When Things Get Heated: Navigating Disruptive Behavior in the Classroom

CTRL Noontime Conversation
When Things Get Heated: Navigating Disruptive Behavior in the Classroom

Introductions

Goals:

• Discuss areas of concern
• Utilizing Outside Resources
• Review legal parameters
• Review Institutional parameters
• Strategies for managing classroom behavior and navigating disruptive behavior
Resources

When you want to express concern for a student:
* CARE Network
* Counseling Center
* Title IX

When you want to consult:
* Dean of Students Office
* Counseling Center
* AVP of Campus Life
* AU Police Department, Risk Management
Skills for effective classroom management

COMMUNICATION
• Syllabus
• Class ground rules
• Outside of class time communication
• Unanticipated issues

CONFLICT MANAGEMENT
• Anticipate what will be hard
• Model being uncomfortable
• Be willing to stop, take a break, return to conversation
• De-escalation techniques
Legal Parameters
Legal Parameters drive protocols in a variety of departments on campus:

- Dean of Students Office
- Student Conduct Office
- Counseling Center
- Student Health Center
- AU Police Department
Threat Assessment
Communicating with Students in Distress
Contact

Traci Callandrillo, Ph.D.
AVP, Campus Life
callandr@american.edu

Dan Nichols
AVP, Risk, Safety and Transportation Programs
nichols@american.edu

Justin Perillo, JD
Associate General Counsel
perillo@american.edu

Phil Morse
AVP, University Police Services and Emergency Management
pmorse@american.edu