

# CPI Certification Test Questions and Answer solutions (Verified Answers)

## 4 Behavior Levels

- ✓ 1. Anxiety
- 2. Defensive
- 3. Acting Out Person
- 4. Tension Reduction

## Staff Attitude and Approach to Anxiety

- ✓ Be Supportive  
an emphatic non-judgemental attempt to alleviate anxiety

## Staff Attitude and Approach to Defensive

- ✓ directive-attempt to control the situation and begin to set limits

## Staff Attitude and Approach Acting Out Person

- ✓ non-violent physical crisis intervention

## Staff Attitudes for Tension Reduction

- ✓ therapeutic rapport decrease in energy regaining of rationality

## Integrated Experience

- ✓ we can set the tone for whether or not the behavior escalates or de-escalates

## Non-verbal-proxemics (personal space)

- ✓ area surrounding your body considered an extension of self. 1 1/2 to 3 feet (typically) culture, height, gender, age, status, appearance, and familiarity.

## kinesics (body language)

- ✓ non-verbal message transmitted by motion and body posture. Factors: eye contact, facial expressions send a very strong message gestures, how we stand (stance) hands

## 3 reasons for using the CPI supportive stance

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**Nigeria**



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**Tests in Print** Oscar Krisen Buros,1974      *Tests in Print II* Oscar Krisen Buros,1974      *Flying Magazine* ,1997-01  
**Directives, Publications and Reports Index** United States. Coast Guard,1959      *Personality Tests and Reviews II*  
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,1981      *Textiles & Testing, Course of Study* United States Testing Company, Inc. Consumer Service Group,1953  
**Human Resource Executive** ,1996-07      **IBEW Journal** ,1993      **Food Management** ,1993      *Electrochemical and*  
*Metallurgical Industry* ,1962      *Wisconsin Administrative Register* ,2009      *Approved Revenue, Recurrent and Capital*  
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