

Responding to a Crisis

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- DO** Try to leave your anger out of the situation. Anger interferes with crisis management.
- DO** Acknowledge the student's feelings
e.g. "I know you are angry."
- DO** Try to change the focus for what the student wants to what you want. e.g. "I know you want to hit him. I want you to talk with me about it."
- DO** If you must get in front of a student trying to attack someone, say, "I must prevent people from getting hurt. It is my job. I don't want to get hurt, so please don't bump into me."
- DO** Be patient. It takes time to gain control of the situation. It is better than someone getting hurt. Repeat your agenda as often as possible.
- DO** Get the student talking. If they believe they are being heard they may begin to calm down.
- DON'T** Try to solve the problem at this time.
- DON'T** Attempt to administer consequences at this time.
- DON'T** Scream at the student.