1. Which instructional mode provides the highest learning retention rate?

A. Lecture

B. Demonstration

C. Teaching others

D. Discussion

2. What should be the most important quality to consider when selecting a subject matter expert (SME) to work on a training project?

A. Knowledge level of the SME in the content area

B. Degree to which the SME likes to lead training

C. Quality of ratings the SME received on performance reviews

D. Interest of the SME in working on the training project

3. Which action is beyond the scope of a task analysis?

A. Breaking down major activities into steps

B. Obtaining approval of completed analysis

C. Distributing findings to management

D. Developing performance standards

4. According to Maslow's Hierarchy of Needs, what happens when a need is satisfied?

A. The bond between employer and workforce is strengthened

B. A person can achieve the next level of the hierarchy

C. The need can be used as bargaining leverage

D. The need for that motivation is lessened

5. Which is a key principle of adult learning?

A. Adult learners prefer live, interactive instruction methods

B. Adult learners resist learning new technology and concepts simultaneously

C. Adult learners are motivated by external, tangible rewards

D. Adult learners are interested in content that impacts them directly

6. According to Malcolm Knowles' theory on adult learning, which is the best example of the orientation to learning principle?

A. Motivation is external, and learners learn because they must reach the next level of understanding.

B. The instructor is the expert and is expected to impart wisdom to the learners.

C. A calm, relaxed physical and mental state is the optimum state for peak learning.

D. Learning should be life-centered and relevant both personally and on the job.

7. According to Malcolm Knowles, what does the term andragogy refer to?

A. The technique of identifying a learner's style

B. The process of teaching adults

C. The developmental needs of a learner

D. The proper way to assess knowledge

8. Which type of knowledge describes "how to do?"

A. Declarative

B. Procedural

C. Cognitive

D. Systematic

9. Allowing learners to take charge of their own learning is an example of which adult learning principle?

A. Readiness

B. Experience

C. Authority

D. Autonomy

10. Which is a theory of learning and memory?

A. ADDIE

B. Competency

C. Behaviorism

D. Situationalism

11. What should the essential components of a leadership development program address?

A. Formal and informal training methods.

B. The specific performance needs of the organization and the manager/leader.

C. The competencies and roles of managers/leaders at all levels.

D. A variety of programs to strengthen leadership development.

12. A talent development professional has been asked to provide a daylong leadership seminar by a stakeholder. What combination of elements must be included for the instructional system?

A. A list of appropriate media to be used, an outline of the learning elements, and a project plan

B. A list of required knowledge and skills, an outline of the content, and a test or evaluation

C. A checklist of required knowledge, a subject matter expert, and required materials

D. A needs analysis, a design template, and a list of appropriate media to ne used

13. Which of the company's proposed self-paced training initiatives demonstrates utilizing an active training approach?

A. Self-paced software course that employs simulation training for the workflow process steps, and interactive role play scenarios for the customer service processes.

B. Self-paced pre-recorded instruction webinar with an accompanying step-by-step workflow process guide for the workflow process steps, and a separate off-the-shelf audio course on customer service for service/sales processes.

C. Self-paced software course that employs simulation training for the workflow process steps, and a separate off-the-shelf audio course on customer service for the service/sales processes.

D. Self-paced software training that employs interactive role play scenarios for the customer service processes and a pre-recorded instruction webinar with an accompanying step-by-step workflow process guide for the workflow process steps.

14. A talent development professional is having difficulty getting a subject matter expert (SME) motivated to provide the technical content needed to complete a course design. According to James Goldsmith (2000), what is the best technique to use to motivate the SME?

A. Tighten the deadline for feedback

B. Let the SME develop the objectives

C. Talk to his or her boss

D. Give the SME's work increased recognition

15. You are designing a course to enable supervisors to conduct effective performance appraisals. Which verb should you include in your learning objective?

A. Define

B. Demonstrate

C. Describe

D. Compare

16. You have been assigned to determine if a manufacturing area is following safety guidelines. Which needs assessment method should you use?

A. Observations

B. Performance audits

C. Interviews

D. Surveys

17. A newly formed division of a large corporation that is not openly discussing conflicting needs. You are performing a needs assessment. Why should you use a focus group to collect data?

A. It will take less planning than other options

B. You can note non-verbal behaviors

C. It will save time by including multiple people

D. You can include Influential stakeholders

18. Because of the copyright registration process, which of the following will a creator of training materials be allowed to do?

A. Claim their idea is protected

B. Assign fair use privileges to others

C. Collect royalties for use of the work by others

D. Reproduce the copyrighted work for profit

19. A curriculum designer was assigned to create a training program with far too many topics to cover adequately in the required time frame. What is the best solution to this problem? The curriculum designer should:

A. Create a criticality rubric with SMEs

B. Sequence the content with SMEs.

C. Create evaluation tasks that accurately measure a learner's ability to meet objectives.

D. Perform quality review for objectives (QRO)

20. A supervisor in the Department of Transportation organizes a team of training facilitators to redesign a mandatory safety course on the handling of hazardous materials. The half-day course is currently organized into three 50-minute slide presentations. Participants receive a thick binder containing copies of the slide shows and numerous government publications on hazardous materials. The supervisor has directed the team to recruit some employees for a pilot test of the redesigned course. This test should take place during what phase of the ISD process?

A. Overall evaluation plan

B. Formative evaluation plan

C. Summative evaluation plan

D. Return-on-Investment evaluation plan

21. A talent development professional has just published a training curriculum. Which is an exclusive right granted by the copyright?

A. Protect the processes within the copyrighted work

B. Assign fair use rights

C. Protect the talent development professional from liability

D. Reproduce the copyrighted work

22. Which method of personality testing classifies learners' preferences for thinking in four different modes based on brain function?

A. Dominance Influential Steady Consistent (DISC) Personality Profile

B. Myers-Briggs Type Indicator

C. Silver and Hanson's Learning Style Inventory

D. Hermann Brain Dominance Instrument

23. To assess the effectiveness of a training program while it is under development, a talent development professional should use an evaluation that is:

A. process-based.

B. outcome-based.

C. summative.

D. formative.

24. Which is an example of an accelerated learning (AL) technique?

A. Incorporating technology into the learning environment

B. Pacing facilitation to address the individual learner's needs

C. Creating a multi-sensory environment using music, color, and movement

D. Mapping learning to eliminate redundancy in training

25. A talent development manager has received a request for training from the warehouse manager who has identified some specific training objectives. If the talent development manager is recognized as a business partner within the organization who has interdepartmental credibility, what will the next step be?

A. Write training goals to align warehouse employees with the organization's strategic objectives.

B. Conduct a needs analysis to identify specific performance factors.

C. Create the class that the warehouse manager has asked for.

D. Develop pre- and post-test for the warehouse manager's requested class.

26. The use of subject matter experts (SMEs) in the design process must be limited to those SMEs who possess:

A. recent experience.

B. training backgrounds.

C. ISD backgrounds.

D. senior level experience.

27. Which of the following is an example of a learning (Level 2) evaluation?

A. Electronic survey

B. Participants' course feedback

C. Paper-and-pencil test

D. Management's feedback

28. A talent development (TD) professional opens a first aid class with a true story of an employee who became ill and was kept alive by a co-worker administering first aid until paramedics arrived. Which adult learning principle is the TD professional focusing on?

A. Respect

B. Readiness

C. Autonomy

D. Action

29. By experiencing an activity, participants discover principles by observing several specific related facts. What type of learning is this?

A. Internal

B. Intentional

C. Inductive

D. Intuitive

30. An effective accelerated learning (AL) environment includes:

A. individual learning tasks.

B. frequent tests.

C. a two-dimensional approach.

D. visually appealing materials.

31. You want to develop a training session for a high-power distance culture. Which instructional method should you use?

A. Lecture

B. Experimentation

C. Role play

D. Fishbowl

32. Which is the key component of an audience analysis?

A. Audience expectations

B. Delivery methods

C. Audience perception

D. Post-session evaluations

33. An instructional designer is developing a course to teach learners how to use a new human resource system. The current system has been in place for 10 years, and all of the staff have been in their roles for more than 10 years. Which of the following is NOT a challenge to developing effective training?

A. Adult learners bring previous knowledge and experience.

B. Adult learners are pressed for time.

C. Adult learners have different motivational levels.

D. Adult learners are objective-oriented.

34. Which is of LEAST concern when administering an assessment?

A. The assessment was used successfully by other, similar companies.

B. You can repeat the measurement in the same way over time.

C. The tool is equitable for all who take the assessment.

D. The assessment measures what you intended it to measure.

35. Which of the following can most affect a participant's implementation of new behaviors after training?

A. Performance appraisals

B. Timing of training

C. New programs

D. Work climate

36. A talent development professional is preparing the objectives, the evaluation plan, and sequence of content for a new training program. Which step of the ADDIE model is being performed?

A. Implementation

B. Development

C. Design

D. Analysis

37. Which technique can be used to improve transfer of skills gained in training?

A. Creating buddy systems or support groups

B. Making training mandatory

C. Using four levels of training evaluation

D. Compressing training to a one-day event

38. A talent development professional is conducting a needs assessment. Which step helps the TD professional uncover problems and related trends?

A. Select data-collection method.

B. Analyze the data.

C. Identify necessary data.

D. Collect the data.

39. Which describes a blended learning course?

A. Instructor-led with role plays

B. E-learning course with nine modules

C. E-learning course, reinforced with a post test

D. E-learning course and a shared website for gathering handouts and posting assignments

40. You are responsible for developing a soft skills training program for 600 sales professionals who work in four different time zones. Which is the BEST delivery method?

A. Online classroom

B. Instructor-led game

C. Published learning journal

D. Online simulation

41. An organization needs to provide motor skills training on the operation of a new instrument. The employees work two shifts in two locations. The organization has a dedicated staff of trainers and a well-developed intranet. Which TD option should be used for the training need?

A. Synchronous online instructor-led training

B. Asynchronous web-based training

C. Classroom instructor-led training

D. Self-study workbook

42. A talent development professional is considering implementing a new learning technology in their organization. Which area must be considered in this selection?

A. Bandwidth requirements

B. Learner characteristics

C. WLP staff characteristics

D. Courseware requirements

43. Which feature best represents synchronous e-learning sessions?

A. Interactive email correspondence

B. Onscreen guided tours

C. Virtual classroom participation

D. Group seminar discussion

44. A talent development professional has been asked to design an e-learning program for call-center operators. Which point should be considered important while building the program?

A. Incoporate as much rapid image movement as possible

B. E-learning is more effective than classroom training

C. Synchronous training is more effective than asynchronous

D. Include multiple user-tests throughout the program

45. A trainer recently leveraged a live webcast to help a group actively participate and communicate in real time. The webcast included tools such as chat panels, white boards, and polling questions. What types of communication tools are these?

A. Asynchronous

B. Peer rating

C. Spontaneous

D. Synchronous

46. Compared to traditional learning tools, social networking tools can be particularly useful in applying which type of knowledge?

A. Procedural

B. Tacit

C. Declarative

D. Explicit

47. What is the FIRST priority in using any learning technology?

A. Develop methods for keeping up with new technology developments

B. Understand what is available to learners and what is available to use

C. Ensure training staff can deliver using new technology

D. Understand your organization's technological capacity

48. What is the PRIMARY benefit of a Learning Content Management System (LCMS)?

A. It offers competency mapping or skill gap analysis.

B. It includes learner profile management.

C. It manages registration and prerequisite screening.

D. It combines courses and learning materials.

49. Which of the following is a benefit of e-learning delivery?

A. It reaches a small audience.

B. Everyone has access to the technology.

C. It is appropriate for all learning styles.

D. It offers convenient and fast delivery.

50. A trainer wants to accelerate a learning curve by supporting learners before and after a workshop and encouraging relationships among the learners. What interactive, real-time social learning tool should the trainer use?

A. Blogs

B. Learning wiki

C. Shared workspaces

D. Social bookmarking

51. A training manager wants to leverage the organization's existing materials to rapidly develop courses. Which of the following technology solutions would BEST facilitate this process?

A. Learning content management system

B. Document management system

C. Collaborative learning suite

D. Enterprise intranet portal

52. You are a Chief Learning Officer (CLO) working on a social learning project. Many of the key stakeholders within the organization are resisting your social media solutions, saying that governance will be too difficult to enforce, and your solutions could violate legal and compliance regulations. Which of these strategies will BEST help you overcome this organizational resistance?

A. Start small, with an internal tool like a microblog and simple rules about how to use it.

B. Require all key stakeholders to use the social media solution once a week.

C. Ensure all users are aware of the organization's governance approach.

D. Provide a cost/benefit analysis for the social media solution and its components.

53. Which of the following is the BEST method for determining a vendor's capability?

A. Alignment of the philosophy between the vendor and the organization

B. Reviewing the vendor's marketing materials

C. Competitive pricing in the market place

D. Determining the vendor's project management capability

54. An organization has requested you provide training for a new initiative. After discussion, it becomes clear that there has been a breakdown of communication among stakeholders. You decide to divide learners into two groups. Group 1 consists of safety officers and their work locations are scattered throughout the country. Most of the time they are in the field and away from their offices. Group 2 consists of a large number of external customers. For security reasons, customers cannot access the company learning management system and they must be authorized to enter company locations. You recommend online learning for Group 1. Which of the following is the MOST suitable for them?

A. Synchronous training

B. Coaching

C. Asynchronous training

D. Virtual classroom training

55. The project manager for a large initiative has directed that 1,500 domestic and international employees attend a quick training session to learn about updated codes that are being implemented. She did not include the training manager in the project meetings and learns that the international teams cannot utilize the corporate Learning Management System (LMS) to track completion. Since delaying the initiative is not an option, she informs the training manager of the issue but lets him know that nothing can be changed. The training was developed via an e-learning module which can only be tracked via the LMS. What would be the BEST option for delivery for the training manager?

A. Publish the module in a format that will enable it to be distributed outside of the Learning Management System (LMS) for attendees to access.

B. Send a representative to the international locations to administer an instructor-led training.

C. Convert the module to a presentation and email it to the international teams, along with a paper exam, and ask them to be honest about administration of the content.

D. Hold one large synchronous training event via a web-based meeting.

56. An Electronic Performance Support System (EPSS) should be used when tasks:

A. are performed frequently.

B. are relatively difficult to perform.

C. have minor implications if performed inadequately.

D. have to be performed in emergency situations.

57. An organization's director of training must select a learning information system to support the learning function. The selected system must support employee learning delivered asynchronously at the employee's work station. The learning results and data must be readily available to the organization's human resources system. Which system would best satisfy these requirements?

A. Learning Support System (LSS)

B. Learning Content Management System (LCMS)

C. Collaborative Learning Software

D. Learning Management System (LMS)

58. In which situation would an Electronic Performance Support System (EPSS) be useful?

A. The task requires immediate and frequent updates.

B. The performance problem is caused by an environmental barrier.

C. The task related to the performance problem is relatively easy to perform.

D. The task is performed frequently.

59. Learning content management systems (LCMSs) help organizations and instructional designers to:

A. manage the creation, editing, and publication of instructional content.

B. perform year-end inventory of all training data.

C. store key bits of information that are critical to senior leadership.

D. keep all information on a training course in one place.

60. The total cost of ineffective e-learning includes the cost of:

A. development plus implementation.

B. instructional designer salaries plus missed schedule deadlines.

C. poor performance and missed opportunities.

D. the software platform plus integration.

61. An organization needs to purchase a tool to keep track of the training that each of its employees needs and has completed. Which tool should it purchase?

A. Learning Management System (LMS)

B. Learning Content Management System (LCMS)

C. Electronic Performance Support System (EPSS)

D. Bulletin Board System (BBS)

62. Web-based delivery is best suited for which type of ability?

A. Attitudinal

B. Psychomotor

C. Cognitive

D. Procedural

63. What type of delivery would be necessary in developing rapid training implementation for geographically dispersed workforce?

A. Asynchronous e-learning

B. Blended learning

C. Multimedia-based learning

D. Synchronous virtual learning

64. What solution would address reducing the training budget by 30% and allow participants greater flexibility?

A. Reduce all classroom training offered by 30%.

B. Replace some classroom training with asynchronous e-learning.

C. Replace classroom training with job aids.

D. Convert classroom training to asynchoronous e-learning.

65. What is the term "wait time" commonly used to define?

A. the period between the issuance of a survey and the collection of responses.

B. the time estimated for individual responses to questions.

C. the time required to analyze the responses to a series of interviews.

D. the silence after a question has been answered.

66. During a training session, a participant talks for great lengths of time. The talent development professional should use which of the following phrases?

A. "What does anyone else think about this point?"

B. "I'm not clear on how that fits the issue we're talking about."

C. "We are really short on time so we need to speed this along."

D. "Could you summarize your idea in a few words so that I can write it down?"

67. When dealing with a participant who talks too much, a trainer should use which response to redirect the conversation?

A. "I'm not sure that's what we were discussing."

B. "Let's be sure that everyone has had a chance to speak."

C. Could you summarize your ideas?"

D. "You're talkative today, aren't you?"

68. Which is the most effective way to open a learning session?

A. Ask questions to check for understanding.

B. Record attendance.

C. Conduct an ice-breaker.

D. Hand out materials.

69. Which of the following is a good flipchart technique?

A. Using a single color to make it easy to read

B. Using 8 to 10 lines per page

C. Using lettering that is about 1-inch high

D. Using a bullet for each point

70. Which is the most important factor a training manager should consider when seeking trainers?

A. Expertise in the subject matter

B. Focus on the learners

C. Knowledge of the audio visual equipment

D. A previous working relationship with the learners

71. What technique creates an active learning environment?

A. Delivering a colorful presentation

B. Having a corporate executive provide input

C. Telling relevant stories about the topic

D. Performing a brainstorming session

72. A trainer, who is most comfortable teaching in a lecture format, presents complex instructions to a medium-sized group. Afterwards, participants begin an animated discussion restating the information just presented. Which action should the trainer take to best facilitate learning transfer?

A. Lead the discussion through thought-provoking questions

B. Summarize the discussion and continue with the course lecture

C. Participate in the discussions through active listening

D. Transition to the next section of the course

73. Which of the following is a characteristic of a well-designed web-based training program?

A. The sound of a cheering crowd is heard when the student answers questions correctly

B. Audio narration is interspersed throughout the program

C. The student is encouraged to make menu choices and enter responses to questions

D. Includes a knowledge based quiz

74. A talent development professional conducted a day-long training seminar in Japan for the first time, and the participants asked no questions. What cultural differences could explain this situation?

A. Japan is a high power distance culture characterized by conformity.

B. Japan is a low power distance culture characterized by impersonal interactions.

C. Japan is a high power distance culture characterized by an emphasis on equality.

D. Japan is a low power distance culture characterized by low dependence.

75. A trainer is facilitating a course using materials with detailed textural content. The trainer knows from experience the learners prefer to learn with visual information, even though the trainer prefers the existing format. A tight deadline does not allow redesign of the materials. What should the trainer do?

A. Use the existing materials since they are easier for her to use for presenting.

B. Use humorous graphics to make the notes more visually appealing.

C. Have the learners create visual representations of the material throughout the course.

D. Have the learners highlight the text with different colored markers.

76. You have been asked to facilitate a diversity focus group in your workplace. Which seating arrangement fosters safe, candid communication on this sensitive topic while maintaining a degree of control?

A. Rectangular Table Configuration

B. Square Table Configuration

C. Circle Configuration

D. Broken Circle Configuration

77. During training, a talent development professional was asked several questions and they did not know the answer. The talent development professional became frustrated and did not recover well. What should have been done to prevent this from occurring?

A. Anticipated questions that might be asked and planned answers

B. Practiced not showing emotions during training

C. Invited a Subject Matter Expert to sit in on her classes

D. Asked for all questions to be written and replied after class

78. What "getting started" activity for a training session would BEST set the tone for the behaviors learners can expect of each other and the facilitator?

A. Ground rules

B. Course Objectives

C. Learning outcomes

D. Test criteria

79. When designing training to change attitudes, which of the following methods is recommended?

A. Workbook exercises

B. Videos

C. Written scenarios

D. Group discussion

80. You are leading a training session. Which facilitation technique should you use in order to meet the classroom needs of participants who prefer the Sensing-Thinking (ST) learning style?

A. Use personal stories from the facilitator's experience to illustrate points.

B. Provide concrete evidence to gain participant's trust.

C. Establish a flexible learning atmosphere to engage participants in big-picture thinking.

D. Give immediate feedback to participants in clear and concise terms.

81. You created a new job aid as a part of your employment with the training division of X Corporation and published it on your firm's "training tips" website, which is accessible by the general public. What is the copyright status of the job aid?

A. It is copyright protected, and the copyright is owned by the X Corporation, your employer.

B. It has no copyright protection since it was posted on a website accessible by the general public.

C. It is copyright protected, and the copyright is owned by you, the author.

D. It has no copyright protection since it was not registered with the U.S. Copyright Office.

82. Which listening technique is demonstrated when listeners effectively use eye contact, gestures, and movement in order to increase understanding while responding to questions?

A. Empathetic listening

B. Reflective listening

C. Active listening

D. Assertive listening

83. An organization has requested you provide training for a new initiative. After discussion, it becomes clear that there has been a breakdown of communication among stakeholders. You decide to divide learners into two groups. Group 1 consists of safety officers and their work locations are scattered throughout the country. Most of the time they are in the field and away from their offices. Group 2 consists of a large number of external customers. For security reasons, customers cannot access the company learning management system and they must be authorized to enter company locations. Why might classroom training be a difficult option for Group 1?

A. It is a large group

B. They are geographically dispersed

C. The group prefers hands on training

D. The group prefers to read the user manual

84. An organization has requested you provide training for a new initiative. After discussion, it becomes clear that there has been a breakdown of communication among stakeholders. You decide to divide learners into two groups. Group 1 consists of safety officers and their work locations are scattered throughout the country. Most of the time they are in the field and away from their offices. Group 2 consists of a large number of external customers. For security reasons, customers cannot access the company learning management system and they must be authorized to enter company locations. Which of the following is the BEST delivery option for Group 2?

A. Classroom training

B. Online training

C. Blended training

D. Job aids

85. You are a senior leader in the training department for a small organization. You manage a junior member of the team who is assigned to design an e-learning course. You have observed a decline in the quality of her work over the last four weeks; she does not willingly accept criticism or suggestions when reviewing her work, and she is not meeting deadlines. Would it be appropriate to use Socratic questioning when meeting with the employee to discuss her performance?

A. No; Socratic questioning will not allow her to be open and honest about her current situation.

B. No; Socratic questioning is best used in a larger group setting, not a one-on-one setting.

C. Yes; Socratic questioning will ensure the employee gives accurate, honest answers.

D. Yes; Socratic questioning will lead to progressively more complete information.

86. Which of the following delivery methodologies is best for large, dispersed groups of learners when the subject matter is highly cognitive in nature, and just-in-time training is required?

A. Classroom training

B. Self-directed learning

C. Job aids

D. Blended learning

87. A talent development professional is preparing to deliver a highly interactive program to an audience of 16 participants. The program involves some lecture and individual work, as well as frequent, sometimes lengthy, small group exercises. Which room set up is best for this type of program?

A. Conference style

B. Theater

C. Rounds

D. U-Shaped

88. You need to select a TD method. Your goals include (a) cost effectiveness, (b) low amount of trainer travel, and (c) low amount of trainee time away from work. Immediate trainee feedback in real time is not required. Which delivery method would best address this situation?

A. Facilitator-led classroom event

B. Blended e-learning event

C. Synchronous e-learning event

D. Asynchronous e-learning event

89. A trainer has introduced an activity by reading the instructions from the facilitator guide and allowed time for questions before breaking into small groups. After forming groups, participants spend more time asking questions about what they are supposed to do than doing the activity. To keep the group focused on the activity, what should the trainer do differently next time?

A. Appoint a leader for each group to report results to the class.

B. Establish ground rules on how group activities should be conducted.

C. Allow more time for the small group activity.

D. Provide written activity instructions in a handout.

90. Company XYZ is adding five new stamping machines, which are identical in design and operation to 20 stamping machines currently operated by 20 machine operators and 20 assistant machine operators. The operators for the new equipment will be selected from the pool of current assistant machine operators. Which of the following is the most cost effective instructional method for training the new operators?

A. Structured on-the-job training

B. Classroom-based lecture

C. E-learning from the vendor

D. Simulation-based training

91. Which delivery method is best for developing higher-order thinking skills and stimulating interpersonal exchanges?

A. Classroom training

B. Job aids

C. Blogs

D. Self-directed learning

92. Which activity will achieve the greatest transfer of learning?

A. Partner with managers to review the expected training outcomes and how to support the change in performance.

B. Have participants list what they are going to do on the job as a result of training.

C. Build in plenty of practice opportunities during the training session.

D. Send a follow up e-mail to participants after the session to remind them of concepts learned.

93. A talent development professional is most likely to succeed in drawing out quiet or non-participative group members by doing which of the following?

A. Restating in the facilitator's own words what a group member has said

B. Redirecting questions and comments back to the group when opinions are sought

C. Calling on the group members by name and asking directly for their input

D. Asking group members to look at the big picture when caught up in detail

94. A TD professional works for a cheesecake manufacturing company. Most of the employees who produce the cheesecakes have a different primary language than English, and some of them don't speak English at all. A new line of bite-sized, mini-cheesecakes will start production soon, and a group of employees has been selected for training on the new production line. Based on this information, which of the following learning methods would be best to choose for this training course?

A. Video-based

B. Lecture

C. Gaming

D. Open-ended questions

95. The Environmental Services department in a hospital makes sure that the entire facility, such as patient rooms, common areas, and surgical areas are clean in order to prevent harm to the patient from the environment. A TD professional has been asked to design a training class that helps the department's new employees learn and perform the hospital's prescribed sequence of steps and methods that ensure cleaning standards are properly maintained. What level of learning is most likely the target of this training program?

A. Knowledge

B. Comprehension

C. Application

D. Analysis

96. A TD professional has decided to design a class that improves the kinds of judgments made by HR professionals who make decisions regarding job accommodations for employees with disabilities. The goal of the training is to improve the decisions made regarding whether or not an accommodation needs to be made from a legal perspective, and if so, what kind of accommodation should be made. What level of learning is most likely the target of this training program?

A. Application

B. Analysis

C. Synthesis

D. Evaluation

97. A moving rental company has experienced a number of complaints from renters who have had difficulty dropping off equipment during business hours. The TD professional needs to design learning objectives for a course to address this issue. Which of the following should occur first by the TD professional?

A. Determine what performance issue(s) need to be addressed.

B. Develop and write the learning objectives.

C. Decide if the training needs to build skills or change attitudes.

D. Determine the desired level of learning.

98. A TD professional at a broadcast company trains news reporters who are new to the job on the procedures for submitting a story to the news editor. The procedural steps are presented in an acronym, such that when the first letters of each step of the procedure are in the proper order, they spell a word. What is the goal for using an acronym in the training program?

A. To make it easier to learn the steps

B. To use memory techniques

C. To make the training content more dynamic

D. To help learners use it once on the job

99. A TD professional in a city's Community Safety and Outreach program has prepared an informational training program for the public to learn pool safety. The program uses a jingle, which is a short song, with the ABCs of pool safety to teach tips on how to prevent children from drowning. A jingle used in a training program is a type of _____.

A. learning application

B. memory technique

C. blended learning

D. support technique

100. A TD professional was preparing some new instructional materials on improving customer service. While preparing one of the units, the TD professional found a table that categorized appropriate verbal responses to customers. The table was found in some other copyrighted training materials that the TD professional's company had purchased for use two years ago. Because the company had physical ownership of copyrighted materials that they purchased, the TD professional inserted the table into the new materials and attributed credit to the publisher. Which of the following statements best describes compliance with copyright law in the above scenario.

A. The TD professional's company had rights of physical ownership, which does not require requesting permission for use from the publisher.

B. The TD professional provided attribution by citing the source, which does not require requesting permission for use from the publisher.

C. The TD professional's company had first sale rights, yet needs to request permission from the publisher to reproduce the table in the new material.

D. The TD professional had inserted the table in new material, which is a new fixed written format that transfers the copyright protections for the table to the new material.