

Dealing with Anger in the Classroom

DO

- ...encourage the student to verbalize his fears and problems
- ...respond with a helpful attitude –
non punitive non judgmental
- ...talk in a reassuring, calming manner even if the student
doesn't appear to respond
- ...remove an agitated student from other students by taking
him aside as quietly as possible
- ...appear calm, even though it's difficult.
- ...encourage the student to use his own reserve of control.
- ...be consistent and firm in your request, if you want him
to do something.
- ...get help if you have any doubts about your ability to
handle a situation, before you become too involved
to extricate yourself.
- ...try to make the student see you as an ally-try to clear up
misunderstandings and confusion.
- ...allow the student as much freedom as possible-provide a
graceful alternative in return for his cooperation.
- ...analyze before you act.

DO NOT

- ...avoid a student who is becoming angry.
- ...respond to anger with anger.
- ...shout, argue, or become emotionally involved.
- ...frighten by suddenly invading his physical space.
- ...show fear.
- ...use security guards prematurely. They may cause panic in an
already frightened student.
- ...lie in order to manipulate a student. The only exception are when
a student is suicidal, or when someone's physical well-
being is in immediate danger.
- ...make commands that you are not prepared to back up.
- ...threaten.
- ...set up a situation where the student has to back down and
appear foolish.
- ...intervene physically unless you are prepared to handle the situation