

State of Florida Department of Health
Public Safety Telecommunicator
WORKSHEET 1

The below worksheet is based off the DOH study guide dated 07/01/2017. This worksheet should be used as a guide to help learn the material within it in preparation for the state exam. This worksheet does not cover all elements of **Chapter 12**. When preparing for the state exam, the state study guide is the primary resource.

Chapter 12: Comprehend stress management techniques for PSTs

1. Define stress.

2. List five (5) stressors that are unique to the working environment of a PST.

3. List the five (5) types of normal and expectable stress reactions.

4. List five (5) examples of stress reactions which are considered emotional.

State of Florida Department of Health
Public Safety Telecommunicator
WORKSHEET 1

5. List five (5) examples of stress reactions which are considered physical.

6. What is CISM and what was it formerly known as?

7. What are the goals of CISM?

8. What are examples of personal stress management?

9. List five (5) components of CISM available to PSTs.

State of Florida Department of Health
Public Safety Telecommunicator
WORKSHEET 1

10. What are CISM teams?
