



## CMOR-MRA Interviewer Training Modules

### Post-Training Supportive Environment

#### *Answer Key*

1. The key to success in making the post-training environment supportive is to enlist interviewing floor staff as **partners** in the process.
2. In structuring the partnership between trainers and floor staff, trainers should schedule **regular meetings** and also convey **ownership** 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.  
*A: True.*
4. Which of these steps should be taken with supervisors, to help cement the partnership between trainers and floor supervisors:

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:**

Learn everything they can about the production process and goals  X

Understand the center's big picture and vision  X

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

Do the supervisor's job sometimes \_\_\_\_\_

Take outside courses on floor supervision \_\_\_\_\_

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

Don't let failing interviewers out of class  X

Make the class all theoretical in nature \_\_\_\_\_

- 6. Supervisors play a critical part in helping trainers develop *role-plays*, *examples*, and *exercises* for practical application of class learning.**
- 7. True or False: Supervisors and senior interviewers make good guests in training classes.**  
A: *True*.
- 8. More advanced concepts of the work, especially those best learned after actual dialing, are best presented in post-training *workshops*.**
- 9. True or False: Infrequent situations and technical rules can be covered in hand-outs and take-aways, rather than spend time in class.**  
A: *True*.



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10. Trainers have to be open to feedback from floor supervisors, and not be **defensive** 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 **triage** approach to handle the goal-setting, meetings, feedback, and constant revision needed for an effective transition.