

## Training Answer Key

**Instructions:** Circle the correct answer.

1. Breaking information into smaller units makes it easier for learners to process. What is this technique called?
  - a. Characterizing
  - b. Chunking**
  - c. Cognitive loading
  - d. Compartmentalizing
  
2. Choose the action that is **NOT** one of the Five Moments of Learning Need.
  - a. Need to help others learn**
  - b. Need to learn more
  - c. Need to learn something new
  - d. Need to learn when something has changed
  
3. When learners are given too much information at once, it can decrease how much they retain. What is this learning principle commonly known as?
  - a. Cognitive overload**
  - b. Distracting
  - c. Mind loading
  - d. Retention sabotage
  
4. Which speech characteristic is **NOT** a common verbal cue?
  - a. Accent**
  - b. Pitch
  - c. Tone
  - d. Volume
  
5. Which form of assessment should a trainer develop to determine what the participants have learned?
  - a. Measurable learning objectives**
  - b. Observation forms
  - c. Ten-item assessment
  - d. Trainer evaluations

6. The way we use our bodies to convey a message is referred to as what type of communication?
- a. **Nonverbal**
  - b. Sign language
  - c. Unspoken
  - d. Verbal
7. When planning exercises to reinforce learning, we must ensure they \_\_\_\_\_.
- a. **are accessible to all learners.**
  - b. are fast-paced to hold the learner's attention.
  - c. are not connected to the content delivery method.
  - d. are not used as ice breakers.
8. The use of nuisance words can help trainers to gain the audience's attention.
- a. True
  - b. **False**
9. What is a trainer's first step when preparing to conduct an external training?
- a. Developing a content outline
  - b. **Planning a scoping call with the site host**
  - c. Practicing the delivery of content
  - d. Researching participant backgrounds
10. When a trainer or facilitator is traveling for an external training, which of the following should always take priority?
- a. Conducting a cost comparison so you spend less of your money
  - b. **Following host travel policies**
  - c. Getting the appropriate size rental car to carry supplies
  - d. Locating accommodations close to the training site