

De-escalation

Be aware of surroundings and watch for growing tensions and address sooner. Separate students from the large group. Ask what is wrong;

- Students have the right to free speech but in the classroom, content should match the subject at hand and an unwillingness to follow the subject at hand may lead to a classroom disruption.
- Classroom disruptions are a violation of the student code of conduct and are justification for classroom removal by the instructor.
- If a student is removed from class report the incident immediately to Campus Safety so we can evaluate any safety concerns across campus. [SAS 2 New \(swtc.edu\)](#)
- Be aware of nonverbal (angry facial expression, extreme inattentiveness, glares) and verbal cues (strong statements meant to offend, inappropriate comments) that a student is upset or angry and address as soon as possible
 - Potential options if you notice these behaviors:
 - If practical for your group: use as a teaching moment – stop the current topic and address as a class, ask students to share their thoughts and how it might relate to their future employment and ask them how they would handle a situation with disagreeing beliefs
 - Give the students a break or wait until after class and call the students who are upset and troubled in a separate room and talk to them about what is concerning them. Use basic mediation to get them talking.
 - If the situation is too volatile to handle by yourself, contact the front desk and ask for support from campus safety immediately.
- Addressing it in a timely manner will help relieve the student of stress and potentially keep a situation under control rather than not addressing and letting it become a major issue in a future class or outside of the classroom.
- Even if you addressed the event, report the incident immediately to Campus Safety so we can evaluate any safety concerns across campus. [SAS 2 New \(swtc.edu\)](#)
- If you see or hear of any aggressive behavior your classroom, report immediately to the front desk to contact Campus Safety.
- Always act in a level that you feel safe with and request assistance and support as needed.
- If you feel that you or anyone else is in danger attempt to remove yourself from the situation and dial 911 immediately.

Links that the group put together.

- <https://citl.indiana.edu/teaching-resources/diversity-inclusion/managing-difficult-classroom-discussions/index.html>
- <https://cft.vanderbilt.edu/guides-sub-pages/difficult-dialogues/#tools>
- <https://www.colorado.edu/today/2018/11/13/student-affairs-de-escalating-conflict-students>
- <https://www.crisisprevention.com/Blog/CPI-s-Top-10-De-Escalation-Tips-Revisited>