

# Safe Crisis Management (SCM) Practice Exam (Sample)

## Study Guide



**Everything you need from our exam experts!**

**This is a sample study guide. To access the full version with hundreds of questions,**

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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. Don't worry about getting everything right, 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, and take breaks to retain information better.**

## **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.**

## **7. Use Other Tools**

**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!**

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## **Questions**

- 1. Why is self-care important for crisis managers?**
  - A. It is necessary for maintaining a strict schedule**
  - B. It protects against emotional fatigue and burnout**
  - C. It enhances professional competitiveness**
  - D. It guarantees an immediate crisis response**
- 2. What is one of the primary goals once a child is in a restraint?**
  - A. Encourage group activity**
  - B. Calm down**
  - C. Assess physical health**
  - D. Provide immediate feedback**
- 3. What is a significant characteristic of manipulative or learned behaviors?**
  - A. They are spontaneous**
  - B. They are always positive**
  - C. They can be influenced by external factors**
  - D. They are instinctual**
- 4. What should organizations aim to do in the early stages of a crisis?**
  - A. Underestimate the severity of the situation.**
  - B. Provide necessary resources and support promptly.**
  - C. Delay intervention until a later time.**
  - D. Focus only on immediate damage control.**
- 5. True or False: Nodding in agreement and maintaining eye contact are examples of attending and attuning skills.**
  - A. True**
  - B. False**
  - C. Only partial examples**
  - D. Not effective techniques**



- 6. Which of the following is NOT part of the JKM training mission statement?**
- A. Dignity**
  - B. Best practice**
  - C. Safety**
  - D. Control**
- 7. What is the correct order of verbal interventions according to the LRA model?**
- A. Discussion, encouragement, direction**
  - B. Encouragement, direction, discussion**
  - C. Encouragement, discussion, direction**
  - D. Direction, discussion, encouragement**
- 8. What is the importance of involving stakeholders in crisis management planning?**
- A. It reduces the number of voices in decision-making**
  - B. It enhances communication barriers**
  - C. It ensures diverse perspectives and fosters shared responsibility**
  - D. It isolates the decision-making process**
- 9. Which level in Maslow's hierarchy pertains to relationships and emotional connections?**
- A. Self-actualization**
  - B. Physiological**
  - C. Love and belonging**
  - D. Self-esteem**
- 10. True or False: Effective programming is likely to occur when there is a lack of adequate supervision.**
- A. True**
  - B. False**
  - C. It depends on other factors**
  - D. Only in informal settings**

## **Answers**

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

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## **Explanations**

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## 1. Why is self-care important for crisis managers?

- A. It is necessary for maintaining a strict schedule
- B. It protects against emotional fatigue and burnout**
- C. It enhances professional competitiveness
- D. It guarantees an immediate crisis response

Self-care is crucial for crisis managers as it effectively protects against emotional fatigue and burnout. In high-stress environments, crisis managers are often exposed to intense situations that can take a significant emotional toll. Without proper self-care, these professionals risk becoming overwhelmed, which can impair their judgment and effectiveness in managing crises. Maintaining emotional well-being ensures that crisis managers remain resilient and capable of responding to challenges effectively. Self-care practices, such as adequate rest, stress management techniques, and seeking social support, can help sustain their capacity to perform and make sound decisions. By prioritizing their own mental and emotional health, crisis managers are better equipped to lead others through difficulties without compromising their own well-being. This ability to manage personal stress reflects positively on their leadership skills and overall effectiveness in a crisis situation.

## 2. What is one of the primary goals once a child is in a restraint?

- A. Encourage group activity
- B. Calm down**
- C. Assess physical health
- D. Provide immediate feedback

One of the primary goals once a child is in a restraint is to help the child calm down. Restraints are typically used as a last resort to ensure the safety of the child and others when they are in a state of crisis or exhibiting harmful behaviors. The process of calming the child is crucial because it allows them to regain self-control and composure. When the child is calm, they can better engage in constructive communication and problem-solving, which is essential for a successful resolution to the situation. In addition to directly addressing the child's emotions, facilitating a calming environment can help prevent the situation from escalating further. This focus on calming rather than engaging in group activities, assessing physical health, or providing immediate feedback allows practitioners to prioritize the emotional well-being and safety of the child in a moment of distress.

**3. What is a significant characteristic of manipulative or learned behaviors?**

- A. They are spontaneous
- B. They are always positive
- C. They can be influenced by external factors**
- D. They are instinctual

Manipulative or learned behaviors are significantly characterized by their susceptibility to external factors, which makes option C the correct answer. These behaviors often develop through interactions with the environment, involving societal influences, past experiences, and various teaching methods. For instance, a child might learn to manipulate a situation based on the responses they observe from adults, reinforcing certain behaviors to achieve desired results. While spontaneity (as mentioned in option A) can be a trait of some behaviors, manipulative behaviors are typically more calculated and shaped by previous experiences and interactions rather than being instinctively spontaneous. The positivity of learned behaviors (addressed in option B) is also not a defining characteristic; they can be both positive and negative, depending on the context and the intent behind them. Finally, instinctual behaviors (as pointed out in option D) are innate and do not fall under the category of learned or manipulative behaviors, which are fundamentally shaped by external influences rather than being hardwired responses.

**4. What should organizations aim to do in the early stages of a crisis?**

- A. Underestimate the severity of the situation.
- B. Provide necessary resources and support promptly.**
- C. Delay intervention until a later time.
- D. Focus only on immediate damage control.

In the early stages of a crisis, organizations should prioritize providing necessary resources and support promptly. This approach is critical as it allows for rapid assessment of the situation and effective response to mitigate negative outcomes. Early intervention can help stabilize the situation, reassure stakeholders, and maintain trust. By promptly mobilizing resources, organizations can address immediate needs and minimize chaos. This includes offering support to those affected, ensuring communication channels are open and effective, and deploying teams to assess and respond to the crisis as it unfolds. A proactive stance not only addresses the immediate challenges but also sets the foundation for long-term recovery and resilience. The focus on immediate damage control, while important, should not override the need for comprehensive support and resource allocation. A crisis isn't just about managing damage; it's also about taking care of people and systems involved, which ultimately aids in recovery and restoration efforts.

**5. True or False: Nodding in agreement and maintaining eye contact are examples of attending and attuning skills.**

**A. True**

**B. False**

**C. Only partial examples**

**D. Not effective techniques**

Nodding in agreement and maintaining eye contact are indeed examples of attending and attuning skills, which are critical components in effective communication. Attending refers to the ability to actively listen and show that you are engaged in the conversation. Nodding is a non-verbal cue that demonstrates you are following the speaker's message and are engaged with what they are saying. Maintaining eye contact is another fundamental technique that indicates attention and respect toward the speaker. It helps to build rapport and shows that you value the other person's thoughts and feelings. Both actions contribute to creating a supportive environment that fosters open communication and understanding, which are essential in any crisis management situation. Therefore, identifying these behaviors as attending and attuning skills underscores their importance in effective interpersonal interactions.

**6. Which of the following is NOT part of the JKM training mission statement?**

**A. Dignity**

**B. Best practice**

**C. Safety**

**D. Control**

The training mission statement for JKM emphasizes principles that guide effective and compassionate crisis management. Among these principles, dignity, best practice, and safety play crucial roles in ensuring that individuals involved in a crisis are treated respectfully, that interventions are grounded in established and effective methods, and that the physical and emotional safety of all parties is prioritized. On the other hand, control, while it may be an important aspect of managing crises, is not explicitly outlined as a core value in the JKM training mission statement. The focus on dignity highlights the importance of respect for individuals, best practice underscores the implementation of strategies based on proven methods, and safety reflects a commitment to protecting everyone involved. However, the emphasis is not on exerting control, which can sometimes lead to a more authoritarian approach that may conflict with the value of treating individuals with respect and dignity. Therefore, it is correct to conclude that control does not align with the foundational ideals expressed in the JKM training mission statement.

**7. What is the correct order of verbal interventions according to the LRA model?**

- A. Discussion, encouragement, direction**
- B. Encouragement, direction, discussion**
- C. Encouragement, discussion, direction**
- D. Direction, discussion, encouragement**

The correct order of verbal interventions according to the LRA (Least Restrictive Alternative) model is indeed encouragement, discussion, and then direction. Each of these interventions plays a crucial role in managing a crisis situation effectively. Starting with encouragement, this step is important as it helps to support and reassure the individual in crisis. Encouraging words can help to calm the person and create a more manageable environment for communication. Following encouragement, the discussion phase allows for a more open dialogue where the individual can express their thoughts and feelings. This open exchange is essential for understanding the root cause of the crisis and helps in identifying the appropriate responses. Lastly, directing involves providing clear guidance or instructions to help the individual navigate through the situation. This step is important after establishing a supportive environment through encouragement and discussion, as it enables a more structured approach to resolving the crisis. This sequence emphasizes the importance of building rapport and understanding before moving into more directive measures, which is in line with the principles of effective crisis de-escalation.

**8. What is the importance of involving stakeholders in crisis management planning?**

- A. It reduces the number of voices in decision-making**
- B. It enhances communication barriers**
- C. It ensures diverse perspectives and fosters shared responsibility**
- D. It isolates the decision-making process**

In crisis management planning, involving stakeholders is crucial because it ensures diverse perspectives and fosters shared responsibility. Engaging various stakeholders allows for a more comprehensive understanding of the potential risks and challenges faced during a crisis. Each stakeholder brings unique insights, expertise, and experiences that can contribute to identifying effective strategies and solutions. By incorporating these diverse viewpoints, organizations can anticipate a broader range of issues and develop more robust, inclusive plans that cater to the needs of those affected by potential crises. This collaborative approach not only improves the quality of decision-making but also builds trust and accountability among stakeholders, making it easier to mobilize collective efforts during an actual crisis. Furthermore, having stakeholders involved fosters a sense of ownership and shared commitment to the crisis management plan, which can enhance overall effectiveness when responding to a crisis situation. This synergy between stakeholders leads to a more resilient and prepared organization.



**9. Which level in Maslow's hierarchy pertains to relationships and emotional connections?**

- A. Self-actualization**
- B. Physiological**
- C. Love and belonging**
- D. Self-esteem**

The correct choice pertains to the third level of Maslow's hierarchy, which focuses specifically on love and belonging. This level emphasizes the importance of interpersonal relationships, emotional connections, and social interactions. According to Maslow, for individuals to progress toward higher levels of psychological development, such as self-esteem and self-actualization, they first need to establish a sense of belonging and connection with others. This includes forming friendships, family bonds, and intimate relationships that provide emotional support and a sense of community. In contrast, the self-actualization level represents the fulfillment of personal potential, which comes after the needs for love and belonging have been met. The physiological level refers to basic survival needs such as food, water, and shelter, serving as the foundation for all higher-level needs. Self-esteem encompasses the need for respect, recognition, and a sense of accomplishment, which can only be addressed effectively once the need for love and connection is satisfied. Understanding this hierarchy helps clarify the importance of healthy relationships and emotional connections in achieving overall well-being.

**10. True or False: Effective programming is likely to occur when there is a lack of adequate supervision.**

- A. True**
- B. False**
- C. It depends on other factors**
- D. Only in informal settings**

Effective programming cannot occur without adequate supervision. Supervision plays a critical role in ensuring that the programming is being implemented correctly and that the participants are engaging in the intended activities. Adequate supervision provides guidance, support, and oversight that are necessary for maintaining a safe and structured environment. In situations where supervision is lacking, there is an increased likelihood that programming will become disorganized, potentially leading to misunderstandings, safety issues, and overall ineffective outcomes. Without proper supervision, facilitators may not be able to provide the necessary interventions or corrections to ensure that programming is aligned with the intended goals. Effective programming relies on clear communication, monitoring of participant behavior, and timely responses to emerging challenges—factors that are all supported by adequate supervision. Therefore, stating that effective programming is likely to occur when supervision is lacking contradicts the fundamental principles of creating a productive and safe environment for participants.

## 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](mailto:hello@examzify.com).**

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

**<https://safecrisismanagement.examzify.com>**

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