



PHOENIX TRAINING GROUP

VIP RESPONSE TRAINING

PRE-CLASS ASSESSMENT

Name: _____

Date: _____

1. Have you ever been involved in or witnessed a dangerous situation where you or another employee called a Code Grey/Silver, or were forced to take action in order to protect yourself or someone else?

Yes _____ No _____

If you answered Yes, please describe the incident: _____

2. If while working and an individual begins yelling and throwing items around within your department, what would be the first action you would take? _____

3. If while working and an individual begins yelling and throwing items around within your department, what would you say to that person in order to attempt to de-escalate them? _____

4. If while working and an individual begins yelling and throwing items around within your department, how many potential reasons might there be of why that individual might be upset? _____

5. If while working and an individual begins yelling and throwing items around within your department, what would you first do to assess and act on how to best de-escalate that person? _____

6. If while working and an individual begins yelling and throwing items around within your department, what would be the function of a Code Grey Team or Security? _____

7. If while working and an individual begins yelling and throwing items around within your department, what would give the staff the right to physically contain that person? _____
