

312-75^{Q&As}

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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

QUESTION 2

What is the exam code for E-Commerce Architect exam?

- A. 212-31
- B. 212-32
- C. 212-33
- D. 312-32
- E. 212-34

Correct Answer: B

QUESTION 3

You are teaching a class in which two students are talking with each other and disrupting the learning environment. Select three methods below that you might use to give the students a message to stop the disruptive talking:(Select three)

- A. Maintain the self esteem of the talking students while correcting them.
- B. Use facial gestures and eye contact to communicate with the students.
- C. Move yourself near the talking students.
- D. Directly address the students and ask them to shut up.

Correct Answer: ABC

QUESTION 4

As an instructor you discover that key learning objectives are not addressing student's needs in your learning material. Choose below the appropriate action that the instructor should take:

- A. Make content changes to meet student's needs.
- B. Refer this matter to the courseware/instructional designers.
- C. Inform your manager to take action.

Correct Answer: A

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

QUESTION 6

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 7

One thing an Instructor should never do in class is:

- A. Use analogies
- B. Use Jargon
- C. Use stories from the field

D. Use video recorder

Correct Answer: D

QUESTION 8

Which one of the following is a CORRECT statement about using viewgraphs, slides, overheads, or transparencies?

- A. Presenters should keep their eyes on their slides to make certain they do not forget any points.
- B. Viewgraphs, overheads, or transparencies should be read.
- C. Viewgraphs, slides, overheads, or transparencies should be simple and should use bullet statements whenever possible.
- D. There should be a minimum of eight points on viewgraphs, overheads, or transparencies.
- E. There is NO need to cover every point on viewgraphs, overheads, or transparencies.

Correct Answer: C

QUESTION 9

You are an instructor and show up to class as usually in a coat and tie. You are in Hawaii teaching at the bank of Hawaii at their site. All of your students are wearing Hawaii shirts. It is most likely that your dress may create an issue with which type of credibility:

- A. Content
- B. Social Racial
- C. Racial
- D. Personal

Correct Answer: B

QUESTION 10

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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