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QUESTION 1

Outing the first lecture of the course. Steve responds to each of your questions and comments on all points. It causes you to lose your train of thought. Misbehavior also appears to bother the other students, but Steve is NOT aware of this. How should you handle the above situation?

- A. Privately ask Steve if he is aware how other students are responding to his behavior. Suggest modifications to his behavior.
- B. Publicly ask Steve if he is aware how other students are responding to his behavior and how it distracts your train of thought.
- C. Do NOT intervene. Steve paid for the course and has the right to behave any way he pleases.
- D. Publicly tell Steve how other students are responding to his behavior and how it distracts your train of thought.
- E. Fill out a counseling form on Steve and advise him of the consequences of continuing his behavior.

Correct Answer: A

QUESTION 2

While leading a group discussion, one student makes an inappropriate comment about the other sex. An hour later, the same student makes a second inappropriate comment. What is the best action to take?

- A. Talk to the student's employer and get him removed from the class.
- B. Wait for the next break and then take the student aside quietly and discuss the issue.
- C. Ask the student to leave.
- D. Immediately respond to the student and ask him to review the acceptable norms of behavior.

Correct Answer: D

QUESTION 3

Which of the following can be done to help minimize distractions?

- A. Ensure learners know the rules for dress and conduct.
- B. Ensure exterior noises or interruptions are controlled as well as possible.
- C. Ensure learners know the schedule for breaks and meals.
- D. All of the above.

Correct Answer: D



QUESTION 4

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

QUESTION 5

Mrs. Keen's accounting students are having difficulty with accounts payable concepts. She develops a package of material that contains contracts, receiving reports, and invoices. She tells her students to make the proper accounting entries using the documents. She is available to provide guidance on how to use the materials. What type of simulation is illustrated in the above case?

- A. Gaming
- B. Group Work
- C. Equipment
- D. Case study
- E. Brainstorming

Correct Answer: D

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