

Preventing Workplace Violence Practice Test (Sample)

Study Guide



Everything you need from our exam experts!

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Table of Contents

Copyright 1

Table of Contents 2

Introduction 3

How to Use This Guide 4

Questions 5

Answers 8

Explanations 10

Next Steps 16

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 - 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

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- 1. Which item is NOT important to analyze in a violence prevention program review?**
 - A. Incident reporting**
 - B. Plan-Do-Study-Act procedures**
 - C. Training records**
 - D. Resource allocations**

- 2. Which option correctly describes the adjectives used for violence prevention program policies?**
 - A. Punitive and Strict**
 - B. Informative and Directive**
 - C. Ambiguous and Non-operational**
 - D. User-friendly and Optional**

- 3. What is the duty of care in preventing workplace violence?**
 - A. Employees alone are responsible**
 - B. They apply only to customers**
 - C. It is unrelated to prevention**
 - D. Employers owe a safe working environment and must take reasonable steps to prevent harm and protect employees.**

- 4. What is the most important reason to keep the lines of communication open between labor and management?**
 - A. To increase productivity**
 - B. To reduce anxiety and misinformation**
 - C. To formalize grievances**
 - D. To monitor performance**

- 5. At a minimum, all employees with VPP responsibilities should be trained in how to ____.**
 - A. Report incidents of violent, intimidating, threatening and other disruptive behavior**
 - B. Review payroll records**
 - C. Organize team lunches**
 - D. Conduct annual safety drills**

- 6. Which item is typically reviewed as part of a violence prevention program evaluation?**
- A. Incident reporting processes**
 - B. Training effectiveness**
 - C. Plan-Do-Study-Act procedures**
 - D. Resource allocation planning**
- 7. Which statement best captures the difference between harassment and workplace violence?**
- A. Harassment is abusive conduct that may create a hostile work environment; workplace violence involves physical harm or the threat of harm**
 - B. Harassment and workplace violence are the same**
 - C. Harassment always results in physical injury**
 - D. Workplace violence is a minor policy violation**
- 8. When assessing the credibility of a threat, which factors are essential?**
- A. The number of employees who receive the message.**
 - B. The credibility rests solely on the sender's rank.**
 - C. Context, corroborating evidence, and history of the situation.**
 - D. Whether the threat was posted publicly on social media.**
- 9. Which option is not a de-escalation technique?**
- A. Active listening.**
 - B. Acknowledging concerns.**
 - C. Threatening language.**
 - D. Maintaining a calm stance.**
- 10. Defusings are designed to be conducted within the first eight hours after the incident resolution.**
- A. True**
 - B. False**
 - C. Not specified**
 - D. Cannot be determined**

Answers

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1. B
2. B
3. D
4. B
5. C
6. C
7. D
8. C
9. C
10. A

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Explanations

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1. Which item is NOT important to analyze in a violence prevention program review?

- A. Incident reporting**
- B. Plan-Do-Study-Act procedures**
- C. Training records**
- D. Resource allocations**

Focusing a violence prevention program review on results and capacity helps you see what's actually happening and what's needed. Incident reporting provides concrete data on how often violence or threats occur, how incidents are handled, and whether responses are improving over time. Training records show who has completed essential safety and de-escalation training, helping verify that staff are prepared to implement the program's strategies. Resource allocations reveal whether there are enough funds, staff, and materials to carry out interventions and sustain improvements. The item about Plan-Do-Study-Act cycles, while valuable as a method for testing and refining changes, isn't a direct measure of the program's current performance or its resource status. It's a process for improvement rather than a current input or outcome, so it isn't a primary focus of the review itself.

2. Which option correctly describes the adjectives used for violence prevention program policies?

- A. Punitive and Strict**
- B. Informative and Directive**
- C. Ambiguous and Non-operational**
- D. User-friendly and Optional**

In violence prevention program policies, you want language that both informs people and directs their actions. Informative describes clear information about risks, warning signs, available resources, and where to get help, so everyone understands what to look for and what support exists. Directive adds concrete expectations and steps—who should act, what procedures to follow, reporting channels, timelines, and responsibilities for staff, managers, and security. This combination helps create a safe, predictable environment where employees know exactly what is expected and how to respond, which is essential for preventing incidents and ensuring consistent handling. The other options don't fit as well: punitive and strict emphasizes punishment over prevention and may deter reporting; ambiguous and non-operational leaves people unsure how to act; user-friendly and optional suggests ease and choice rather than clear, mandatory guidance.

3. What is the duty of care in preventing workplace violence?

- A. Employees alone are responsible
- B. They apply only to customers
- C. It is unrelated to prevention
- D. Employers owe a safe working environment and must take reasonable steps to prevent harm and protect employees.**

The main idea is the duty of care, which means employers must provide a safe working environment and take reasonable steps to prevent harm and protect employees from workplace violence. This involves proactively identifying risks, implementing practical controls and policies, offering training, establishing clear reporting and response procedures, and regularly reviewing and updating safety measures as conditions change. The employer carries the primary responsibility for safety, though employees also share in following policies and reporting concerns. It isn't about employees alone, it isn't restricted to interactions with customers, and it isn't separate from prevention—preventing violence is exactly what this duty is about.

4. What is the most important reason to keep the lines of communication open between labor and management?

- A. To increase productivity
- B. To reduce anxiety and misinformation**
- C. To formalize grievances
- D. To monitor performance

Open communication between labor and management builds trust and transparency. When information is shared openly and people feel their concerns are heard, rumors and misinformation are less likely to spread, and problems can be identified and addressed before they escalate. This reduces anxiety and creates a safer, more predictable environment, which strongly helps prevent workplace violence. Other benefits like improved productivity or formal grievance processes can occur, but they're secondary to lowering fear and misunderstanding. Monitoring performance isn't the goal of open dialogue and can undermine trust, whereas the main purpose is to keep everyone informed and heard.

5. At a minimum, all employees with VPP responsibilities should be trained in how to ____.
- A. Report incidents of violent, intimidating, threatening and other disruptive behavior
 - B. Review payroll records
 - C. Organize team lunches**
 - D. Conduct annual safety drills

The idea being tested is what duties are most essential for someone who has responsibilities under a violence prevention plan to support a safer, more cohesive workplace. Organizing team lunches is the best answer because it reflects a proactive, everyday activity that builds positive relationships, improves communication, and reduces tensions among coworkers. When someone with VPP responsibilities can facilitate informal, inclusive activities, it supports a culture where people feel connected and comfortable speaking up about concerns before they escalate into conflict. This kind of relationship-building is a core preventive measure and complements more formal safety actions. Reporting incidents of violent or disruptive behavior is important, but it's typically part of the response side of safety—capturing and addressing problems after they happen. Training to review payroll records or to conduct annual safety drills doesn't directly build the ongoing, healthy workplace interactions that prevent incidents. Organizing team lunches directly aligns with creating a respectful, collaborative environment that helps prevent violence from arising in the first place.

6. Which item is typically reviewed as part of a violence prevention program evaluation?
- A. Incident reporting processes
 - B. Training effectiveness
 - C. Plan-Do-Study-Act procedures**
 - D. Resource allocation planning

The main idea is using a structured, repeating improvement loop to test and refine violence prevention efforts. Plan-Do-Study-Act cycles give a clear method: plan a small change aimed at reducing risk, implement it, study the results with data, and act on what you've learned to adjust or scale the approach. This framework is what program evaluations use to determine what works, learn from findings, and continually improve the program over time. Other items like incident reporting processes, training effectiveness, and resource allocation planning are important parts of how a program operates and how you gather data, but they're not the evaluation framework itself. Incident reporting is a data source; training effectiveness is an outcome to measure; resource allocation planning is about how you allocate funds and people. The Plan-Do-Study-Act cycle is the mechanism that guides the evaluation's systematic testing and improvement.

7. Which statement best captures the difference between harassment and workplace violence?

- A. Harassment is abusive conduct that may create a hostile work environment; workplace violence involves physical harm or the threat of harm**
- B. Harassment and workplace violence are the same**
- C. Harassment always results in physical injury**
- D. Workplace violence is a minor policy violation**

Harassment and workplace violence sit on different ends of safety and conduct at work. Harassment is abusive conduct—like verbal abuse, humiliation, intimidation, or demeaning comments—that can create a hostile work environment. It does not have to involve physical harm, though it can undermine a person's sense of safety and wellbeing. Workplace violence, by contrast, centers on a real or threatened physical harm to someone at work; it's about acts that could cause injury or danger. So the statement that best captures the difference is that harassment is abusive conduct that may create a hostile work environment, while workplace violence involves physical harm or the threat of harm. Other choices blur or misstate the distinction: harassment does not always involve physical injury, harassment and workplace violence are not the same, and workplace violence is not a minor policy violation.

8. When assessing the credibility of a threat, which factors are essential?

- A. The number of employees who receive the message.**
- B. The credibility rests solely on the sender's rank.**
- C. Context, corroborating evidence, and history of the situation.**
- D. Whether the threat was posted publicly on social media.**

Assessing the credibility of a threat hinges on three key elements: context, corroborating evidence, and history of the situation. Context provides the surrounding details—what was said, who it was said to, when, where, and under what circumstances—so you can judge whether the threat is plausible and timely. Corroborating evidence means there are multiple, independent indicators that substantiate the threat, such as additional messages, witnesses, or concrete signs that the threat is real rather than a rumor or prank. History of the situation looks at prior behavior, patterns of escalation, and any past threats or incidents involving the same person or environment, which helps gauge ongoing risk. Relying on the number of recipients misses the essential assessment of plausibility and immediacy. The sender's rank does not determine credibility, since threats can come from any level and credibility is not about status. A threat posted publicly on social media might raise concern, but by itself it doesn't establish credibility without the supportive context and evidence described above.

9. Which option is not a de-escalation technique?

- A. Active listening.
- B. Acknowledging concerns.
- C. Threatening language.**
- D. Maintaining a calm stance.

De-escalation centers on calming, respectful interaction that reduces tension and keeps everyone safe. Threatening language does the opposite: it signals harm and can provoke fear or defensiveness, making an escalation more likely rather than less. Active listening shows you're engaged and trying to understand the other person, which builds trust and can calm the situation. Acknowledging concerns validates how they feel, which helps reduce hostility. Maintaining a calm stance—steady voice, relaxed posture—helps lower arousal levels and keeps the conversation on a safer track. Thus, the element that is not a de-escalation technique is threatening language, because it undermines safety and trust rather than promoting a constructive, calming exchange.

10. Defusings are designed to be conducted within the first eight hours after the incident resolution.

- A. True**
- B. False
- C. Not specified
- D. Cannot be determined

Timely emotional support after an incident is the focus. Defusings are brief, informal conversations held soon after the incident is brought under control to address immediate emotional reactions, clarify safety, and reduce rumors. Conducting this within the first eight hours helps prevent lingering stress and supports a quicker, safer return to normal activities. It's not a formal debrief; it's a short check-in aimed at calming concerns and stabilizing the situation. If the defusal is delayed beyond this window, its impact diminishes because reactions can intensify or become entrenched. So the statement is true: defusings are designed to be conducted within the first eight hours after the incident resolution.

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://preventingworkplaceviolence.examzify.com>

We wish you the very best on your exam journey. You've got this!

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