
Unit II Human Relations Survey

Indicate the most appropriate answer. Fill in the blanks using the following terms.

consistent	discipline	extension	harassment
hostile	human relations	interaction	incidents
positive	public image	public relations	respect
responsibilities	misconduct	self-aware	sensitivity

1. _____ can be defined as the process of working together with other people.
2. _____ can be defined as the public attitude toward school bus drivers.
3. School bus drivers' general _____ as part of the educational program are to achieve safety, physical and emotional well-being of students.
4. _____ between the school bus driver and the students can provide influence in helping shape the character of students.
5. The bus ride is an _____ of the school day. The driver, often being the students' first and last contact as a school representative, helps set the "tone", and can influence students' attitudes.
6. Most students want _____ behavioral guidelines.
7. Setting a good example will create _____.
8. Discipline is better received if balanced with _____ reinforcement.
9. School bus drivers should be concerned about their "_____." A positive impression can be made by creating a feeling of security in the minds of parents by establishing and maintaining safe driving procedures and effective student management.

10. A _____ environment on the bus can be characterized by a student dreading the bus ride so much that it negatively interferes with the educational process.
11. _____ is unwelcome physical or verbal conduct or communication which can create an intimidating, hostile or offensive environment.
12. A _____ policy is one which promotes safety, order and the right of an environment free from discrimination, intimidation, ridicule or insult.
13. School bus drivers should be _____ of their positive, as well as potential negative impacts, on all students.
14. Serious incidents of _____, such as those involving weapons violations, or terroristic threats, must be reported to the Minnesota Department of Public Safety and also to local law enforcement agencies.
15. The driver will display _____ by conveying a positive attitude that encourages social acceptance among all students, including students with special needs.

Fill in the blanks by circling the letter of the most appropriate word/phrase.

16. School bus drivers should provide a _____ environment.
 - a) rigid and inflexible
 - b) fairly clean
 - c) safe and positive
 - d) 32+ degree F
17. Students often yield to _____ pressure.
 - a) barometric
 - b) ear
 - c) nose
 - d) peer
18. Some students will make/create a problem in order to get _____.
 - a) cash payoffs
 - b) awards
 - c) suspended
 - d) attention
19. Students who are willing to comply with regulations may become problems if the driver is not _____ enforcing the established bus safety rules.
 - a) arguing and
 - b) sometimes
 - c) consistently
 - d) pleasantly
20. When speaking to a student, the driver should _____.
 - a) make direct eye contact
 - b) use the student's name
 - c) be firm and courteous
 - d) identify the problem
 - e) give the student choices and consequences if it happens again.
 - f) all choices

Unit II Human Relations Survey

(Answer Key)

Indicate the most appropriate answer. Fill in the blanks using the following terms.

consistent	discipline	extension	harassment
hostile	human relations	interaction	incidents
positive	public image	public relations	respect
responsibilities	tone	self-aware	sensitivity

1. **Human relations** can be defined as the process of working together with other people.
2. **Public relations** can be defined as the public attitude toward school bus drivers.
3. School bus drivers' general **responsibilities** as part of the educational program are to achieve safety, physical and emotional well-being of students.
4. **Interaction** between the school bus driver and the students can provide influence in helping shape the character of students.
5. The bus ride is an **extension** of the school day. The driver, often being the students' first and last contact as a school representative, helps set the "tone", and can influence students' attitudes.
6. Most students want **consistent** behavioral guidelines.
7. Setting a good example will create **respect**.
8. Discipline is better received if balanced with **positive** reinforcement.

9. School bus drivers should be concerned about their "**public image.**" A positive impression can be made by creating a feeling of security in the minds of parents by establishing and maintaining safe driving procedures and effective student management.
10. A **hostile** environment on the bus can be characterized by a student dreading the bus ride so much that it negatively interferes with the educational process.
11. **Harassment** is unwelcome physical or verbal conduct or communication which can create an intimidating, hostile or offensive environment.
12. A **discipline** policy is one which promotes safety, order and the right of an environment free from discrimination, intimidation, ridicule or insult.
13. School bus drivers should be **self-aware** of their positive, as well as potential negative, impacts on students.
14. Serious incidents of **misconduct**, such as those involving weapons violations, or terroristic threats, must be reported to the Minnesota Department of Public Safety and also to local law enforcement agencies.
15. The driver will display **sensitivity** by conveying a positive attitude that encourages social acceptance among all students, including students with special needs on the bus.

Fill in the blanks by circling the letter of the most appropriate word/phrase.

16. School bus drivers should provide a **safe and positive** environment.
a) rigid and inflexible b) fairly clean c) safe and positive d) 32+ degree F
17. Students often yield to **peer** pressure.
a) barometric b) ear c) nose d) peer
18. Some students will make/create a problem in order to get **attention**.
a) cash payoffs b) awards c) suspended d) attention
19. Students who are willing to comply with regulations may become problems if the driver is not **consistently** enforcing the established bus safety rules.
a) arguing and b) sometimes c) consistently d) pleasantly
20. When speaking to a student, the driver should **f.) all choices**.
a) make direct eye contact b) use the student's name

- c) be firm and courteous
- d) identify the problem
- e) give the student choices and consequences if it happens again.
- f) all choices