

# Workplace Violence Training

## Quiz

*Download and save this form to your computer. You may type your answers into the highlighted spaces. Save your work once you completed this quiz. Include as an attachment to your Trainer or Director as proof of your participation in this training.*

Name \_\_\_\_\_ Date of Training: \_\_\_\_\_

1. What is the definition of Workplace Violence?

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2. What are the 5 warning signs of escalating behavior?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

3. What is a good way to respond to frustration?

- a) Move the person to a quiet location
- b) Question their responses so they are understanding things the way you see them.
- c) Ignore it and hope it goes away.

Answer: \_\_\_\_\_

4. What is a good way to respond towards hostility?

- a) Engage with the person and let them know their behavior will not be tolerated.
- b) Sit down in a quiet area and try to calm them down.
- c) Alert your supervisor and call 911 immediately.

Answer: \_\_\_\_\_

5. List three Prevention Strategies

- 1. \_\_\_\_\_
- 2. \_\_\_\_\_
- 3. \_\_\_\_\_