1. For companies that use high-leverage training to gain a competitive advantage, training can also help to create a learning organization.

2. Training is the best solution for organizations that have the presence of “pressure points” such as performance problems or employees’ lack of skills.

3. When using a consultant to develop training materials, the training materials, manuals and handouts typically belong to the company unless otherwise specified.

4. Managers should overstate the positive aspects of training so that employees’ motivation to learn is maximized.

5. Despite the growing popularity of e-learning, traditional training methods continue to be more effective and least costly?

6. When practicing skills learned in training
   a. continuous practice typically results in more efficient learning than distributed practice.
   b. overlearning happens when practice sessions are too long and trainees become bored.
   c. it is probably best to use both whole and part practice in a training session.
   d. continuous practice is best for difficult factual material.

7. Which of the following is false about video teleconferencing?
   a. Savings on travel costs are realized
   b. The interaction between the trainer and trainees is automatically built into the technique
   c. It allows “experts” to get to geographically diverse locations
   d. There is the ability to broadcast courses for college credit or job certification purposes

8. Compared to formal off-the-job training programs, companies spend
   a. half the amount of money on informal on-the-job training programs.
   b. about the same amount of money on informal on-the-job training programs.
   c. 1 to 2 times more money on informal on-the-job training programs.
   d. 3 to 6 times more money on informal on-the-job training programs.

9. Group-building training techniques are most effective for
   a. developing specific skills or dealing with interpersonal issues on the job.
   b. teaching new facts or alternative problem solving solutions.
   c. continuously attempting to learn new things to apply for quality improvements.
   d. sharing ideas and experiences and getting to know one’s strengths and weaknesses.

10. When training outcome measures are collected at periodic intervals before and after training, which of the following evaluation designs is being used?
    a. Pretest/posttest evaluation design
    b. Time series evaluation design
    c. Pretest/posttest comparison group evaluation design
    d. Pretest only with comparison group evaluation design