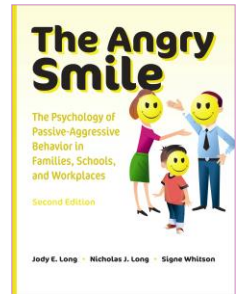




The Angry Smile

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Below, please find 30 study questions to guide you through *The Angry Smile* Online training. Please use the information from the presentation, manual, and textbook to mark the BEST answer for each statement.

At the conclusion of the training, 20 of these statements, worded exactly as written below, will appear on the multiple choice exam.

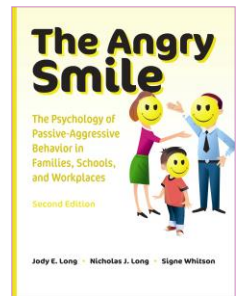
1. Which of the following statements is NOT true when it comes to anger?
 - a. Anger is a basic, spontaneous, temporary, internalized, neurophysiological feeling
 - b. Anger is usually triggered by frustration and consciously experienced as an unpleasant personal state
 - c. Anger ebbs and flows in our daily lives.
 - d. Anger always reflects an accurate perception of the precipitating event
2. Aggression is:
 - a. Usually is a spontaneous and unplanned act
 - b. Rarely an impulsive action
 - c. Limited to a physical act against an enemy
 - d. Encouraged as a behavior that tends to enhance close relationships
3. Counter-aggressive behaviors:
 - a. Are usually based on I-Messages
 - b. Occur when a person interacts with others who are aggressive and catches their anger, like they would an airborne disease
 - c. Usually are helpful in ending Conflict Cycles
 - d. Are usually demonstrated by kids but rarely seen in adults
4. Assertive behaviors are:
 - a. Used to express anger in a verbal, non-blaming, respectful way
 - b. A healthy way of defining the boundaries of one's personal reality
 - c. An effective way of making friends with one's personal anger
 - d. All of the above
5. Passive aggressive behaviors are:
 - a. More desirable than either passive or aggressive behaviors
 - b. A deliberate and masked way of expressing covert feelings of anger



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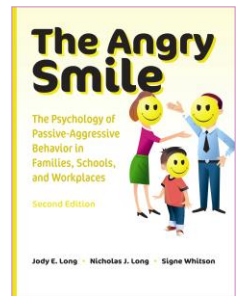
- c. Motivated by a person's fear of being dishonest
 - d. Usually marked by poor eye contact and hesitant speech
6. The goal of the passive aggressive person is to:
- a. Displace anger
 - b. Create passive responses in other people
 - c. Express anger in assertive, conflict-fueling ways
 - d. Keep their own anger a secret while causing another person to act out their anger for them
7. Which of the following is NOT a typical passive aggressive behavioral trait?
- a. Blaming failures on the actions of others
 - b. Resenting, frustrating and opposing authority figures
 - c. Feeling cheated, unappreciated and misunderstood
 - d. Expressing anger in assertive, emotionally honest ways
8. Which of the following is FALSE about kids who develop a passive aggressive personality as a reaction to early, prolonged, and excessive parental abuse?
- a. They find passive aggression to be successful and satisfying means of survival as they grow up with angry and hostile adults.
 - b. They realize quickly that if they show their anger or retaliate, this will lead to further, more intensive punishment.
 - c. As they grows into adulthood, they frequently continue passive-aggressive behaviors in their family, marriage and workplace.
 - d. They often tend to become role models of assertive behavior for their children but act out aggressively in the workplace.
9. The goal of healthy socialization is to teach children to say _____ to the existence of their angry feelings and to say _____ to the expression of those angry feelings in hurtful and destructive ways.
- a. Yes; no
 - b. Yes; yes
 - c. No; yes
 - d. No; no
10. Both variations of the dynamics of triangular families are based on the child who:
- a. Identifies with his father and resents his mother.
 - b. Identifies with his siblings and tends to feel rejected by both parents.
 - c. Identifies with whichever parent is more indulgent in meeting his needs for immediate gratification.



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- d. Carries a passive-aggressive message to the dominant parent with such determination that the child is willing to sabotage his own life to succeed.

11. *Level 1: Temporary Compliance* passive aggression is marked by:

- a. Verbally complying with a request but behaviorally delay carrying it out
- b. Complying with a request in a way that does not meet customary standards
- c. Choosing not to share some knowledge when it would prevent a problem
- d. Seeking hidden revenge on a person without their knowledge of the act

12. Which of the following is an example of *Level 2: Intentional Inefficiency*?

- a. "Forgetting" to put the dishes in the dishwasher
- b. Turning in an illegible homework assignment
- c. Intentionally not passing on an important phone message
- d. Starting an anonymous rumor about a classmate

13. Which of the following is an example of *Level 3: Letting a Problem Escalate*?

- a. Procrastinating the completion of chores all weekend long
- b. Mis-filing important office papers as an act of hostility at having been assigned the task
- c. Not telling a parent that the washing machine is overflowing and has caused a small flood
- d. Secretly sabotaging the reputation of a co-worker who is in the running for a big promotion

14. *Level 5: Self-depreciation*:

- a. Involves a person who goes to self-destructive lengths to seek vengeance.
- b. Is the most pathological of all of the levels of passive aggressive behavior
- c. Both a & b
- d. None of the above

15. Passive aggressive behavior carried out at home is especially problematic because:

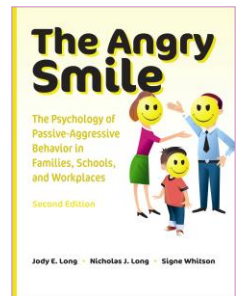
- a. People spend more time at work than they do at home
- b. Kids rarely see their parents as role models of interpersonal behaviors
- c. The relationships we develop at home become our first template for interpersonal relations with the world
- d. Adults who are passive aggressive at home usually tend to be physically aggressive outside of the home



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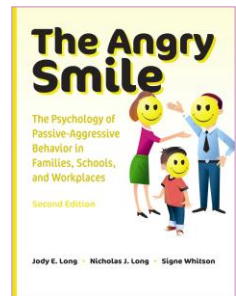
16. Teachers who are _____ most frequently encourage the development of situational passive-aggressive behavior in students.
- Passive
 - Permissive
 - Authoritarian
 - Assertive
17. Which of the following is NOT a reason why passive aggressive behavior has been called “the perfect office crime.”
- The professional atmosphere of most workplaces encourages direct and honest emotional expression.
 - The hierarchy of most workplace cultures makes direct expression of anger seem like insubordination.
 - The heavy reliance upon electronic communication gives an ideal cover for passive aggressive exchanges among co-workers.
 - The teamwork dynamic encouraged by many workplaces can be a great venue for obstructionism and loss of accountability.
18. _____ explains why over time and in stressful situations, “Player B” ends up behaving like the passive aggressive person, in ways that are not characteristic of the his normal personality.
- Self-depreciation
 - Counter-aggression
 - Intentional Inefficiency
 - Temporary blindness
19. A teacher has become irritated with his student’s passive aggressive behavior. As a response, he holds this student to unrealistic standards whenever it comes to grading his written work. This is an example of:
- Counter-Temporary Compliance
 - Counter-Intentional Inefficiency
 - Counter-Over Efficiency



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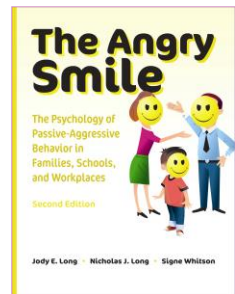
- d. Counter-Escalation
20. In the *Passive Aggressive Conflict Cycle*, the apology by the adult after his over-reaction tends to:
- Reinforce the passive aggressive person's belief that the expression of anger is dangerous and destructive.
 - Contradict the passive aggressive person's belief that authority figures are trustworthy and easy to please.
 - Cast the adult in a subservient role to the passive aggressive person
 - Help the passive aggressive person develop a more trusting relationship with the adult.
21. For a passive aggressive person who habitually feigns misunderstanding, our suggestion for responding effectively is to:
- Set crystal clear expectations at the very outset of the interaction
 - Always assume that the passive aggressive person understands your request
 - Stop asking the passive aggressive person to complete chores or tasks
 - Use counter-intentional inefficiency to give the passive aggressive person a "taste of his own medicine."
22. _____ not only frustrates others but also provides the passive aggressive person with secondary gratification as they realize that they don't have to meet others' schedules and expectations and can believe that their time is more important than that of others.
- Chronic complaining
 - Habitual lateness
 - Frequent lying
 - Sarcasm
23. _____ works by identifying the underlying anger of a passive aggressive person.
- Self-depreciation
 - Conflict-fueling
 - The Columbo technique
 - Benign Confrontation
24. Benign Confrontation is:
- An in-your-face style of expressing anger toward a passive aggressive person
 - A make-the-person-admit-what-they-did kind of authoritarian tactic
 - A quiet and reflective verbal intervention skill in which the adult shares his thoughts about a person's behavior and unexpressed anger.



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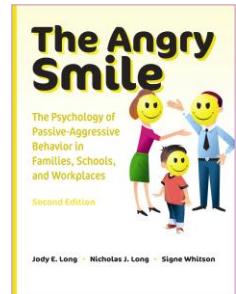
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- d. A passive style of communication in which the adult believes his wants and needs are less important than those of others.
25. The first step of the Benign Confrontation of a passive aggressive person is to:
- Make the person admit their underlying anger
 - Role model assertive communication
 - Refuse to engage in the Passive Aggressive Conflict Cycle
 - Recognize the warning signs of passive aggressive behavior
26. *Step 2* of Benign Confrontation requires a person to do all of the following EXCEPT:
- Acknowledge how frustrating it is to live, teach and work with a person who is chronically passive aggressive.
 - Use self-talk strategies such as, "He is being passive aggressive and I will not participate in his routine."
 - Replace counter-passive aggressive "You" messages with assertive "I" statements.
 - Continue all reinforcement of passive aggressive behavior.
27. *Step 3* of Benign Confrontation begins with:
- An affirmation of the existence of the passive aggressive person's underlying anger
 - An ultimatum for the passive aggressive person to admit their underlying anger
 - A search for underlying strengths and competencies of the passive aggressive person
 - Denial of underlying aggression
28. Which of the following is the BEST example of wording that might be used in Step 3 of a Benign Confrontation of passive aggressive behavior:
- "You are always late. You never care about anyone else's needs."
 - "It seems to me that you are angry with me for making this request."
 - "Okay. It was just a thought I wanted to share with you."
 - "I feel angry when you don't keep your promises."
29. When a passive aggressive person denies his anger during the process of Benign Confrontation, the confronter should:
- Correct the person's denial and rationalizations right away
 - Quietly back away from further discussion in the moment
 - Leave the person with the thought that you are aware there are some feelings of anger behind his behavior.
 - Both b & c



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30. Step 6 in approaching a passive aggressive person is a:
- Maintenance and relationship-building strategy
 - Win-lose proposition
 - Time to teach the passive aggressive person that anger is okay
 - Review of warning signs of passive aggressive behavior