

Keystone De-escalation Multiple Choice Test

1: What is a Psychosocial Hazard?

- a) Anything that could cause psychological harm
- b) Anything that could cause harm in the workplace
- c) An object that could cause harm to an individual
- d) A way to cause harm to an individual.

2: Which of the following is NOT a reason for aggressive behaviour?

- a) Can't deal with their emotions – drugs or alcohol, angry or feeling overwhelmed
- b) Simply frightened or threatened (perceived)
- c) Calm and controlled emotions.
- d) Learned Behaviour

3: There are four processes that we exhibit, all of which can create problems with relationships. What are they?

- a) Money, Stress, Emotion, Kids
- b) Perception, Assumption, Emotion, Action
- c) Assumption, Stress, Emotion, Money
- d) Stress, Perception, Action, Kids

4: What are the two types of Conversations?

- a) Substantive Discussion and Emotional Conflict
- b) Conflicting Discussion and Emotional Conversations
- c) Substantive Conflict and Emotional Discussions
- d) Conflicting Emotions and Substantive Discussions

5: How much of a percentage do words make up for in the communications Graph?

- a) 10%
- b) 50%
- c) 7%
- d) 9%

6: What are the Three Ego States?

- a) Parental, Adult, Child
- b) Pet, Adolescent, Infant
- c) Adolescent, Child, Infant
- d) Adult, Parental, Grandparent

7: What is the Drive of an Expressive Individual?

- a) To be Annoying
- b) To be Heard
- c) To be Agreeable
- d) To be Mean

8: What is the Drive of an Agreeable Individual?

- a) To get along with everyone
- b) To be the favourite person
- c) To be easy
- d) To get the conversation over with

9: What is the Drive of a Driven Individual?

- a) Ideas Driven
- b) To be heard
- c) Results Driven
- d) To be easy

10: What is the Drive of an Analytical Individual?

- a) To be Smart
- b) Has a driven personality
- c) Wants the best for everyone
- d) Solution Focussed