



RESOLVING CONFLICT TRAINING VIDEO

Date: _____ **Time:** _____ **Printed Name:** _____

This exam is meant to determine your comprehension of the SGM training video titled above. Please read each question carefully and select what you feel is the correct answer. Place an X on the line to the left of your answer. Upon completion of the test, return it to the instructor. You must answer at least 8 questions correctly in order to pass this exam. If you answer less than 8 questions correctly you will be required to be retested.

1. Security officers must learn to be calm and relax when confronted with a hostile situation.
 True False
2. If you start to get uneasy and your hand shakes, one method to control the shaking is to fold your hands over themselves in front of you.
 True False
3. Always stand in a combative stance when you deal with an aggressive person.
 True False
4. Always try to talk an aggressive person into what you want them to do before using force.
 True False
5. When you arrive at the scene of a hostile situation try to have another security officer with you.
 True False
6. When dealing with a hostile person in an office it is not necessary to ask by-standers or employees to leave the room.
 True False
7. One of the three roles you need to play when dealing with a hostile person is that of a communicator.
 True False
8. It is not important to calm the person before you ask them to leave a building.
 True False
9. The primary step in ending a hostile situation is to bring the person under control, either verbally or physically.
 True False
10. As soon as you get the hostile person out of the building you can go back on patrol.
 True False



Answer Key
RESOLVING CONFLICT
TRAINING VIDEO TEST

| Question # | Answer |
|------------|--------|
| 1 | TRUE |
| 2 | TRUE |
| 3 | TRUE |
| 4 | TRUE |
| 5 | TRUE |
| 6 | FALSE |
| 7 | TRUE |
| 8 | FALSE |
| 9 | TRUE |
| 10 | FALSE |