

Confronting Students with Problems

When approaching a person about a problem or an issue, generate a plan. Confrontations can be difficult for a variety of reasons. For example, the person may not view the issue as though it is a problem. Consider the following when preparing for a confrontation.

CONFRONT

- C** Concern What are the reasons for your concern? Take note of what changes in behaviors, emotions or appearance you or others have noticed. A confrontation can simply occur when a person voices concern and offers to listen.
- O** Organize Outline the following to help organize your thoughts:
- WHO should be involved in the intervention?
 - WHERE is the best location to intervene?
 - WHY is it important that the person be confronted?
 - WHAT is the best approach with this person?
 - WHEN is the best time for you and the other person to meet?
- N** Needs What will *you* need during or after the confrontation? Ask for help or support from others (RDs, ACs, police, Counseling Center staff, etc.). What will the *student* need during or after the confrontation? If the student might need more help/support to address or resolve the issue, plan ahead to obtain information about appropriate referral resources.
- F** Face Face the intervention with confidence in your ability to convey your concern to the student. Show that your intent is for their well-being, not to “pick on them.”
- R** Respond Respond to the student by using Active Listening Skills.
- O** Offer Offer help and suggestions. You may want to encourage the student to contact you when he/she needs someone to talk. However, know your limits. If the student would better benefit from professional help, make appropriate referrals.
- N** Negotiate Encourage the student to negotiate with you or others regarding how they want to address their problematic behavior. Consider offering to meet with them at another time after they have had an opportunity to think about the intervention and to consider what actions to take. Agree on a time to meet next.
- T** Time Remember to stress that changing takes time and patience.