



## RISK MANAGEMENT TRAINING QUIZ

1. What are three early warning signs that indicate potential escalation?
2. Describe two de-escalation techniques staff can use to calm a youth.
3. How should staff respond to verbal aggression?
4. What is the purpose of crisis intervention protocols?
5. What is a key element of post-crisis debriefing?
6. Why is it important to offer youth choices during de-escalation?
7. What should staff avoid when responding to verbal aggression?
8. How does maintaining professionalism help during a crisis situation?
9. Why is follow-up planning important after a crisis?
10. What is the overall goal of de-escalation training at the Daisy Center?

### Staff Acknowledgment

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

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

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

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