



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

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### QUESTION 1

You are introducing a lesson to a group of students. After presenting the objectives of the lesson, you tell a three minute story. You look around the classroom and the students seem perplexed and confused.

Which one of the following is the main reason for the students' reaction in the above scenario?

- A. You should have used an analogy.
- B. The story included some startling or shocking statements.
- C. The story was too long.
- D. The story did NOT relate to the objectives you presented.
- E. The story was NOT funny.

Correct Answer: D

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### QUESTION 2

Before a class is started, it is instructor's role is to do all of the following before the class commences:

- A. The adequacy of the facility is confirmed.
- B. Room status report is written and given to courseware designer.
- C. Make sure learner supplies and courseware are ready and neat.
- D. Equipment is checked to make sure it is operable.

Correct Answer: ACD

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### QUESTION 3

Ethel asks a question that is completely irrelevant to the topic being discussed. Your course schedule does NOT allow time to discuss the topic of her question. What should you do in the above situation?

- A. Acknowledge the importance of her question. Offer to discuss it with her on break or after class.
- B. Have Ethel research the answer to her question.
- C. Politely tell her to stick to the subject matter. Explain that you do NOT have time for her question.
- D. Ignore the question because It does NOT relate to a course objective.
- E. Answer the question in class because you know it will improve Ethel's self-esteem.

Correct Answer: A

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**QUESTION 4**

As an instructor it is very important that you demonstrate excellent personal self-esteem. Select two ways of demonstrating this in class:(Select two)

- A. Purchase the students pizza on the first day of class.
- B. Allow for positive differences of opinion within the classroom.
- C. Ask overhead questions.
- D. Invite and be open to having students share experiences that may be different from the instructors.
- E. Ask directed questions.

Correct Answer: CD

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**QUESTION 5**

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 in 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

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