



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

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**QUESTION 1**

You are teaching a class and find yourself in an embarrassing moment. You have used a word that has a double meaning and the students are laughing and a few of the real left-brainers are personally offended. You did not intend the reference that the class has accepted into your vocabulary.

- A. Contact your training manager and ask him/her to write a memo to the students as an apology.
- B. Move forward and ignore the issue.
- C. Make a clarification that you did not intend the inappropriate reference to the word used and give an apology and move on swiftly.
- D. Laugh and look at the students in their eyes for approval.

Correct Answer: C

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**QUESTION 2**

Mr. Jenkins is presenting a lecture that requires no direct feedback from the students until the presentation has finished.

Referring to the above scenario, what can Mr. Jenkins do during the lecture to determine if the students understand his presentation?

- A. Observe the class during the presentation for nonverbal clues.
- B. Use good visual aids and nonverbal gestures in the presentation.
- C. Immediately establish his credibility so that the students learn out of respect for him.
- D. Use analogies and anecdotes to guarantee student understanding.
- E. He should do nothing, a test at the end of the presentation will determine student understanding.

Correct Answer: A

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**QUESTION 3**

Sheryl often uses incorrect grammar in her questions and answers.

Referring to the above scenario, how do you tactfully indicate the correct grammar usage?

- A. Restate her question or answer in correct grammar.
- B. Only answer questions and acknowledge her answers
- C. Interrupt her questions or answers so it does NOT aggravate other students.
- D. Privately criticize her grammar on the next break.



E. Privately criticize her grammar on the next break and tell her if it does NOT improve, you will be critical of her grammar in front of the class.

Correct Answer: B

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#### QUESTION 4

What is the PRIMARY reason for using a variety of media in a presentation?

- A. To confirm effectiveness of course design
- B. To enhance instructor credibility
- C. To demonstrate subject matter expertise
- D. To receive favorable evaluations from the student
- E. To maintain learner attention and interest

Correct Answer: E

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#### QUESTION 5

During the ENSA program, you notice that one of the students in the class does not have the prerequisites for the course. Which of these actions is an appropriate method for you to do?

- A. Modify the pace of the course so that the student can accommodate and learn the course objectives effectively.
- B. Ignore such students and continue the class.
- C. Ask the student to cancel his admission and leave the classroom immediately.
- D. Tell the student that you can assist the student, but without the basic knowledge requested for the course it would be difficult for him/her to successfully complete the program.

Correct Answer: D

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