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QUESTION 1

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

Correct Answer: D

QUESTION 2

During a training class on increasing productivity, the client requests suggestions on how to motivate their employees upon returning to work. Which of the following methods should the trainer suggest to BEST motivate the client's employees?

- A. Dismiss the employee with the lowest increase in productivity.
- B. Reward the employee with the highest increase in productivity.
- C. Provide a bonus to the trainer if productivity increases.
- D. Provide a bonus to all employees that increase productivity.

Correct Answer: D

QUESTION 3

An instructor is used to instructing experienced individuals. The instructor is delivering a class to a group of entry level learners. Which of the following will the instructor need to adjust for this specific group of learners?

- A. Body movements and gestures
- B. Technical terminology and acronyms
- C. Proper syntax and use of grammar
- D. Voice inflection and rate of speech

Correct Answer: B

QUESTION 4



The MOST important key to setting motivational goals for the classroom is to set the goal:

- A. So it is just out of reach of all the learners.
- B. So it is reasonably achievable by everybody.
- C. Low enough that everyone succeeds.
- D. So only the best can achieve it.

Correct Answer: B

QUESTION 5

An instructor is conducting a course comprised of learners from an international audience. The instructor asks questions of the learners and notices that several of the learners do not participate even though they understand the material. Which of the following actions would be BEST for the instructor to take?

- A. Remind the learners that this training is for their benefit and non-participation will only hinder their learning.
- B. Implement additional validation methods that address the multiple cultures represented in the classroom,
- C. Select non-participating learners to answer questions where they are likely to understand the material.
- D. Inform the class that the course is intended to be instructed in a particular manner and they need to participate.

Correct Answer: B

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