



312-75^{Q&As}

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QUESTION 1

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

QUESTION 2

An instructor's role is to do all of the following except:

- A. Make adjustments to meet student's needs.
- B. Make changes to meet instructor's preferences.
- C. Make sure learning materials are current

Correct Answer: B

QUESTION 3

Which e-Business certifications does EC-Council offer?(Select three)

- A. Certified Computer Operator
- B. Certified E++Technical Consultant
- C. Certified e-Business Consultant
- D. Certified e-Business Associate
- E. Certified Project Manager
- F. Certified e-Business Professional

Correct Answer: CDF

QUESTION 4



Select below three ways an Instructor can create an appropriate level of learner comfort.(Select three)

- A. Students that make errors are given positive feedback.
- B. Students who participate less receive more questions and feedback.
- C. Student's personal risk is minimized.
- D. Students, who participate more, receive more questions and feedback.
- E. Student's are given games to supporting learning objectives.

Correct Answer: ACE

QUESTION 5

Which one of the following is NOT a characteristic of a good question?

- A. Short enough for students to remember
- B. Stated so that it suggests an answer
- C. Stated in a language familiar to the student
- D. Constructed to stress the key points of a lesson
- E. Stated to require a simple yes or no answer

Correct Answer: B

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