

Building Resiliency in Child Abuse Organizations
Pre-/Post-Test

1. Which of the five core elements of resiliency refers to your ability to connect with others and build mutual care and support?
 - a. Personal perspective and meaning
 - b. Healthy coping
 - c. A sense of hope
 - d. Strong relationships
 - e. Self-knowledge and insight

2. Which of the following strategies would be the best way for a supervisor to determine a job applicant's fitness for the work?
 - a. Using effective recruitment and screening tools
 - b. Recruiting individuals with past victimization experience
 - c. Obtaining referrals from coworkers
 - d. Applying personality assessment tests
 - e. Recruiting individuals who demonstrate a great deal of compassion for children

3. Self-esteem and sense of control are two of the three components of self-knowledge and insight, a core element of resiliency. What is the third component?
 - a. Independence
 - b. Vision
 - c. Empathy
 - d. Sense of place
 - e. Influence

4. Which of the following statements is true of intentional practice, a component of healthy coping, a core element of resiliency?
 - a. Intentional practice occurs in organizations that use prescriptive policies
 - b. Intentional practice involves participation, risk-taking, and creativity
 - c. Intentional practice values individual contributions over team input
 - d. Intentional practice happens only at the organizational level

5. Supervisors realized staff and volunteers were having trouble coping when a child victim died, so they created a protocol for debriefing critical incidents. This is an example of a resiliency strategy implemented through:
 - a. Policy
 - b. Supervision
 - c. Training
 - d. Demand
 - e. Practice

6. One of the components of personal perspective and meaning is morality and integrity. What are the other two components?
 - a. Self-respect and vision
 - b. Vision and coherent life meaning
 - c. Spirituality and coherent life meaning
 - d. Vision and self-respect
 - e. Self-respect and truthfulness

7. The organizational resiliency model is built on which of the following premises?
 - a. There is always stress in the work, and the organization should continually be taking steps to address it
 - b. Stress must occur before the organization can react in the best way
 - c. If addressed appropriately, stress within an organization can be eliminated
 - d. Organizations should identify one core element of resiliency and focus efforts on that element
 - e. Organizations should rely on staff and volunteers to identify the ways in which they are under stress

8. An organization decides to allow staff greater discretion in decisionmaking. This strategy most closely aligns to building staff resiliency in which of the following components?
 - a. Spirituality
 - b. Coherent life meaning
 - c. Independence
 - d. Commitment to the truth
 - e. Ability to have fun

9. The organizational resiliency model is based on the belief that it's possible to build staff and volunteer strength in the five core elements of resiliency through organizational policies and through:
 - a. Counseling and hiring practices
 - b. Hiring practices and competency-based training
 - c. Supervisory techniques and counseling
 - d. Supervisory techniques and competency-based training
 - e. Counseling and competency-based training

10. A "vision board" in which employees make a collage of pictures representing their resilience, and how they make sense of this work, is especially helpful in promoting:
 - a. Personal perspective and meaning
 - b. Healthy coping
 - c. A sense of hope
 - d. Strong relationships
 - e. Self-knowledge and insight

11. Which of the following statements best describes integrity in the context of resiliency?

- a. Integrity means you take care of the children you serve at all costs
 - b. Integrity means that your actions and beliefs are consistent with your moral code
 - c. Integrity means you make decisions and stick with them
 - d. Integrity involves letting others know exactly what you think
12. Commitment to the truth, one of the components of the core element of healthy coping, means:
- a. Determining the truth in a victim's story
 - b. Recognizing the impact of our work on child abuse staff
 - c. Understanding and working toward the organization's mission
 - d. Resolving conflicts and helping others reach consensus
 - e. Telling a victim about your own experience with victimization
13. As a component of self-knowledge and insight, having a strong sense of control means:
- a. You are other-directed – the motivation to do something comes from wanting to please others
 - b. You feel responsible for solving all problems
 - c. You have the ability to lead and supervise others
 - d. You recognize what is in and out of your control
 - e. You empathize with those you supervise
14. According to the Kotter model of change management, about what percentage of an organization's management needs to "buy into" the change for it to be successful?
- a. 40%
 - b. 50%
 - c. 75%
 - d. 80%
 - e. 95%
15. Which of the following would be a strategy to address employee stress at the *policy* level?
- a. Creating monthly "lunch and learn" sessions to share ideas about self-care
 - b. Instituting an Employee Assistance Plan
 - c. Discussing stress at team meetings
 - d. Talking with employees one-on-one about their cases
 - e. Sending thank you notes to staff to show appreciation
16. Organizational culture is at the center of which of the following core elements?
- a. Personal perspective and meaning
 - b. Healthy coping
 - c. A sense of hope
 - d. Strong relationships
 - e. Self-knowledge and insight

17. Attachment to others is one of the components of strong relationships. What are the other two?
- Empathy and attitude
 - The ability to communicate and giving support
 - Seeking support and giving support
 - The ability to communicate and attitude
18. A sense of humor is a component of which of the five core elements of resiliency?
- Personal perspective and meaning
 - Healthy coping
 - A sense of hope
 - Strong relationships
 - Self-knowledge and insight
19. Developmental psychologist Emmy Werner's 40-year study of high-risk children in Hawaii supported the conventional wisdom that many children exposed to certain environmental risks experience more problems later in life. She also found that:
- Most of these children overcame their problems with adequate counseling
 - One-third of the children displayed resilience and developed into caring, competent, and confident adults
 - Almost three-quarters of these children went on to create dysfunctional families
 - High-risk factors are perpetuated from generation to generation
20. An organization that decides to incorporate a "funny movie day" one afternoon a month is building resiliency in which of the following elements?
- Personal perspective and meaning
 - A sense of hope
 - Healthy coping
 - Strong relationships
 - Self-knowledge and insight
21. As a supervisor, which of the following strategies would you suggest for an employee who says she is having difficulty accepting that she can't change everything?
- Spending less time interacting with the children
 - Cutting back on her cases
 - Getting more exercise
 - Obtaining counseling
 - Spending time reflecting
22. After identifying a strategy to meet a resiliency issue in an organization, what is the next step?
- Get approval from upper management
 - Develop a new policy
 - Introduce it to staff and volunteers

- d. Determine the appropriate steps for implementation
 - e. Design a training program
23. An orientation program that asks new hires to reflect on how they respond to their work in child abuse targets which of the core resiliency elements?
- a. Personal perspective and meaning
 - b. Healthy coping
 - c. A sense of hope
 - d. Strong relationships
 - e. Self-knowledge and insight
24. Empathic attunement, a component of healthy coping, can best be described as the ability to:
- a. Understand your own feelings and respond to them appropriately
 - b. Accurately understand another's affective, cognitive, behavioral, and interactive experience
 - c. Understand an employee's issues and guide them in the right direction
 - d. Talk compassionately to employees who are having problems
 - e. Understand the operation of the organization and its mission
25. Self-esteem, one of the components of the core element self-knowledge and insight, means:
- a. Demonstrating to others that you are in control
 - b. Touting your accomplishments
 - c. Exhibiting leadership
 - d. Knowing who you are and what you stand for, and liking it
 - e. Showing your competency in everything you do