



Student Conduct and Discipline

Diffusing Crisis/Anger

I will.....

- Ask permission to talk to them.
- Introduce myself.
- Ask the student their name.
- Call the student by name.
- Keep my cool.
- Listen without correcting or arguing.
- Say, *"Let me make sure I understand your concern."*
- Make "I" statements.
- Avoid "You" statements.
- Answer with a "Yes".
- Avoid sarcasm, humor, excuses, and blame.
- Lower my voice and speak slowly.
- Allow time to elapse before I respond.
- Create time and/or space.
- Move to a quiet, but safe, area.
- Graciously hand it off to someone else, if necessary.
- Ask, "Is there someone (advisor, mentor, teacher, veteran center, etc.) I can call?"

Contact the following in this order/or as appropriate for assistance:

1. Campus Safety ext. 8611
 - When assistance arrives, brief them on the situation; ask and allow them to take over.
 - Stand by in case they need you to contact further resources.
2. Dean of Students

Aggressive and threatening behavior or gestures

- **CALL** Campus Safety, ext. 8611.
- Keep distance between you and the student.
- Allow the student a way to exit; do not allow yourself to be trapped. Reduce noise, talking, questions, stimulations.
- Ask the student to leave.
- If the student refuses to leave, remove yourself and others from the situation.

ACKNOWLEDGEMENT

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