
RADIO DISCIPLINE & CONTROL
SCENARIO QUIZ

SECTION 01 : INSTRUCTIONAL EXPERTISE

MULTIPLE CHOICE

QUESTION 01

AN EXCEPTIONAL TRAINER'S PRIMARY ROLE IS TO:

- A. Deliver information clearly
- B. Ensure trainees pass tests
- C. Develop critical thinking and decision-making
- D. Enforce policy compliance

QUESTION 02

ADULT LEARNERS ARE MOST ENGAGED WHEN:

- A. Information is lecture-based
- B. Content is immediately relevant and practical
- C. Material is highly technical
- D. Testing is frequent

QUESTION 03

THE MOST EFFECTIVE FEEDBACK IS:

- A. Given only at the end of training
- B. Focused on errors only
- C. Timely, specific, and actionable
- D. Documented but not discussed

QUESTION 04

SCENARIO-BASED TRAINING IS VALUABLE BECAUSE IT:

- A. Reduces training time
- B. Eliminates mistakes
- C. Builds decision-making under realistic conditions
- D. Replaces classroom instruction

SECTION 02 : TRUE / FALSE
TRAINING MINDSET

QUESTION 05

EXCEPTIONAL TRAINERS ADAPT THEIR TEACHING STYLE TO THE LEARNER

- A. True
- B. False

QUESTION 06

STRUGGLING TRAINNESS SHOULD BE REMOVED QUICKLY TO MAINTAIN STANDARDS.

- A. True
- B. False

QUESTION 07

PSYCHOLOGICAL SAFETY IMPROVES LEARNING PERFORMANCE.

- A. True
- B. False

QUESTION 08

DOCUMENTATION IS ONLY FOR DISCIPLINE, NOT DEVELOPMENT.

- A. True
- B. False

SECTION 03

SCENARIO – BASED JUDGMENT

QUESTION 09

A TRAINEE REPEATEDLY HESITATES ON HIGH-PRIORITY CALLS. WHAT IS THE BEST TRAINER RESPONSE?

- A. Document failure and move on
- B. Increase pressure to improve speed
- C. Break down decision points and coach through repetition
- D. Remove trainee from live call handling

QUESTION 10

A HIGH-PERFORMING TRAINEE BECOMES OVERCONFIDENT AND CUTS CORNERS. YOU SHOULD:

- A. Ignore it due to performance
- B. Immediately discipline
- C. Reinforce standards and address risk behavior directly
- D. Lower expectations

QUESTION 11

DURING A SIMULATION, A TRAINEE MAKES A CRITICAL ERROR. THE BEST IMMEDIATE ACTION IS:

- A. Stop training entirely
- B. Correct in the moment, then debrief
- C. Wait until the end of the week
- D. Document only

QUESTION 12

A TRAINEE FREEZES DURING A LIVE HIGH-RISK CALL AND LOOKS TO YOU FOR DIRECTION. WHAT IS THE BEST TRAINER RESPONSE?

- A. Take over the call completely
- B. Let them fail to learn naturally
- C. Provide brief guidance while allowing them to continue
- D. End the call immediately

QUESTION 13

A TRAINEE BECOMES DEFENSIVE WHEN GIVEN CONSTRUCTIVE FEEDBACK. YOU SHOULD:

- A. Stop giving feedback
- B. Be more direct and critical
- C. Reframe feedback using specific behaviors and outcomes
- D. Document and escalate immediately

SECTION 04 : SHORT ANSWER

[Coaching Depth]

QUESTION 14

WHAT IS THE DIFFERENCE BETWEEN TEACHING AND COACHING?

Answer:

QUESTION 15

HOW DO YOU BUILD PSYCHOLOGICAL SAFETY WITH A TRAINEE?

Answer:

QUESTION 16

WHAT IS ONE METHOD TO IMPROVE DECISION-MAKING UNDER STRESS?

Answer:

SECTION 05

TRAINER SELF-AWARENESS

QUESTION 17

AN EXCEPTIONAL TRAINER REGULARLY:

A. Uses the same methods every time

- B. Evaluates their own effectiveness
- C. Focuses only on trainee performance
- D. Avoids feedback

QUESTION 18

BIAS IN TRAINING CAN LEAD TO:

- A. Faster learning
- B. Inconsistent evaluations
- C. Better outcomes
- D. Stronger discipline

SECTION 06

ADVANCED SCENARIO

QUESTION 19

A TRAINEE PASSES ALL TESTS BUT STRUGGLES IN REAL CALLS. WHAT DOES THIS INDICATE?

- A. Training success
- B. Testing failure only
- C. Gap between knowledge and application
- D. Trainee attitude problem

QUESTION 20

YOU INHERIT A TRAINEE FROM ANOTHER TRAINER WITH POOR HABITS. YOUR FIRST STEP IS:

- A. Discipline immediately
- B. Restart full training
- C. Assess current competency objectively
- D. Report previous trainer

QUESTION 21

A TRAINEE PERFORMS WELL IN TRAINING BUT STRUGGLES UNDER STRESS DURING PEAK HOURS. THIS SUGGESTS:

- A. Lack of knowledge
- B. Poor attitude
- C. Need for stress-exposure and resilience training
- D. Training is complete

QUESTION 22

YOU NOTICE YOU ARE GIVING MORE ATTENTION TO ONE TRAINEE OVER OTHERS. WHAT SHOULD YOU DO FIRST?

- A. Continue since they need more help
- B. Ignore the imbalance
- C. Assess your own bias and redistribute attention fairly
- D. Reduce support for all trainees