Name: Date:

**Communication And Tips for Handling Clients and Families with Aggressive Behaviors – In Service Quiz**

1. The most affective style of communication you can use as a professional is

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1. **Assertiveness** is a behavior or skill that helps you to: communicate

 and with confidence, your: feelings, needs, wants, and thoughts, while acknowledging the of others.

1. List 3 strategies for successful communication during times of stress
2. When working with a child who is displaying aggressive behaviors, you should redirect your client in a calm and firm manner, and be ambiguous about what the expected behavior is. **True** or **False**
3. List three question you can ask yourself when confronted with a child displaying aggressive behaviors:
4. When working with elderly – don’t confront the person or try to discuss the angry behavior. The person with dementia cannot reflect on their unacceptable behavior and cannot learn to control it. **True** or **False**
5. When working with the elderly – look for patterns in the aggression. Consider factors such as privacy, , ,

 , or fatigue.

1. If you’re wrong, you should always try to hide this from the client no matter what. **True or False**