

## 312-75<sup>Q&As</sup>

Certified EC-Council Instructor (CEI)

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#### **QUESTION 1**

Which e-Business certifications does EC-Council offer?(Select three)

- A. Certified Computer Operator
- B. Certified E++Technical Consultant
- C. Certified e-Business Consultant
- D. Certified e-Business Associate
- E. Certified Project Manager
- F. Certified e-Business Professional

Correct Answer: CDF

#### **QUESTION 2**

Mrs. Swella is instructing her students to be help desk technicians. She wants them to understand the frustration they may experience once on the job.

Which one of the Mowing presentation techniques is correct to use m the above situation?

- A. Role play in which the student plays the help desk technician
- B. Role play in which the instructor plays the help desk technician
- C. A lecture presented on the basic principles of customer relations
- D. Reading assignments on the subject of customer relations

Correct Answer: A

#### **QUESTION 3**

Which of the following ate defined as Instructor Competencies according to Ibstpi standards?

- A. Demonstrate effective question and skills and techniques
- B. Demonstrate effective communication skills
- C. Establish and maintain instructor credibility
- D. Analyze course material and learner information

Correct Answer: ABC

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#### **QUESTION 4**

Select below three ways an Instructor can create an appropriate level of learner comfort.(Select three)

- A. Students that make errors ate given positive feedback.
- B. Students who participate less receive mote questions and feedback.
- C. Student\\'s personal risk is minimized.
- D. Students, who participate more, receive more questions and feedback.
- E. Student\\'s are given games to supporting learning objectives.

Correct Answer: ACE

#### **QUESTION 5**

Outing the first lecture of the course. Steve responds to each of your questions and comments on all points. It causes you to lose your train of thought. Misbehavior also appears to bother the other students, but Steve is NOT aware of this. How should you handle the above situation?

- A. Privately ask Steve if he is aware how other students are responding to his behavior. Suggest modifications to his behavior.
- B. Publicly ask Steve if he is aware how other students are responding to his behavior and how distracts your train of thought.
- C. Do NOT intervene. Steve paid for the course and has the right to behave any way he pleases.
- D. Publicly tell Steve how other students are responding to his behavior and how it distracts your train of thought.
- E. Fill out a counseling form on Steve and advise him of the consequences of continuing his behavior.

Correct Answer: A

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