



CMOR-MRA Interviewer Training Modules
Post-Training Supportive Environment

Name: _____

- 1. The key to success in making the post-training environment supportive is to enlist interviewing floor staff as _____ in the process.**
- 2. In structuring the partnership between trainers and floor staff, trainers should schedule _____ and also convey _____ of the responsibility to transition trainees to the live dialing environment.**
- 3 True or False: Floor staff should be kept up to date on learning theory and teaching theory to strengthen their understanding of the training process.**
- 4. Which of these steps should be taken with supervisors, to help cement the partnership between trainers and floor supervisors: (mark with "X")**

Involve the supervisors in training course development _____

Send supervisors to outside courses on how to develop training modules _____

Explain why each training section was developed, not just what is in them _____

Give supervisors quizzes on the training material _____

Put supervisors through the internal training course at least once a year _____

Hold debriefing sessions regularly on how the transition is going _____

Trainers should keep doing the same thing they have always done in class _____



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- 5. Mark each step below true or false, on the steps trainers should take themselves to cement the partnership between themselves and supervisors: (mark with "X")**

Learn everything they can about the production process and goals _____

Understand the center's big picture and vision _____

Keep up to date on how the interviewer and supervisor's job has changed _____

Do the supervisor's job sometimes _____

Take outside courses on floor supervision _____

Provide honest assessment of trainees' skills coming out of class _____

Don't let failing interviewers out of class _____

Make the class all theoretical in nature _____

- 6. Supervisors play a critical part in helping trainers develop**

_____, _____, and _____ for practical application
of class learning.

- 7. True or False: Supervisors and senior interviewers make good guests in training classes.**

- 8. More advanced concepts of the work, especially those best learned after actual dialing, are best presented in post-training _____.**

- 9. True or False: Infrequent situations and technical rules can be covered in hand-outs and take-aways, rather than spend time in class.**



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10. Trainers have to be open to feedback from floor supervisors, and not be _____ when input is given.

11. Making the post-training environment supportive through partnership takes work, so trainers and supervisors can take turns and use the _____ approach to handle the goal-setting, meetings, feedback, and constant revision needed for an effective transition.