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**QUESTION 1**

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

Correct Answer: A

QUESTION 2

At the start of the second day of a two-day class, the BEST way to begin the session is to:

- A. ask participants what they did the previous evening.
- B. move right into day two material since there is still a good deal to cover.
- C. ask participants to share a learning concept from the previous day.
- D. summarize the key points for today's presentation.

Correct Answer: C

QUESTION 3

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

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

Correct Answer: A

QUESTION 4

A trainer realizes that a handout used in the last course is missing the second page. Which of the following should the trainer do?



- A. Email the students a corrected version.
- B. Search the Internet for the students' phone numbers and call them.
- C. Contact the client's IT department to see what they think should be done.
- D. Ignore it since some of the missing data is in the book.

Correct Answer: A

QUESTION 5

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

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

Correct Answer: D

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