

Which of the following statements regarding OJT trainers is true

- ☐ OJT trainers must be currently doing the job to be effective
- ☐ OJT trainers must be motivated to be trainers
- ☐ OJT trainers must be the most competent and highest performers
- ☐ OJT trainers do not need to understand training how to train, just how to do the job effectively

4 points

Save Answer

Question Completion Status:

### Question 2

Which of the following would be a characteristic of an ideal training room?

- ☐ The colors of the walls should be bright and cheerful.
- ☐ A rectangular room is preferred.
- ☐ A room with no windows is preferable.
- ☐ Hardwood floors are preferable.
- ☐ None of the above.

### Question 3

4 points

Save Answer

Which of the following statements is correct?

- ☐ To convey a relaxed demeanor the lecturer should sit behind a desk.
- ☐ Starting a bit late on the first day of training in a multi day training program is always a bad idea as it reinforces showing up late.
- ☐ The trainer should always have a suit and tie to portray his/her professionalism.
- ☐ Talkative trainees are more of a problem than quiet trainees.

### Question 4

4 points

Save Answer

The "process" for the developmental phase of the training model is

- ☐ Instructional strategy.
- ☐ Instructional methods
- ☐ Instructional equipment and material.
- ☐ All of the above.

### Question 5

4 points

Save Answer

Which of the following statements is true?

- ☐ any notes on key information should be left out of the trainees' training manual.
- ☐ a training room should have large windows so as to let in lots of natural light.
- ☐ the best seating arrangement for effective training is the U shape
- ☐ Off site training is useful when trainees tend to have a lot of stress associated with going to work.

### Question 6

Which of the following is not listed in the text as a way to obtain and maintain trainees' interest?

- ☐ Listening and questioning
- ☐ Use of non verbal communication

4 points

Save Answer



- ☐ All of the above are ways to obtain interest

## Question 7

4 points

Save Answer

\_\_\_\_\_ are those "and uh," "like," "um" space fillers that are injected into speech.

Question Completion Status:

- ☐ Serendipitous
- ☐ Capitulations
- ☐ Deprecations
- ☐ Dysfluencies

## Question 8

4 points

Save Answer

A learning point is

- ☐ a useful thing to start training with.
- ☐ a piece of information required to be learned in order to meet a specific training objective.
- ☐ A compilation of the learning objectives for a training program
- ☐ One of the outputs of the developmental phase of the training model.

## Question 9

4 points

Save Answer

The experiential learning model, a process for using games and exercises in training, has \_\_\_\_\_ steps.

- ☐ three
- ☐ four
- ☐ five
- ☐ eight

## Question 10

4 points

Save Answer

Among some of the KSAs a trainer should have is

- ☐ Organization skills
- ☐ Interpersonal skills
- ☐ High level of self-efficacy
- ☐ All of the above

## Question 11

List and give a short explanation of three of the techniques discussed by the authors for maintaining interest in training.

Arial 3 (12pt)

30 points

Save Answer

## Save Answer

Path:

Words:0

### What is active listening and why is it necessary?

**3 (12pt)**

Path:

Words:0

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