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QUESTION 1

An instructor notices that the course participants are sluggish, engaging in side conversations and appear somewhat distracted. Which of the following should the instructor do to reengage the learners? (Select TWO).

- A. The instructor should give a quiz to see if the learners retained information so far.
- B. The instructor should use an energizing activity as a redirector.
- C. The instructor should tell the learners why it is important to pay attention at all times
- D. The instructor should give the participants a break.
- E. The instructor should report their behavior to management

Correct Answer: BD

QUESTION 2

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.

Correct Answer: A

QUESTION 3

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

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

Correct Answer: A

QUESTION 4



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

Correct Answer: C

QUESTION 5

One way to develop constructive competition between groups is by:

- A. switching group members as often as possible.
- B. disqualifying the group that is not participating.
- C. singling out the team members working the most.
- D. maintaining dynamic feedback throughout.

Correct Answer: D

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