

An Introduction to Workplace Violence

Total Marks: 30

Answer the following questions:

Q: 1: Short Questions 15)

- I. What is Workplace Violence?
- II. Describe the term “cycle of violence”.
- III. Outline the warning signs that may indicate that a person is about to commit a violent act.

Q: 2: Discuss the behaviour wheel theory developed by the psychologist Albert Bandura. (7)

Q: 3: Describe the seven-step process of managing anger introduced by Dr. Lynn McClure. (8)