



**CMOR-MRA Interviewer Training Modules**  
Supportive Environment in Class

Name: \_\_\_\_\_

**1. True or False: A supportive environment in class encourages and maximizes the training of concepts and applications needed for the job.**

**2. Name some of the emotions trainees feel upon entering class for the first time?**

\_\_\_\_\_

\_\_\_\_\_

**3. True or False: Training class is the last chance for a company to see if an interviewer can do the job.**

**4. A supportive environment helps achieve which of the following objectives:**

- Reduce turnover \_\_\_\_\_
- Increase the trainer's salary \_\_\_\_\_
- Change prior bad habits of trainees \_\_\_\_\_
- Bring more people to class \_\_\_\_\_
- Speeds up the lectures \_\_\_\_\_
- Gives the trainer a break \_\_\_\_\_
- Allays trainees' fears \_\_\_\_\_
- Increases their preparation for live dialing \_\_\_\_\_

**5. Name the components of a supporting class environment?**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



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**6. True or False: The sink or swim method of support is the most effective.**

**7. List some technical components that every interviewer training class should include:**

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**8. What aspects of physical set-up below help support good training?**

Good air flow \_\_\_\_\_

Good lighting \_\_\_\_\_

Comfortable chairs \_\_\_\_\_

Lively music \_\_\_\_\_

Colorful posters \_\_\_\_\_

Expensive furniture \_\_\_\_\_

Crooked, light copies of hand-outs \_\_\_\_\_

Company information \_\_\_\_\_

**9. True or False: It is important for the trainer to make eye contact frequently, and to move around the class regularly.**



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**10. Describe how to handle interrupters and disrupters in class:**

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**11. True or False: The Trainer can modify course content based on what he/she learns about trainee knowledge through frequent interaction.**

**12. What are two important messages a trainer can give the class frequently?**

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**13. Trainers should \_\_\_\_\_ in public and \_\_\_\_\_ in private.**

**14. True or False: A new interviewer can be assigned as a buddy or mentor to the trainee coming out of class.**