



## **RISK MANAGEMENT TRAINING QUIZ**

**1. What are three early warning signs that may indicate potential escalation?**

- A. Laughing, clapping, and daydreaming
- B. Clenched fists, pacing, and rapid speech
- C. Sleepiness, hunger, and smiling
- D. Eye contact, standing still, and writing

**2. What are two de-escalation techniques staff can use to calm a youth?**

- A. Raising your voice and using threats
- B. Speaking quickly and changing the subject
- C. Speaking calmly and validating emotions
- D. Standing close and using firm commands

**3. How should staff respond to verbal aggression?**

- A. Challenge the youth's behavior with firm language
- B. Remain neutral, acknowledge emotions, and redirect to solutions
- C. Ignore the youth until they stop yelling
- D. Threaten consequences to regain control

**4. What is the purpose of crisis intervention protocols?**

- A. To enforce rules and maintain strict order
- B. To remove youth from the group as punishment
- C. To assess safety, de-escalate, remove stressors, and involve team support
- D. To create documentation for licensing only

**5. What is a key element of post-crisis debriefing?**

- A. Reviewing house rules
- B. Assigning consequences immediately
- C. Providing a safe space for the youth to reflect
- D. Informing peers of what occurred

**6. Why is it important to offer youth choices during de-escalation?**

- A. To delay crisis response
- B. It helps youth feel in control and reduces defiance
- C. It avoids the need for documentation
- D. It guarantees quick compliance

<p><b>7. What should staff avoid when responding to verbal aggression?</b></p> <p>A. Staying calm</p> <p>B. Giving space</p> <p>C. Raising their voice or engaging in arguments</p> <p>D. Using neutral language</p>
<p><b>8. How does maintaining professionalism help during a crisis?</b></p> <p>A. It makes documentation easier</p> <p>B. It keeps the youth from noticing the crisis</p> <p>C. It models appropriate behavior and reduces conflict</p> <p>D. It shows other staff who's in charge</p>
<p><b>9. Why is follow-up planning important after a crisis?</b></p> <p>A. It reduces paperwork</p> <p>B. It allows youth to process in isolation</p> <p>C. It helps identify coping strategies and improve outcomes</p> <p>D. It allows staff to enforce restrictions</p>
<p><b>10. What is the overall goal of de-escalation training at the Daisy Center?</b></p> <p>A. To ensure strict rule enforcement</p> <p>B. To document all youth behaviors</p> <p>C. To create a structured, safe environment where youth learn to regulate emotions</p> <p>D. To reduce the number of staff involved in crises</p>

## Staff Acknowledgment

I confirm that I have completed the Risk Management Training and watched the required video.

Staff Name: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_