



CMOR-MRA Interviewer Training Modules

Supportive Environment in Class

Answer Key

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

A: **True.**

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

A: *Fear, uncertainty, confusion, bring past experience/knowledge*

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

A: *False. It's the first chance.*

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

Reduce turnover **x**

Increase the trainer's salary_____

Change prior bad habits of trainees **x**

Bring more people to class_____

Speeds-up the lectures_____

Gives the trainer a break_____

Allays trainees' fears **x**

Increases their preparation for live dialing **x**

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

A: *Ample Time, physical setting, profile trainees' past experience and learning style, flexibility of approach, trial and error period/practice, transition to live dialing*

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

A: **False.**



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

Overcoming refusals and objections, avoiding biasing and leading, reading verbatim, probing and clarifying, establishing rapport, value of market research

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.

A: True. It establishes rapport and gives the trainer clues to trainees' background.

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

A: Tell interrupters the trainer will discuss their issue at the break, talk to disrupters privately to tell them it has to stop.

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

A: True.



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

A: *There are no stupid questions, it's okay to make mistakes*

13. Trainers should *praise* in public and *critique* in private.

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

A: *False. A senior interviewer should be assigned.*