Assessment

WORKPLACE SECURITY
AND VIOLENCE AWARENESS

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1. Workplace violence can be defined as any act of aggression by a person in
the workplace that can lead to _______________________
   a) Damage, distress or injury.
   b) A lawsuit
   c) Death
   d) Bullying

2. Which of these is an example of someone who may be the source of violent
acts in the workplace?
   a) Former employees
   b) Customers
   c) Suppliers
   d) All of the above

3. The best way to control violence is to implement preventative measures that
minimise the chance of violence occurring. Which of these is not a main
areas we address to achieve this?
   a) The physical layout of the workplace
   b) The implementation of a Workplace Violence and Harassment Policy
   c) Things we can do as individuals to minimise the risk of workplace violence
   d) Accident and injury prevention

4. Which of these is a factor associated with the layout of the workplace that
can minimise the chance of violence in the workplace?
   a) The use of security personnel
   b) Keeping sightlines clear
   c) The use of electronic surveillance systems
   d) All of the above
5. Movement around remote or low traffic areas of the workplace should be in groups of______ or more.
   a) 1
   b) 2
   c) 10
   d) None of the above

6. Which staff member should handle an aggressive or difficult person?
   a) The most experienced person available
   b) The apprentice
   c) Whoever is there
   d) None of the above

7. Which of these is not a characteristic that a person may exhibit in a typical violence profile?
   a) A loner
   b) A history of mental health problems
   c) Few outside interests
   d) Arriving late

8. Which of these is not a clue which may indicate a potential for violence in a person's behaviour?
   a) The abuse of drugs or alcohol
   b) Being argumentative
   c) An extroverted personality
   d) Being Uncooperative

9. If you find yourself involved in a violent situation you should ________ insults or abuse.
   a) Ignore
   b) Reject
   c) Retaliate against
   d) Attack with

10. If you find yourself involved in a violent situation you should ____________ the person's situation.
    a) Ridicule
    b) Question
    c) Sympathise with
    d) Ignore