

ASSESSMENT # 11

Total Marks: 30

Please answer the following questions:

1. Describe what workplace violence is? And identify some warning signs of violence.
2. Apply the cycle of anger and understand Albert Bandura's behavior wheel and how it applies to anger?
3. Develop a seven-step process for managing your anger and others' anger?
4. Develop some other ways of managing anger, including coping thoughts and relaxation techniques?
5. Explain the use of nine components of an organizational approach to managing anger, including risk assessment processes?
6. How can respond if a violent incident occurs in the workplace, on both an individual and organizational level?