

WORKPLACE VIOLENCE: FACTS & PREVENTION TEST QUESTIONS

Name: _____
Date: _____

1. No business is immune from the possibility of workplace violence.
 - a. True
 - b. False

2. Which of the following are considered Tier 1 behavior?
 - a. Refusal to cooperate
 - b. Acting belligerent
 - c. Arguing with others
 - d. All of the above

3. All threats should be investigated immediately.
 - a. True
 - b. False

4. Which of the following are considered to be contributors to workplace violence?
 - a. Prevalence of guns
 - b. Layoffs in the workplace
 - c. Use of drugs and alcohol in society
 - d. All of the Above

5. "Night retail establishments" are in no more danger than any other establishment.
 - a. True
 - b. False

6. The supervisor's primary role is to gather the facts.
 - a. True
 - b. False

7. Supervisor's should avoid direct confrontation about threatening behavior.
 - a. True
 - b. False

8. A member of the security department should be present when:
 - a. Interviewing employees
 - b. Counseling employees
 - c. Terminating employees
 - d. All of the above

9. If two employees are having a conflict, the supervisor should speak to each of them individually and in a non-threatening manner.
- a. True
 - b. False
10. Your odds of being in an incident of workplace violence are large.
- a. True
 - b. False

ANSWER KEY

1. A
2. D
3. A
4. D
5. B
6. A
7. B
8. D
9. A
10. B