

# **JUVENILE REHABILITATION ADMINISTRATION ACADEMY QUIZ #1**

## **PROFESSIONALISM**

1. To develop as a professional in the corrections field you should:
  - a. Use inmate jargon, enforce rules inconsistently, and leave work for others
  - b. Keep current with new information, laws, policies and procedures
  - c. Maintain ethical and moral behavior on and off the job
  - d. Both B and C
  
2. Why is it of primary importance for officers to maintain a neat appearance and have good personal hygiene?
  - a. To attract attention from inmates and co-workers
  - b. Prevent low self-esteem
  - c. Increases immunity from communicable diseases
  - d. To model appropriate hygiene and a positive image
  
3. Which of the following do you have control over?
  - a. Your professional behavior
  - b. The predictability of inmate responses
  - c. Co-worker attitudes and beliefs
  - d. Administrative policies and procedures
  
4. Which of the following will best serve you as a Corrections Officer?
  - a. Understand the impact of professional behavior in many areas of your life
  - b. Strength and vitality to endure the rigors of daily hardship at work
  - c. Ambition to compete with co-workers
  - d. Understanding and sympathy

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5. Which of the following is the most effective personal characteristics for managing inmates?
  - a. Polite, reliable and resourceful
  - b. Assertive and demanding
  - c. Fair, firm and consistent
  - d. Sympathetic and trustworthy
  
6. Which best describes Professionalism?
  - a. Status, high self-esteem, and well liked by others
  - b. Status, character, and easygoing
  - c. Status, demanding, and standards
  - d. Status, character, and standards**
  
7. You are talking with some coworkers outside the facility prior to your shift. They are making sexual jokes and comments about one of the new officers. In order to take responsibility for dealing with this inappropriate behavior, you should:
  - a. Change the subject of the conversation.
  - b. Walk away from the group to show disapproval.
  - c. Tell your coworkers that the comments and jokes are offensive.
  - d. Ignore the jokes because no one else can hear them and they are not intended to hurt anyone.
  
8. Feedback should focus on which of the following?
  - a. A specific description of events, my opinion of the situation, an example of my personal experiences
  - b. A summary of what was said, a resolution to the problem, and the appearance of the inmate
  - c. The impact of what was heard and convincing the other person that I am right
  - d. A specific description of events, a summary of what was said, and the impact of what was heard

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9. You cannot control a co-worker's un-professional attitude/behavior but you are responsible to confront them about any resulting negative impact.
- a. True
  - b. False
10. Spreading rumors and gossip can lead to safety and security problems.
- a. True
  - b. False
11. Receiving criticism is the means to achieve accurate self-assessment for professional conduct.
- a. True
  - b. False