

# Assessment

# *Preventing Workplace Violence*

*First Edition*

The objectives of this book are:

- To explain reasons for violence in the workplace
- To present violence prevention strategies
- To present laws relevant to violence in the workplace
- To show to deal with violence crises

■ CRISP<sub>series</sub>

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## **Assessment Questions for Preventing Workplace Violence, First Edition**

*Select the best response.*

1. Warning signs and aggravating factors are almost always present before violence occurs.
  - A. True
  - B. False
  
2. The fastest growing form of murder is homicide in:
  - A. Homes
  - B. Urban neighborhoods
  - C. The workplace
  - D. Schools
  
3. A potentially violent employee is more likely to have obsessive involvement with:
  - A. The job
  - B. Outside interests
  
4. To avoid providing a catalyst for violent behavior, management should:
  - A. Handle changes with sensitivity
  - B. Assess employees' emotional behavior
  - C. Have a crisis management plan
  - D. All of the above
  
5. It is a poor use of time to plan for an event that might never happen.
  - A. True
  - B. False
  
6. An employee's bizarre behavior should be:
  - A. A source of humor
  - B. A warning sign
  - C. Not worth wasting time about
  - D. None of the above

7. Specific individuals should be named to a crisis management team:
  - A. Whenever a crisis occurs
  - B. Before a crisis occurs
  
8. To alert employees that violence will not be tolerated, you should:
  - A. Tell them
  - B. Establish a violence-prevention policy
  
9. Regarding employee violence, management may be liable if:
  - A. Preventive measures have not been taken
  - B. Violence in the employee's prior work has not been investigated
  - C. Other employees have not been warned
  - D. All of the above
  
10. An employee's threat to another employee:
  - A. Can be ignored if it has not happened before
  - B. Should always be taken seriously
  
11. Job applicants must allow you to contact references.
  - A. True
  - B. False
  
12. If a desirable job applicant shows signs of a troubled past, you:
  - A. Should not hire the person
  - B. Could hire an outside firm to investigate
  
13. Managers can prevent workplace violence:
  - A. If their door is always open for employee contact
  - B. If they have an effective violence protection policy
  - C. If their employees are content and happy
  - D. All of the above
  - E. None of the above
  
14. Employers may require applicants to take a psychological test whether or not it is related to job performance.
  - A. True
  - B. False

15. A former employer must answer all questions about your applicant.
  - A. True
  - B. False
  
16. Employee work-attitude problems should be handled by:
  - A. Counseling
  - B. Coaching
  
17. The most effective form of honest feedback to an employee is:
  - A. Reinforcement
  - B. Advice
  - C. Criticism
  - D. Silence
  
18. To reduce employee defensiveness, you can:
  - A. Keep language unemotional
  - B. Avoid labels
  - C. Use “I” statements rather than “you” statements
  - D. All of the above
  
19. An employee should never be terminated without prior warning.
  - A. True
  - B. False
  
20. Victims of workplace violence:
  - A. Must be supported
  - B. Should be supported
  
21. Following an incident of workplace violence:
  - A. Rational behavior of other employees should be expected
  - B. High-risk individuals should be offered special support
  - C. Employee emotional reactions should be downplayed
  
22. Information obtained during investigative interviews should be made public for all employees.
  - A. True
  - B. False

23. To handle a situation of violence, the best option for a manager is to:
- A. Call the police immediately
  - B. Defuse the crisis by active listening
  - C. Suspend the employee
  - D. Call a legal advisor
  - E. Any of the above

*Read the case study and then answer the questions that follow.*

*Reorganization, cutbacks, and layoffs have seriously affected the morale of employees at the Grow-More fruit packing company. Sam, a production supervisor, has to work overtime to keep up with the harvest. One day he leaves work early, calling obscenities at everyone he meets on the way to the door. Pat, in the front office, reports the event to Sam's boss, Tony.*

24. Tony's first step should be to:
- A. Terminate Sam immediately
  - B. Document the facts of what happened
  - C. Implement the steps of disciplinary action
25. Sam begins work the next day as if nothing happened. Tony should:
- A. Accept the behavior and do nothing about the incident
  - B. Ask Sam for his side of the story
  - C. Hire outside legal expertise to advise him

**Answer Key for  
Preventing Workplace Violence, First Edition**

*Recommended response (Corresponding workbook page)*

1. A (ix)	6. B (17)	11. B (31)	16. A (34)	21. B (59)
2. C (5)	7. B (20)	12. B (32)	17. A (37)	22. B (55)
3. A (8)	8. B (28)	13. E (33)	18. D (38)	23. E (54-56)
4. D (15)	9. D (29)	14. B (31)	19. B (47)	24. B (55)
5. B (15)	10. B (54)	15. B (32)	20. A (59)	25. B (55)