

1. Resilience is the capacity to recover quickly from difficulties; toughness?

- A True
 B False

2. Resilience in the workplace can be developed if managers apply which of the basic principals?

- A Destigmatising failure – the culture of the company will then be more resilient
 B Learner to accept, reevaluate and move forward – will help to recover from a crisis at work
 C Develop managers to have a balanced mind-set – so managers can cope better in the workplace
 D Disciplinary action for failure

3. Summarise the concept 'bouncing back'

4. Assertiveness translates into positive, respectful and confident behaviour that at the same time understands the needs and feelings of others?

- A True
 B False

5. Explain what is meant by a passive-aggressive person?

6. Being confident allows us to set and reach our goals. It provides stability when we are faced with a challenge, but often gets confused with aggressive behaviour?

- A True
 B False

7. When might we find it hard to be resilient at work?

8. Self-confidence and assertiveness are not the same thing, but they are intrinsic to each other?

A True

B False

9. Explain what is meant by being assertive?
