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 355

Which of the following are the BEST methods for assessing learners' knowledge of an objective when their work entails life-or-death decision-making skills? (Select TWO).

- A. Course surveys
- B. Teach back
- C. Scenario-based learning
- D. Exclusion from a list
- E. Situational interest

Answer: B,C ([LEAVE A REPLY](#))

NEW QUESTION: 356

While teaching a class the instructor constantly notices a learner is straining to see the information on the whiteboard and is looking frustrated. The instructor asked the class if

everyone understands the material, and the learners confirmed that they all understand the material. Which of the following can the instructor do to improve the learning opportunities for the frustrated learner? (Select TWO).

- A. Ask one of the advanced learners to check on the frustrated learner.
- B. Ask the learner to sit closer to the whiteboard so it can be seen easier.
- C. Give the learner homework to see if they understand the lesson.
- D. Approach the learner during lunch to see if the material is being understood.
- E. Call the learner to the front of the class to explain some of the material.

Answer: B,D ([LEAVE A REPLY](#))

NEW QUESTION: 357

An instructor has a class of learners who are required to attend. Most of the learners are not paying attention or participating. Which of the following will increase the level of learner motivation?

- A. Explain to the learners that the material is really interesting and they might want to pay attention.
- B. Ask the learners if there is something more relevant they would prefer to learn.
- C. Explain to the learners the skills they learn by taking this class could lead to career benefits.
- D. Explain to the learners that they are only in class for a few days, and to make the best of it.

Answer: ([SHOW ANSWER](#))

Section: Volume A

Explanation/Reference:

NEW QUESTION: 358

An instructor realizes that a learner is confused about the information based upon a question the learner asks.

Which of the following should the instructor do to address this issue?

- A. The instructor should immediately provide clarification so as to not impede the progress of the rest of the group.
- B. The instructor should refer the learner to additional study materials that they can review for clarification after the class.
- C. The instructor should rephrase the question asked by the learner and clarify their confusion.
- D. The instructor should stop instruction and have a review of all of the information covered.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 359

An instructor has introduced a new module with a short lecture, discussion, and a demonstration of the procedure the learners are expected to perform. While moving around the room to observe, the instructor sees several groups making the same error. Which of the following is the BEST response?

- A. Separately inform each group what they are doing wrong and how to correct it.
- B. Continue observing the groups letting them discover the error and how to correct it.
- C. Give hints to the groups making the error to help them correct it.
- D. Get the attention of the class to clarify everyone's understanding of the procedure.

Answer: D ([LEAVE A REPLY](#))

Section: Volume A

Explanation/Reference:

NEW QUESTION: 360

Because of learner conversation and questioning, a course has moved away from the intended learning objectives. Which of the following techniques can bring the learners back on track?

- A. Finish the conversation and adjust the remaining class time and objectives.
- B. Give the class an extra break to refocus the group.
- C. Guide the discussion back to the objective.
- D. Overlook the off-topic conversation and continue with the discussion.

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 361

During an exercise an instructor notices a learner that is avoiding eye contact and not working. Which of the following actions should the instructor take?

- A. Directly ask the learner during the exercise if there is a problem.
- B. Discreetly go over to the learner and ask if help is needed.
- C. Call on the learner to answer a question.
- D. Ask an advanced learner to assist this learner.

Answer: ([SHOW ANSWER](#)**)**

Section: Volume C

Explanation/Reference:

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NEW QUESTION: 362

When an instructor is trying to gather information from learners about a subject, which of the following question types can be asked?

- A. Closed-ended
- B. Open-ended
- C. Clarifying
- D. True/false

Answer: (SHOW ANSWER)

Section: Volume A

Explanation/Reference:

NEW QUESTION: 363

When administering an open book quiz on vocabulary words, a student brings each question to the instructor for clarification. This need for constant feedback is a:

- A. way to get the correct answers before the other students.
- B. method of confirming the intelligence of the instructor.
- C. distraction so other students in the class can cheat.
- D. sign that the student has not fully grasped the information.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 364

An instructor gives several tests over the course of the class. The tests given should focus on:

- A. Objectives covered
- B. Knowledge learned
- C. The prerequisites of the course
- D. The syllabus objectives

Answer: A (LEAVE A REPLY)

NEW QUESTION: 365

An instructor is delivering a course session that has a large amount of content and the allotted delivery time is short. Which of the following question types is BEST for this situation?

- A. Open-ended
- B. Probing
- C. Higher order
- D. Closed-ended

Answer: D (LEAVE A REPLY)

NEW QUESTION: 366

An instructor is ending a training course and has covered all the material. The instructor has just conducted a final summary of the material. Which of the following should the instructor do NEXT?

- A. Provide an end of course critique to the learners.
- B. Conduct an assessment to ensure the learning objectives have been met.
- C. Ask the learners if they have any questions.
- D. Thank the learners for their participation and conclude the course.

Answer: C ([LEAVE A REPLY](#))

Section: Volume D

Explanation:

NEW QUESTION: 367

An advantage of using the closed question type over the open question type is that:

- A. the closed question type does not require perfect grammar.
- B. the closed question type is more conducive to online environments.
- C. the closed question type will illicit a short response.
- D. the open question type is more difficult to write.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 368

When presenting a topic, which of the following is the BEST way to establish eye contact to ensure learner interest and participation?

- A. Look around the room as to not intimidate any specific learner.
- B. Briefly make eye contact with each learner as the instructor moves around the room.
- C. Stop and look at each individual for a few seconds to let them know they are important to the class.
- D. Avoid contact and focus on the media being used so the learners can do the same.

Answer: ([SHOW ANSWER](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 369

An instructor wants to demonstrate a technical topic that requires a certain procedure. Which of the following is the BEST way to achieve this?

- A. Have the learners brainstorm ideas on the topic.
- B. Have the learners role play the topic.
- C. Hold an open discussion on the topic.
- D. Show the learners via a desktop sharing demonstration.

Answer: D ([LEAVE A REPLY](#))

Section: Volume A

Explanation/Reference:

NEW QUESTION: 370

While the class is working on training modules, the instructor intermittently polls them to determine their pace in relationship to the daily objectives. Which of the following BEST describes what skill the instructor is demonstrating?

- A. Monitor learner comfort level during the use of participatory activities.
- B. Control the flow and timing of the course based on learner needs ensuring that objectives are covered,
- C. Provide assistance for learners to identify and achieve initial, intermediate and terminal objectives.
- D. Determine and apply appropriate motivational strategies for individual learners,

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 371

A learner in an asynchronous e-learning course is having problems retaining the information from the course.

Which of the following is the BEST solution to the learner's problem?

- A. Have the learner take notes during the lessons.
- B. Wait for a required assessment and report the lack of knowledge.
- C. Inform the learner's supervisor of the concerns.
- D. Direct the learner to a more introductory course.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 372

A learner asks a question and the instructor gives a response. Which of the following should the instructor do NEXT?

- A. Use non-verbal communication as verification.
- B. Ask other learners for verification of the answer.
- C. Ask the learner. "Did I answer your question?"
- D. Ask the learner to reference the technical manual for verification.

Answer: C ([LEAVE A REPLY](#))

Section: Volume C

Explanation/Reference:

NEW QUESTION: 373

Which of the following would be an example of setting up a proper learning environment?

- A. Have experienced users in the front of the room
- B. Ask students to sit according to age when entering the room
- C. Place students who have previously attended classes in the back of the room

D. Remove assigned seating in the setup

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 374

An instructor is preparing to teach in a virtual classroom with twenty-five learners. Ten of the learners, all from the same location, report that they cannot login to the virtual classroom. Which of the following is the MOST likely cause?

- A. Firewall issues at the learners' location.
- B. The learner's computers cannot handle the virtual classroom.
- C. Anti-virus software is blocking the virtual classroom connection.
- D. Firewall issues at the instructor's location.

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 375

Which of the following is a reason that none of the learners respond to a trainer's closed-ended question?

- A. Learners may not know the answer to the specific question.
- B. The question was not directed to a specific student to answer.
- C. The trainer is pausing too long for a response.
- D. Closed-end questions do not require answers.

Answer: ([SHOW ANSWER](#)**)**

Explanation/Reference:

Explanation:

NEW QUESTION: 376

A student points out an error in the training materials during a class. Which of the following is the BEST course of action the trainer should take?

- A. Ignore the error and follow the material as designed.
- B. During the class, call the designer to make the correction to the material.
- C. Verify the error and acknowledge it during the class.
- D. Continue presenting the material and correct the course designers after class.

Answer: ([SHOW ANSWER](#)**)**

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NEW QUESTION: 377

Which of the following BEST describes a situation in which it would be acceptable for an instructor to use appropriate colloquialisms, technical terms and acronyms in a classroom setting?

- A. When the instructor has polled the participants and all agree that they should be used
- B. When facilitating a subject related to a profession in which the learners are highly familiar with the terms
- C. When the courseware specifies that technical jargon can be used
- D. If the instructor had received permission from management

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 378

During a lecture on a complex technical topic, learners do not understand what is being presented. Which of the following is the BEST course of action for the instructor to take?

- A. Give the learners a break then re-teach the topic
- B. Administer a short quiz to see where the confusion is
- C. Present a video clip of the topic in question
- D. Ask general questions to check understanding

Answer: (SHOW ANSWER)

Explanation/Reference:

Explanation:

NEW QUESTION: 379

The adult learning methodology with the LOWEST retention rate is:

- A. Discussion
- B. Reading
- C. Lecture
- D. Demonstration

Answer: C ([LEAVE A REPLY](#))

Section: Volume B

Explanation/Reference:

NEW QUESTION: 380

A contract instructor is preparing training materials for a corporate client. The corporate client has supplied standardized material, but wishes to tailor it for their particular needs. Which of the following steps would BEST address this situation?

- A. Use the standardized material and supply the learners with supplemental visual aids,
- B. Ask the corporate client to supplement the material after the class.

C. Modify the standardized materials as necessary to suit the expectations of the corporate client.

D. Use the standardized material and explain how this material will be sufficient to meet their needs

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 381

A trainer should solicit the MOST evaluations from the learners by:

A. Giving the learners the expected answers to the survey.

B. Informing the class that it will affect the trainer's job.

C. Providing a survey at each station before class begins.

D. Asking for the completion of a course survey.

Answer: D ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 382

The least experienced learner in a class is falling behind. Which of the following is the BEST method for addressing this issue?

A. Set up a private consultation with the learner to create an action plan.

B. Provide the learner with an audio tape for review after class.

C. Ask the learner which advanced learner they would prefer to work with.

D. Ask the advanced learners for a volunteer to assist the lesser experienced learner.

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 383

An instructor is teaching a week long course for a vendor certification. A few learners are slowing the class down due to the lack of experience with the product. The rest of the learners are doing fine with the pace of the class. Which of the following would the instructor do to BEST assist the less experienced learners?

A. Allow the less experienced learners to have additional lab time before or after class.

B. Slow the pace of the training down to ensure all the learners are learning at the same level.

C. Maintain the same pace of the class and work individually with the less experienced learners.

D. Suggest the learners retake the course again at a later time when they have more experience.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 384

An instructor uses learner information gathered at the beginning of the course within delivery. This is an example of:

- A. summarizing the learners' skills.
- B. personalizing the course.
- C. evaluating performance.
- D. surveying the class.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 385

A problem occurs while delivering a course. The trainer was not prepared for this problem and needs to maintain credibility with the class. The trainer should:

- A. Fault the training materials for the problem.
- B. Continue training as if nothing happened.
- C. Blame other members of the training team.
- D. Make the problem a learning moment.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 386

An instructor is teaching an advanced topic. A student does not have the prerequisite skills needed for this class and continues to fall behind. The student is visibly frustrated. Which of the following is the MOST appropriate action?

- A. Recommend that the prerequisite class be completed prior to returning
- B. Assign an advanced student as a partner to help in learning
- C. Allow the student to continue with the current course objectives
- D. Offer to meet with the student after class for additional assistance

Answer: A ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 387

An instructor is delivering a course session that has a large amount of content and the allotted delivery time is short. Which of the following question types is BEST for this situation?

- A. Probing
- B. Closed-ended
- C. Higher order
- D. Open-ended

Answer: B ([LEAVE A REPLY](#))

Section: Volume B

Explanation/Reference:

NEW QUESTION: 388

Which of the following is the BEST indicator of a student learning the content in the short term?

- A. The learner scoring high on a 10-question quiz on the last day
- B. The trainer's evaluation based on the learner's attitude
- C. The learner correctly answering almost all questions on periodic quizzes
- D. A trainer evaluation with glowing comments about the trainer

Answer: [\(SHOW ANSWER\)](#)

NEW QUESTION: 389

Which of the following methods should be used to positively motivate students in a mandatory training session?

- A. Rush through the material so that the class ends early.
- B. Create empathy with the students by stating you do not want to be there either.
- C. Inform students that their participation in the class will be evaluated and reported.
- D. Allow students to determine their break times to provide them a feeling of control.

Answer: D [\(LEAVE A REPLY\)](#)

NEW QUESTION: 390

Which of the following is a reason that none of the learners respond to a trainer's closed-ended question?

- A. Closed-end questions do not require answers.
- B. Learners may not know the answer to the specific question.
- C. The trainer is pausing too long for a response.
- D. The question was not directed to a specific student to answer.

Answer: B [\(LEAVE A REPLY\)](#)

NEW QUESTION: 391

During a course, the students express the need for additional training on a specific topic. Which of the following should the trainer do FIRST?

- A. Dismiss the students since the topic was not in the original course and continue training.
- B. Determine if there is time in the current course to cover the topic and add the topic if possible.
- C. Inform the client that the students will need an additional course and request the funds to design it.
- D. Extend the course an additional day and provide students the time to adjust their travel arrangements.

Answer: B [\(LEAVE A REPLY\)](#)

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NEW QUESTION: 392

Which of the following is an essential technique for holding a learner's attention?

- A.** Asking open-ended questions and allowing sufficient time for learners to elaborate on their responses
- B.** Providing a model for professional and interpersonal behavior
- C.** Using humorous stories to interest learners in the course content
- D.** Using eye contact to engage learners when making an oral presentation

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 393

Working independently, several learners are completing a computer lab assignment. One learner wants to know when an advanced topic related to the lab will be covered in the course. Which of the following should be the instructor's response?

- A.** Tell the learner that you are unsure but will email the learner with the answer.
- B.** Tell the learner when the topic will be covered.
- C.** Ask the learner why it is important to have this information.
- D.** Direct the learner to consult another student.

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 394

Which of the following describes a high-order question type?

- A.** An instructor asks a specific student a question.
- B.** An instructor tells a fictitious story to illustrate an example.
- C.** An instructor asks how many steps are in a process.
- D.** An instructor asks learners to compare and contrast two elements.

Answer: D ([LEAVE A REPLY](#))

Section: Volume C

Explanation/Reference:

NEW QUESTION: 395

An instructor asks an open-ended question to the class. Which of the following BEST describes the skill the instructor is demonstrating?

- A.** Create opportunities for learners to contribute to the discussion.

- B. Elicit learner feedback on the adequacy of instructor responses.
- C. Plan and use a variety of reinforcement techniques during training.
- D. Provide feedback that is specific to learners needs.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 396

An instructor is previewing the class materials for a course. The instructor notices that a method to monitor learner progress is not included with the course materials. Which of the following should the instructor do NEXT?

- A. Administer a survey following the course to gauge learner understanding.
- B. Encourage learners to enroll in a subsequent class to reinforce all of the material covered.
- C. Immediately consult the client to determine why a method to monitor learner progress was not included.
- D. Develop appropriate questions to be included during the course to monitor the progress of all learners.

Answer: D ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 397

Which of the following statements describes a good method to motivate learners to ask questions?

- A. Acknowledge and appreciate all questions asked.
- B. Leave questions for the end of class.
- C. Redirect questions to the other learners.
- D. Call out learners individually.

Answer: A ([LEAVE A REPLY](#))

Section: Volume C

Explanation/Reference:

NEW QUESTION: 398

Which of the following is the MOST useful feedback for the curriculum in course evaluations? (Select TWO).

- A. Was it easy for the instructor to stay on topic?
- B. Did the flow of the course follow the objectives?
- C. Is the Instructor qualified to teach the material?
- D. What material would you add to the course?
- E. Where you satisfied with the course extra course material for independent study?

Answer: B,D ([LEAVE A REPLY](#))

Section: Volume C

Explanation/Reference:

NEW QUESTION: 399

Which of the following is a non-verbal communication method an instructor should use?

- A. Eye contact
- B. Correct vocabulary
- C. Voice intonation
- D. Proper use of jargon

Answer: [\(SHOW ANSWER\)](#)

NEW QUESTION: 400

While lecturing a group of learners, the instructor moved around the room and paused several times for emphasis. These actions are:

- A. Inappropriate techniques to use during lectures.
- B. Appropriate non-verbal communication techniques that help to keep learners focused.
- C. Inappropriate non-verbal communication techniques that is distracting to the learners.
- D. Offensive to the learners and should be avoided.

Answer: [B \(LEAVE A REPLY\)](#)

NEW QUESTION: 401

The BEST method of recording attendance is to:

- A. Compile a roster from end of class surveys.
- B. Pass a roster around during introductions.
- C. Call out a roster for confirmation.
- D. Have learners sign the roster as they enter the class.

Answer: [C \(LEAVE A REPLY\)](#)

Section: Volume B

Explanation/Reference:

NEW QUESTION: 402

A corporate trainer has their session recorded on video as a part of their evaluation. Throughout the video, the evaluator noticed that the trainer stood in front of the room throughout the entire session. The presenter MOST lacks which of the following methods of communication with learners?

- A. Interpersonal skills
- B. Management of course flow and training activities
- C. Opportunities for questions and answers
- D. Group involvement

Answer: [A \(LEAVE A REPLY\)](#)

NEW QUESTION: 403

An instructor is teaching a class that is filled with a variety of acronyms and technical jargon. Which of the following would help reinforce the definitions of the terms while using the least amount of classroom time?

- A. Have the learners quiz each other over the terms in the first part of class.
- B. Provide and use a reference page or glossary of terms.
- C. Create written vocabulary quizzes for each module of the course.
- D. Ask the learners to review the terms in the materials during breaks.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 404

An instructor has just covered a particularly difficult topic in class. To ensure that the learners understand the material which kind of questioning would be most helpful?

- A. Clarifying
- B. Closed-ended
- C. Higher order
- D. Hypothetical

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 405

After a training class was completed, the instructor conducted several passive on the job observations of each learner who attended the class. Which of the following is the primary benefit of the observations?

- A. It measures the application of the skills taught.
- B. It validates the quality of the course material.
- C. It requires the learners to use what they learned.
- D. It helps to reinforce the learning concepts.

Answer: A ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 406

A class is even more unresponsive than usual. The trainer would like to find out what the students are learning. Which of the following is the BEST approach in this situation?

- A. Give the students a paper quiz.
- B. Ask students at breaks if they are learning anything.
- C. Ask the students probing questions by name.
- D. Send a message to their managers explaining they are not responding.

Answer: C ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

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NEW QUESTION: 407

When a company provides training for their employees, which category on an evaluation will be MOST beneficial to the instructor?

- A. Courseware
- B. Learning effectiveness
- C. Environment
- D. Business results

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 408

An instructor has just answered a question from a learner. Which of the following is the NEXT action the instructor should take?

- A. Restate the material with further examples and diagrams.
- B. Proceed on to the next section of material.
- C. Ask other learners to provide an example to further clarify the material
- D. Seek feedback from the learner to show they understand.

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 409

A class is working on a lab that requires them to follow lengthy instructions; the instructor recognizes the pace of the class has slowed significantly and wants to ensure that all objectives are covered. Which of the following should the instructor do?

- A. Manage the course flow and achieve learning objectives by asking the class to shorten their breaks and possibly return after a dinner break.
- B. Achieve learning objectives by demonstrating the lab to the class then have them complete the lab together.
- C. Group all slow learners together and offer extra assistance; have the other learners do additional labs.
- D. Manage the course flow and achieve learning objectives by making the lab into a contest awarding a prize for the first three to finish.

Answer: B ([LEAVE A REPLY](#))

Section: Volume C

Explanation:

NEW QUESTION: 410

For this question, decide whether the action makes it likely or unlikely that a trainer will achieve the goal.

Select the BEST statement that explains why the action is likely or unlikely to accomplish the goal.

GOAL: To facilitate the learning process for a group of learners in a training class who are falling behind the more advanced learners

ACTION: The trainer asks the more advanced learners to tutor the less advanced learners during the last part of each class.

- A. Likely, because the more advanced learners will feel flattered by being asked to act as tutors.
- B. Likely, because the less advanced learners will respond positively to peer tutoring.
- C. Unlikely, because the more advanced learners might not have any teaching experience.
- D. Unlikely, because instructional time will be reduced for the less advanced learners.

Answer: (SHOW ANSWER)

Explanation/Reference:

Explanation:

NEW QUESTION: 411

The BEST method for verifying that a learner is absorbing the information is by:

- A. using an evaluation at the end of the course.
- B. asking the student's supervisor how much the student learned at the completion of the course.
- C. monitoring the student throughout the course and evaluating progress with an exam.
- D. asking the student to evaluate what was learned.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 412

Why would it be important to rotate learners into different groups when performing group activities?

- A. To slow down the pace of the class when there is limited content.
- B. To allow learning without building self-confidence.
- C. To allow the trainer to see which learners work best with each other to create a group of the best students.
- D. To encourage all learners to get to know each other and build rapport.

Answer: (SHOW ANSWER)

NEW QUESTION: 413

Which of the following media should a trainer use to provide the objectives to students in a virtual course?

- A. Post the objectives in the front of the classroom
- B. Email the material to the students
- C. Provide handouts to the students
- D. Direct the students to the publisher's website

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 414

An instructor wants to begin their class in a positive manner. Which of the following would accomplish this?

- A. Let the learners know that the course is very challenging
- B. Begin with a joke to create a relaxed environment
- C. Tell a lengthy story related to the importance of the class
- D. List every credential and acronym the instructor has for learner confidence

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 415

During a lecture, learners continuously interrupt by asking each other questions over the topic. Which of the following should the instructor do to better assist the learners during the class?

- A. Ask each learner to stop disrupting the lecture.
- B. Open opportunities for learners to ask questions.
- C. Have the learners removed from the lecture.
- D. Discontinue the lecture until the learners are quiet.

Answer: B ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 416

Which of the following is the BEST benefit of allowing time for introductions at the beginning of class?

- A. Determines the class objectives.
- B. Ease tensions associated with many courses.
- C. Enhances the instructor's technical competency.
- D. Helps to determine team building groups.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 417

Which of the following describes a form of feedback with the GREATEST positive impact?

- A. Suggestions that focus on procedures versus the concepts

- B. Measurable results from summative assessments
- C. Specific comments on errors with suggestions on how to improve
- D. Comparing learner performance with other learners

Answer: C ([LEAVE A REPLY](#))

Section: Volume A

Explanation

Explanation/Reference:

NEW QUESTION: 418

A classroom instructor wants to deliver an exam using the Internet-enabled computers in the classroom. The instructor wants students to have access to the exam only from the classroom on a specific date and time.

Which of the following will accomplish these goals?

- A. Ask students to keep the password a secret.
- B. Set a password to open the exam during class time.
- C. Make the exam available just before it is to be taken.
- D. Make the exam available only on the date specified.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 419

While teaching, an instructor comes across an important point. Which of the following shows how an instructor could BEST communicate this to the students? (Select TWO).

- A. Cover it just like the other material
- B. Use a monotone delivery method
- C. Change the pitch of delivery
- D. Highlight in the instructor's manual
- E. Use more pronounced hand gestures

Answer: C,E ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 420

An instructor has been asked to develop a customized training course for a company.

Which of the following should the instructor do FIRST?

- A. Develop the training course and then ask the company to review it for accuracy.
- B. Ask for a list of personnel that will be attending the training.
- C. Purchase the equipment and material needed for the training course.
- D. Conduct a needs assessment with the company managers.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 421

While conducting a lab exercise a learner states that they cannot complete the lab due to lack of confidence. Which of the following options is the BEST way to handle this situation?

- A. Give the learner encouraging comments.
- B. Assign an easier lab to increase the learner confidence.
- C. Recommend that the learner take a pre-requisite class to increase their confidence.
- D. Give the learner extra materials to practice the exercise.

Answer: A (LEAVE A REPLY)

Explanation/Reference:

Explanation:

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NEW QUESTION: 422

Which of the following is the BEST indicator of a student learning the content in the short term?

- A. A trainer evaluation with glowing comments about the trainer
- B. The learner scoring high on a 10-question quiz on the last day
- C. The learner correctly answering almost all questions on periodic quizzes
- D. The trainer's evaluation based on the learner's attitude

Answer: C (LEAVE A REPLY)

Explanation/Reference:

Explanation:

NEW QUESTION: 423

An instructor is preparing to start a class where several learners have arrived late due to bad weather. The general mood of the learners is poor. Which of the following is the BEST way to handle this situation?

- A. Use humor that will create a positive mood.
- B. Tell the learners that the class will run late that day
- C. Have the learners introduce themselves.
- D. Proceed with the course material.

Answer: A (LEAVE A REPLY)

Explanation/Reference:

Explanation:

NEW QUESTION: 424

Fifteen minutes before class is to start, a trainer realizes there is no overhead projector or screen to deliver the presentation. Which of the following solutions will minimize impact to the learning experience while minimizing class delay and cost?

- A. Make paper copies of the presentation to distribute to the class.
- B. Explain that a great presentation was prepared but a lecture approach will be used.
- C. Rent a projector and screen to deliver the presentation.
- D. Refuse to deliver the training course because the environment does not meet the requirements.

Answer: [\(SHOW ANSWER\)](#)

NEW QUESTION: 425

Which of the following would be on an evaluation when seeking feedback concerning courseware material used during a class?

- A. Cost of the courseware
- B. Accuracy of the courseware
- C. Instructor's use of the courseware
- D. Design of the courseware materials

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 426

An instructor asks students to write five multiple-choice questions on a topic. This exercise will help to:

- A. Create an opportunity to use the questions on the final exam.
- B. Encourage students to ask and answer questions themselves.
- C. Evaluate and monitor student progress.
- D. Improve the instructor's active listening skills.

Answer: B ([LEAVE A REPLY](#))

Section: Volume D

Explanation/Reference:

NEW QUESTION: 427

Which of the following would a trainer use to motivate students as a class?

- A. Make evaluations difficult to motivate the students to study harder and do better
- B. Create an evaluation that is easy early in the class to create confidence in the students
- C. Only provide an evaluation at the end of training so that students can look forward to the tests
- D. Create evaluations with only true and false answers to provide students with a better chance to pass

Answer: B ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 428

An instructor is preparing to teach in a virtual classroom with twenty-five learners. Ten of the learners, all from the same location, report that they cannot login to the virtual classroom. Which of the following is the MOST likely cause?

- A.** Anti-virus software is blocking the virtual classroom connection.
- B.** The learner's computers cannot handle the virtual classroom.
- C.** Firewall issues at the instructor's location.
- D.** Firewall issues at the learners' location.

Answer: ([SHOW ANSWER](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 429

A contract instructor is delivering a class developed for a company. Learners have stated in the past that the material was confusing, there was not enough depth and the information was out of date. In planning for this course, which of the following might be BEST for the instructor to do to maximize the needs of the learners?

- A.** Use the provided material as a guideline and use additional resources to clarify the course.
- B.** Request different material be purchased and reviewed before delivery of the upcoming class.
- C.** Rewrite the course and deliver the newly written material to the class.
- D.** Present the material as it is written and request the learners inform the company of the quality of the material.

Answer: **A** ([LEAVE A REPLY](#))

NEW QUESTION: 430

The trainer is instructing a course on a specific job function using an upgraded application. Before the trainer introduces the new features within the application that make specific tasks easier, the trainer should FIRST:

- A.** center the lesson on activating prior knowledge in relation to the job function.
- B.** provide a visual guide in the presentation demonstrating the ease of use compared to the past system.
- C.** provide written documentation on the new features and ask students to follow along throughout the lesson.
- D.** explain there is less of a learning curve to adapt to the new features as opposed to the old procedures.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 431

An instructor gives several tests over the course of the class. The tests given should focus on:

- A. The syllabus objectives
- B. The prerequisites of the course
- C. Knowledge learned
- D. Objectives covered

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 432

For this question, decide whether the action makes it likely or unlikely that an instructor will achieve the goal.

Select the BEST statement that explains why the action is likely or unlikely to accomplish the goal.

GOAL: To employ instructional techniques appropriate to methods and instructional situations prescribed ACTION: At the completion of each of the courseware's modules, the instructor lists additional reference materials and suggests additional exercises for the students.

- A. Likely, because the offering of additional learning exercises extends the learning concepts detailed in the courseware
- B. Likely, because the instructor is using experience with the courseware to supplement where necessary.
- C. Unlikely, because the instructor is relying on student motivation rather than instruction techniques.
- D. Unlikely, because the offering of additional material would be of little relevance to the students.

Answer: (SHOW ANSWER)

Section: Volume A

Explanation/Reference:

NEW QUESTION: 433

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?

- A. Begin the course and move directly into the material.
- B. Acknowledge the event and accommodate learners.
- C. Postpone the course until learners attention can be on the material.
- D. Open the course with a joke to alleviate any tension in the room.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 434

Which of the following will help eliminate distractions caused by the presenter?

- A. Removing all coins and keys from pockets
- B. Providing name cards on the tables before class begins
- C. Creating all flip chart pages ahead of time
- D. Removing the coffee pot and tea pot from the room before the class begins

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 435

After completing a block of instruction, several learners have questions on how the material would apply to their situation. Which of the following could the instructor do to show the students the relevance of the material? (Select TWO).

- A. Move on to new material as there is a lot more to cover
- B. Relay anecdotes illustrating the use of the material
- C. Explain that it will become clear later
- D. Solicit the class for relevant stories
- E. Review the content again

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 436

During a training session, the trainer becomes aware that a student in the first row of the class appears to be having difficulty viewing material displayed on the screen in the front of the classroom. Which of the following actions should the trainer perform FIRST?

- A. Stop using the screen to present the slides for class
- B. Discontinue using the slides
- C. On the next break print out the slides for the students
- D. Turn the lights off in the classroom to allow better viewing of the slides

Answer: C ([LEAVE A REPLY](#))

Section: Volume D

Explanation/Reference:

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NEW QUESTION: 437

A trainer is leading a virtual computer lab class. Since all the actual equipment is remotely located from the learners, several of them have had issues receiving timely screen updates of their lab work. In which of the following ways should the trainer address this issue?

- A. Reschedule the lab to facilitate the learning environment for all participants
- B. Explain the Internet can be problematic and refer the learner to the help desk
- C. Have the affected learners skip the lab and await further lecture
- D. Advise the learner to refresh the screen to clear the problem

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 438

Pause at an appropriate place during a presentation can contribute to: (Select TWO)

- A. Reviewing the material
- B. Maintaining consistent behavior
- C. Adding emphasis to a statement
- D. Pronouncing words properly
- E. Assessing learner's level of interest

Answer: C,E ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 439

A client needs content to be delivered in a shorter timeframe than the trainer had planned for. Which of the following should the trainer do to ensure the class will meet the new time constraints?

- A. Skip covering the course objectives; they will be covered in the material.
- B. Talk faster to allow more material to be covered.
- C. Do not allow any questions from students to save time.
- D. Work with the client to remove material they believe is not needed.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 440

During a virtual class session, the trainer is having issues with learners speaking at the same time during a discussion. Which of the following actions should the trainer take?

- A. Review the policy on proper etiquette for online chat
- B. Disable the chat feature to avoid interruptions by learners
- C. Post the lesson online for learners to view
- D. Have learners podcast their comments to the instructor

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 441

A learner is having difficulty completing a particular lab exercise. Which of the following can the instructor do FIRST to help the learner complete the exercise?

- A. Ask the learner why they are having so much trouble with the lab.
- B. Verify the learner's steps; guide the learner through the next uncompleted steps by using encouraging words.
- C. Ask the learner to watch as the instructor completes the exercise first, and then reset the exercise so the learner can complete it.
- D. Quickly create a task list on a whiteboard providing more clear step-by-step instructions for the whole class to use.

Answer: B (LEAVE A REPLY)

Explanation/Reference:

Explanation:

NEW QUESTION: 442

A trainer uses a humorous anecdote that they often use at a certain point in the material. After telling the story, the trainer senses a change in facial expression and body language from one student. Which of the following is the MOST appropriate action for the trainer to take?

- A. Ask for a show of hands of those who did not like the anecdote
- B. Call an impromptu break and ask what the student thought about the anecdote
- C. Approach the student immediately and ask if everything is alright
- D. On the next break, ask the student privately whether the anecdote was effective

Answer: D (LEAVE A REPLY)

NEW QUESTION: 443

At the beginning of a course that the trainer is presenting for the first time, the trainer should:

- A. explain the mandated courseware is not the trainer's choice.
- B. ask the students to fill out the trainer evaluation.
- C. ask the students to return the next day because the trainer is not prepared.
- D. ask the students to introduce themselves.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 444

Which of the following is the MOST useful feedback for the curriculum in course evaluations? (Select TWO).

- A. Was it easy for the instructor to stay on topic?
- B. Did the flow of the course follow the objectives?
- C. Is the Instructor qualified to teach the material?
- D. What material would you add to the course?
- E. Where you satisfied with the course extra course material for independent study?

Answer: B,D ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 445

When delivering terminal objective information, the instructor should include which of the following motivators? (Select TWO).

- A. Bring statistics from other classes
- B. Focus on the benefits of the objective
- C. Involve other classmates in the explanation
- D. Use multitasking teaching methods
- E. Explain this is part of their job responsibilities

Answer: B,C ([LEAVE A REPLY](#))

NEW QUESTION: 446

Which of the following statements describes a good method to motivate learners to ask questions?

- A. Leave questions for the end of class.
- B. Acknowledge and appreciate all questions asked.
- C. Redirect questions to the other learners.
- D. Call out learners individually.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 447

An instructor asks an open-ended question to the class. Which of the following BEST describes the skill the instructor is demonstrating?

- A. Plan and use a variety of reinforcement techniques during training.
- B. Elicit learner feedback on the adequacy of instructor responses.
- C. Provide feedback that is specific to learners needs.
- D. Create opportunities for learners to contribute to the discussion.

Answer: ([SHOW ANSWER](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 448

During a training session, a learner asks an instructor an irrelevant question regarding politics. Which of the following BEST indicates how the instructor should respond?

- A. Explain politics is not applicable to the discussion
- B. Conduct a group discussion
- C. Answer the learner's question
- D. Ask another learner to answer the question

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 449

A trainer is giving a session on a new system implemented company wide. The trainer has determined that this audience is more visually centered. Which of the following techniques would be BEST to use in the transfer of knowledge?

- A. Have the students perform the task
- B. Video of an individual performing the task
- C. Availability of a mentor
- D. Written narrative of the steps to perform the task

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 450

An instructor is developing an exam. Which of the following emphasizes the way the exam should be written?

- A. A classroom test should cover all topics, in detail, ensuring complete coverage.
- B. An exam should measure a learner's ability to study the presented material.
- C. An exam should allow a learner the opportunity to show what they know.
- D. An exam should cover the material and instructor techniques.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 451

Which of the following is the MOST important issue to consider when identifying the target audience for a training program?

- A. How much the program will cost
- B. The type of incentive to provide for completing the training
- C. Potential gains in participant productivity
- D. The knowledge and skill of the participants

Answer: C ([LEAVE A REPLY](#))

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NEW QUESTION: 452

Which of the following would an instructor do with a new class to get the learners involved?

- A. Have the learners introduce themselves.
- B. Lecture on the topic and then ask questions about the lecture.
- C. Have the learners stand around and talk to each other.
- D. Give a survey to assess each learner's knowledge.

Answer: A ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 453

Which of the following items are MOST important to include on an evaluation form for an asynchronous course? (Select THREE).

- A. The instructor's attendance record
- B. The instructor's response time
- C. The ease of use of the course's interface
- D. The quality of the testing environment
- E. The success of meeting course objectives
- F. The number of breaks permitted
- G. The Internet connection speed

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 454

It is obvious that the class is becoming uninterested in the material being taught. Which of the following is the BEST way to remedy the situation?

- A. Provide more notes on the content.
- B. Provide tangible rewards for correct answers.
- C. Provide links to a website with more information on the material.
- D. Provide detailed review of the material.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 455

Which of the following are the FIRST ways to open a training session? (Select TWO).

- A. Provide instructor introductions.
- B. Start right into the lesson with no introduction.
- C. Hand out supplemental course materials.
- D. Identify the course and state the objectives of the course.
- E. Explain the logistics of the course.

Answer: ([SHOW ANSWER](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 456

While teaching a course online the instructor tells all learners to work through the material as a group. During the second day of the class the instructor recognizes that a learner is moving into the next online course unit early and then doing them incorrectly. Which of the following should the instructor do to control the pace of the learner?

- A. Assign outside research to the learner as independent study. Inform the learners that if they continue to work ahead they will be removed from the course.
- B. Inform the entire class that extra information will be given during each unit that they will need for their assessments.
- C. Send a private message to the learner addressing this issue.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 457

While teaching a class the instructor constantly notices a learner is straining to see the information on the whiteboard and is looking frustrated. The instructor asked the class if everyone understands the material, and the learners confirmed that they all understand the material. Which of the following can the instructor do to improve the learning opportunities for the frustrated learner? (Select TWO).

- A. Ask the learner to sit closer to the whiteboard so it can be seen easier.
- B. Approach the learner during lunch to see if the material is being understood.
- C. Ask one of the advanced learners to check on the frustrated learner.
- D. Give the learner homework to see if they understand the lesson.
- E. Call the learner to the front of the class to explain some of the material.

Answer: A,B ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 458

During a five-day course, an instructor wishes to evaluate the students both formally and informally in order to gauge their progress before the final evaluation. Which of the following techniques, when assigned daily, would BEST accomplish this task? (Select TWO).

- A. Written comments
- B. Virtual case studies
- C. Written assessments
- D. Verbal evaluations
- E. Verbal feedback

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 459

It is obvious that the class is becoming uninterested in the material being taught. Which of the following is the BEST way to remedy the situation?

- A. Provide more notes on the content.
- B. Provide links to a website with more information on the material.
- C. Provide detailed review of the material.
- D. Provide tangible rewards for correct answers.

Answer: D ([LEAVE A REPLY](#))

Explanation/Reference:

Explanation:

NEW QUESTION: 460

Which of the following would be on an evaluation when seeking feedback concerning courseware material used during a class?

- A. Design of the courseware materials
- B. Accuracy of the courseware
- C. Cost of the courseware
- D. Instructor's use of the courseware

Answer: B ([LEAVE A REPLY](#))

Section: Volume A

Explanation/Reference:

NEW QUESTION: 461

A learner finds that the procedures taught in a course fit perfectly into the needs of the business. When returning to work the student finds that their workload yields insufficient time to perform the procedures. Which of the following BEST represents the failure in information transfer?

- A. Teaching how but not why
- B. Failure of problem-solving training
- C. Recall in practical situations
- D. Poor managerial support

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 462

Which of the following is the BEST question to use when an instructor wants to engage an entire group of learners in a discussion?

- A. Single response questions
- B. Closed-ended questions
- C. Open-ended questions
- D. Individually directed questions

Answer: C ([LEAVE A REPLY](#))

Section: Volume B

Explanation/Reference:

NEW QUESTION: 463

An instructor asks a question and notices that most of the learners seem distracted and are looking out the windows. Which of the following is the BEST approach to this problem?

- A.** Call on a specific learner to answer the question.
- B.** Wait a little longer until someone answers the question.
- C.** Turn the question into an exercise.
- D.** Rephrase the question using an appropriate frame of reference.

Answer: ([SHOW ANSWER](#))

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