

312-75^{Q&As}

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QUESTION 1

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

QUESTION 2

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

QUESTION 3

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 4

Mr. Jenkins is presenting a lecture that requires no direct feedback from the students until the presentation has finished.

Referring to the above scenario, what can Mr. Jenkins do during the lecture to determine if the students understand his presentation?

- A. Observe the class during the presentation for nonverbal clues.
- B. Use good visual aids and nonverbal gestures in the presentation.
- C. Immediately establish his credibility so that the students learn out of respect for him.
- D. Use analogies and anecdotes to guarantee student understanding.
- E. He should do nothing, a test at the end of the presentation will determine student understanding.

Correct Answer: A

QUESTION 5

Jules, an instructor with XSecurity Training Corp was assigned to deliver the ENSA course for a batch of working professionals from a reputed technology firm. In mid of the classroom session one of the students asks Jules a highly technical question. Jules was not sure of the answer to the question, what should Jules do to overcome this situation?

- A. Give a quick generic answer and move immediately into the next section
- B. Pretend to know the answer, but defer the question until the end of the course
- C. The instructor should explain that the question is beyond the scope of the course
- D. Appreciate the student for raising the question and admit that he is not sure of the answer but ensure that the doubt would be resolved the next day of the class

Correct Answer: C

QUESTION 6

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 7

The most important reason an instructor must establish and maintain credibility is:

- A. Students are less likely to make personal attacks on the instructor.
- B. Students will not be open to learning course objectives if they do not fully accept the instructor credibility.
- C. Students need a role model.

Correct Answer: B

QUESTION 8

Content Credibility is best accomplished by which of the following?

- A. Feedback regarding the instructor performance is invited and positively accepted.
- B. Learner's questions are answered thoroughly, confidently, and accurately.
- C. Modeling group norms of behavior.
- D. Respect is given equally to all learners.

Correct Answer: B

QUESTION 9

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

QUESTION 10

An Instructor knows a humorous story that will highlight a point they are trying to convey to the class. The story is of questionable taste for the audience. How should the instructor proceed?

- A. The instructor should tell the story as it will highlight a concept
- B. The instructor should ask the students that might be offended to leave the room
- C. The Instructor should not tell the story
- D. The Instructor should ask permission from attendees to tell the story

Correct Answer: C

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