

Workplace Violence Quiz

1. As a manager or supervisor, because you are only an employee of your organization and not its owner, you cannot be sued personally if an employee injures another employee or a customer during a violent attack. True or false?

- ☐ True
- ☐ False

2. If you see two employees "slap fighting" but neither seems angry, you should let them alone and not interfere. They're not doing any harm. True or false?

- ☐ True
- ☐ False

3. An employee drops her backpack near you, spilling its contents. You notice a switchblade-type knife has fallen out along with various cosmetic items. What should you do?

- ☐ A. Ignore the knife; it was in her backpack and was not being used to threaten anyone.
- ☐ B. Take her aside and ask her not to bring the knife with her to work in the future.
- ☐ C. Take her aside, confiscate the knife until the end of the workday and remind her that no weapons are permitted in the workplace.

4. In the aftermath of a shooting at your workplace, you are asked by a reporter to describe the injuries, name the victims and assess any damage to the workplace. What should you do?

- ☐ A. Answer to the best of your knowledge, stating when you are certain and when you are guessing or estimating.
- ☐ B. Direct the reporter to the person in your organization who is responsible for providing information to the media and politely refuse to answer any questions about injury or damage.
- ☐ C. Simply give a "no comment" answer.

5. Your employment application asks for references from the applicant's three most recent employers. The candidate you are interviewing lists three employment references, but none within the last five years. What should you do?

- ☐ A. Check the references provided. If they check out, use them as the basis for your hiring decision.
- ☐ B. Ask the employee to provide a more recent reference.
- ☐ C. Check the references provided and, only if one or more is negative, ask for more recent references.

6. You make hiring decisions for your department. In that capacity, you have a duty to protect the employees in your department from individuals who have shown a tendency to violent behavior towards others. True or false?

- ☐ True
- ☐ False

7. Your employer has received a number of bomb threats. In fact, a pipe bomb exploded in the locker room, causing extensive damage. Fortunately, the room was empty at the time the bomb detonated. Now one of your employees is worried about other bombs and distracted from his work. What should you do?

- ☐ A. Try to reassure him that security is in place to prevent further bombs from being placed in the building.
- ☐ B. Try to distract him with an interesting assignment.
- ☐ C. Understanding that anxiety is a natural reaction to workplace violence, refer the employee to your EAP for counseling.

8. You had to discharge an employee because she frequently lost control of her temper and spoke in a menacing tone toward others. The final straw was when, despite being warned about her behavior, she threatened to physically harm a coworker during one of her rages. You have a message on your desk from the HR department of a plant in your area asking for a reference for the employee and asking, specifically, why the employee was terminated. If your organization allows managers and supervisors to respond to job reference requests, do you have to mention the reason why the employee was fired in your reference? You really don't want her to lose the new job on your account. Yes or no?

- ☐ Yes
- ☐ No

9. Wayne and Phillip have had a personality conflict since they started working together months ago. They get into frequent arguments that involve menacing language that can be heard throughout the office. Besides being prohibited in the workplace, their use of menacing language and constant arguing is very disturbing to the other employees in the area. Several workers have complained to Maria, the department manager. Maria should not become involved but should instead allow the two workers to resolve their conflict on their own. True or false?

- ☐ True
- ☐ False

10. Andy must decide whether to "write up" one of his employees, John, for breaking the rule against taking a second job without notifying the organization. He is reluctant to document the problem, because he knows that John is having financial problems and really needs the extra income. However, he wrote up John's coworker, Mary, two weeks ago for breaking the same second-job rule. To avoid a perception of unfair treatment, Andy must write up John. True or false?

- ☐ True
- ☐ False

11. One of your reliable female employees has called in sick frequently on Mondays. When at work, she appears withdrawn and anxious. When you ask her how she is, she responds that she ran into a door at home. You hadn't noticed the bruise on her face before, but now you do. What should you do?

- ☐ A. Take her aside to talk about her performance, and find out if she needs assistance. You may be observing signs of domestic abuse.
- ☐ B. Nothing. What she does at home is her own business, as long as she comes to work on time and does her job.
- ☐ C. Check her absentee rate and let her know how many days she has left.

12. Lately the deliveryman for one of your suppliers, Roy, hasn't made deliveries on time. When he does arrive at the workplace he is either grumpy or abusive to your employees. One employee talked to Roy and found out that he is going through a difficult divorce. His wife has severely limited the time that he can see his three children. Your employee thinks that Roy has started to drink heavily as a way to deal with this family situation, and describes having smelled alcohol on his breath on two occasions. What should you do?

- ☐ A. Take Roy aside and tell him to get his act together.
- ☐ B. Nothing. Roy is not your employee.
- ☐ C. You should treat Roy's conduct as a possible workplace threat.

13. You have assigned new job duties to Eloise. She will be working in a new area of the office. On the first morning of the new job, Eloise asks you if you will help her move her desk and give her an emergency telephone number sticker for the telephone. She also wants you to discuss exits and escape routes with her. You are extremely busy working on production forecasts and are surprised by her request. What should you do?

- ☐ A. Tell Eloise that you'll meet with her next week, once you're finished with the production forecasts.
- ☐ B. Tell Eloise that she does not need to worry about exits and escape routes as she is working in a safe office.
- ☐ C. Clear some time from your busy schedule to meet with Eloise in the immediate future.

14. As a member of your organization's violence prevention team, you have received a report from an employee indicating that five men in one department who are in their 30s and 40s and own guns each fit the profile of a perpetrator of workplace violence. How should you respond?

- ☐ **A.** Call the police immediately.
- ☐ **B.** Follow normal procedures for handling a report to the workplace violence prevention team.
- ☐ **C.** Order surveillance of those employees.

15. You have just received a memo from top management informing you that employees will be surveyed to assess workplace stress and morale. The survey, sponsored by the workplace violence prevention team, will provide important information about the "temperature" of the organization. What should you do?

- ☐ **A.** Advise your employees to complete the survey as soon as they receive it.
- ☐ **B.** Nothing, since you are not a member of the workplace violence prevention team, you should remain neutral.
- ☐ **C.** Instruct your employees to complete the survey as soon as they are finished with their other work-related duties.