

III.J – Handling Difficult People TEST

Section 1 – True/False Questions

Please read each statement, and then write “True (T)” or “False (F)” to indicate whether you believe the statement is true or not true.

- _____ 1. Security personnel must become proficient at minimizing the risk of agitating a potentially violent individual.
- _____ 2. The presence of a uniformed security officer is usually a deterrent to violence in the workplace.
- _____ 3. Early intervention in a potentially violent situation may cause the situation to escalate.
- _____ 4. In crisis management, the most effective approach is the individual approach because the situation might escalate with too many people involved.
- _____ 5. Taking direct aggressive action can be one of the most effective interventions that security officers working in a potentially violent situation have available to them.
- _____ 6. The escalation or de-escalation of a crisis may depend on a security officer’s ability to verbally intervene.
- _____ 7. Three basic types of hostage takers are: a criminal/prisoner patient, an acutely mentally ill person, and an aggrieved person.
- _____ 8. The first hour of a hostage situation is the most critical in containing the scene.
- _____ 9. Your job as a security officer is to serve as a spokesperson in answering questions for the media during a crisis.
- _____ 10. According to hostage training programs, if a security officer is taken hostage, the officer should not attempt to speak to the hostage taker unless the hostage taker speaks to them.



Section 2 – Multiple Choice Questions

Please read each statement or question and select the answer that most accurately answers or completes the question.

- _____ 1. A security officer's primary goal in a potentially violent situation is to
- a. Incite a physical confrontation
 - b. Escalate the situation
 - c. Both a and b
 - d. None of the above
- _____ 2. Which of the following are examples of condensed threat thresholds?
- a. The physically and/or emotionally traumatized individual
 - b. The sleep-deprived individual
 - c. Both a and b
 - d. None of the above
- _____ 3. Only one person should deal with a potentially violent person. This person is:
- a. The biggest and strongest security officer
 - b. The team leader
 - c. Anyone whom the person will listen to
 - d. None of the above
- _____ 4. Our reactions are shaped by many factors. Which does not belong?
- a. Personality
 - b. Past experience
 - c. Astrological sign
 - d. Both a and b



- _____ 5. Which of the following is not one of the common causes of acting out?
- a. Boredom
 - b. Being ignored or rejected
 - c. Sudden weight gain
 - d. Lack of impulse control
- _____ 6. Which of the below is least likely to result in violence in the workplace?
- a. Employees who are working for promotions
 - b. Employees being discharged
 - c. Employees being severely disciplined
 - d. Employees suspected of drug abuse being asked to take a drug test.
- _____ 7. Cues to potential “acting out” may include the following behaviors except
- a. Changes in body language
 - b. Mood swings
 - c. Strange food cravings
 - d. All the above
- _____ 8. Which of the following is not an appropriate verbal intervention for someone with high-anxiety who is making verbal threats, using abusive language, threatening gestures and refuses to cooperate?
- a. “I know you are upset but you cannot continue to behave this way.”
 - b. Give an ultimatum, “back it up”, and follow through
 - c. Set limits by consequences
 - d. “Calm down or we will help you control yourself”



- _____ 9. Which of the following is not an appropriate verbal intervention?
- a. How can I help?
 - b. My name is _____.
 - c. What is wrong with you! Why are you doing this?
 - d. Let me get you something to drink.
- _____ 10. A hostage plan should have all but one of the following elements in place:
- a. Available parking for a SWAT Team
 - b. A staging area for police
 - c. A plan for an engineer/plant operations person to be available to answer questions concerning utility service to the area
 - d. Detailed floor plans of the facility
- _____ 11. When containing the inner perimeter during a hostage situation, security officers should do the following in what order?
- a. Immediately seal off the area and then notify police
 - b. Call the police and then seal off the area
 - c. Call the police and wait for them to seal off the area
 - d. Guard the area until the police arrive to seal off the area
- _____ 12. Which of the following is not an appropriate verbal intervention when dealing with an individual suffering from mild anxiety and tension, reduced communication, mild shakiness, and mild physical arousal:
- a. "How can I help you?"
 - b. "Either you calm down or we will calm you down."
 - c. "You seem upset. Tell me what is going on."
 - d. "Calm down now"



- _____ 13. If a security officer suspects that a person is an undercover investigator, they should discuss it with:
- a. Their fellow security officers
 - b. Tell no one
 - c. Their immediate supervisor
 - d. The person they suspect
- _____ 14. A hostage training program should be set up so that staff members can become aware of what to expect and how to react if taken hostage. Which one of these items should be covered in the program?
- a. Don't do what the hostage taker tells you. Do what you think is best.
 - b. If the incident drags on, try to rest, and do not make suggestions
 - c. Remain calm and keep your back to the hostage taker at all times
 - d. Plead with the hostage taker for your release
- _____ 15. The following actions need to be managed by the security officer during an incident. Which one does not belong?
- a. Function as media spokesperson
 - b. Oversee the parking of media vehicles
 - c. Assist in accommodating the media's needs
 - d. Manage the media's access to the facility or incident scene