



Confrontation and De-escalation

AC Maggie

VS

AC James

Objectives

- RAs will understand the meaning and benefits of confrontation.
- RAs will learn the different outcomes and appropriate responses to situations.
- RAs will understand how to confront situations with residents and staff members appropriately.
- RAs will understand the importance of de-escalation in their role.
- RAs will understand what it means to de-escalate a situation.
- RAs will understand the different approaches to de-escalating a situation.



Confrontation



What is Confrontation?

- When the word confrontation comes up, what comes to mind?
 - Are there different forms / approaches?
 - Can you be nice and confrontational?

By Definition ... and its importance

- According to the internet, “a situation in which people or groups with opposing ideas”
- Working with people from different walks of life, will lead to different responses from situations...

The Purpose in your roles

- Immediate Goal
 - Gain insight on how to address concerns and to deal with the situation.
 - Resolve any problems and prevent them from escalating.
- Long Term
 - Help your community learn from their mistakes and holding community accountable in policy and providing skills that will last a lifetime.

Process of Confrontation

- AEIOU Process
 - Announce
 - Explain
 - Identify
 - Observe
 - Unload



Announce

- Who are you?
 - SAY IT WITH YOUR CHEST
 - Hi, Chrissy. I'm Eddie, the RA of Dillon or on the duty phone
 - Pro-staff on call, This is Megan.

EXPLAIN

- Why you are there
 - Simply explain, what brought you there.
 - Let them know what you are there for and be direct
 - Be truthful, no one likes Liars!
 - In a wellness check in, ensure that space is clear and away from others.
 - "I heard some loud music and bottles clinking from your room, may I come in?"

Identify

- All the people in the room
 - Who do you recognize in the space. Ask for everyone to place their IDs in the center.
 - TAKE A PIC
 - “i DiD nOt BrInG mY iD oR LoSt It”
 - BC Students – Ask about driver's license/state id - Inform of non-compliance policy and remind them that
 - Non- BC affiliates should have a guest pass
- Report the concern without any bias.

Observe

- Everything that's going on
- Pay attention to:
 - What is (was) everyone doing
 - How was everyone acting
 - Compliant
 - Non-Compliant
 - Who has what when
- If people run out, leave – let them leave because chasing down after people is NOT in your job description.

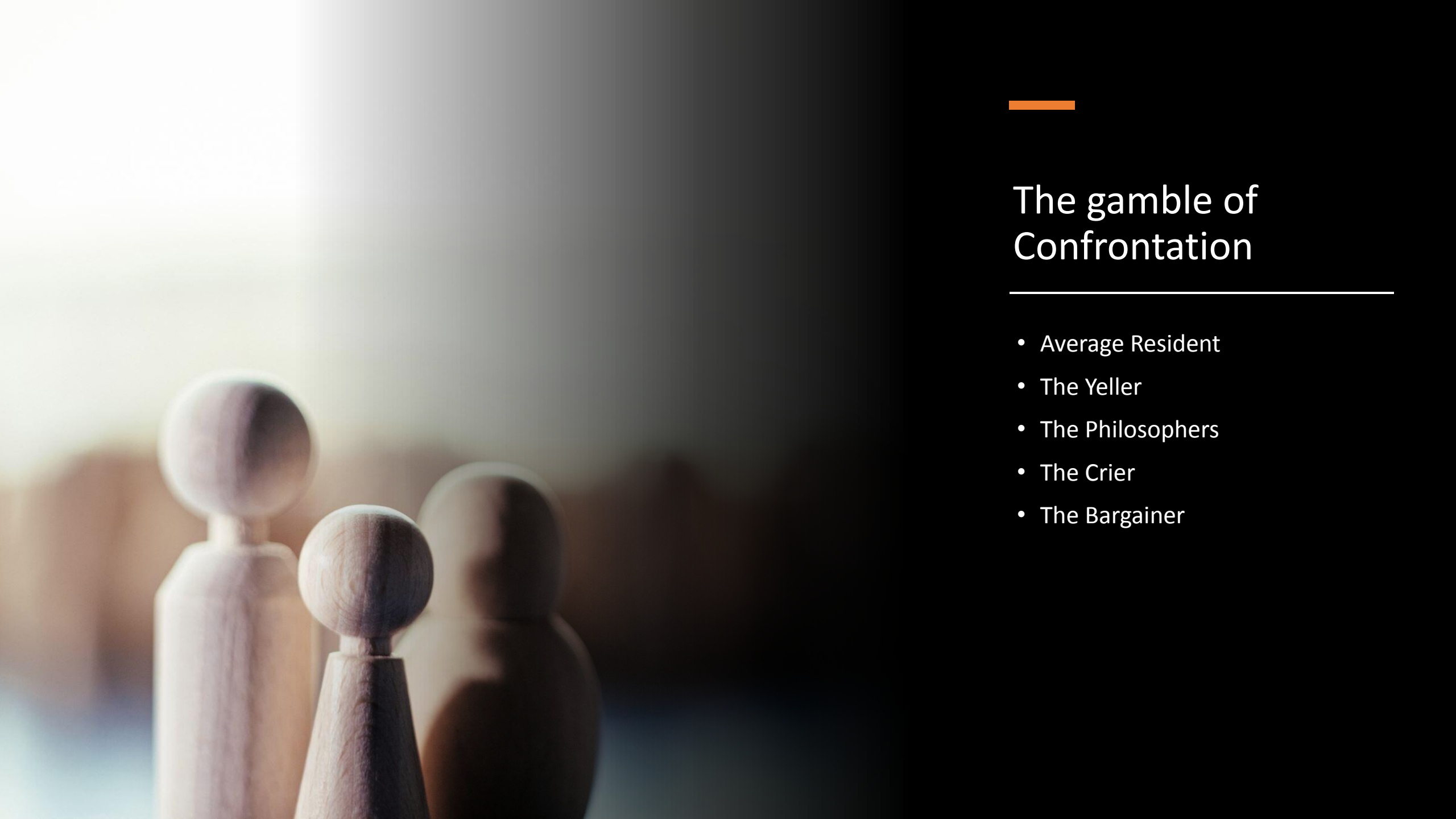


Unload

- The information you've collected
 - Type the info into the IR (write in Word first)
 - Grammarly is a good option, just delete once done.
 - IRs must be submitted when????

DO NOT:

- Touch their things (you can take ID that are handed to you but not alcohol/drugs/paraphernalia)
- Do a “room search” yourself!
- **PUT YOUR HANDS ON THEM!!!**
 - Your orientation to the door in the space, is important. (Having back up will be beneficial.)
 - Have a partner with you, contact SRA or Pro-Staff if assistance is need.



The gamble of Confrontation

- Average Resident
- The Yeller
- The Philosophers
- The Crier
- The Bargainer

Typical Confrontation

- Residents will comply more often than expected.
- Typically want to know about next steps for student conduct.
 - If Athlete/Student Leader – encourage student to contact Coach/Advisor and inform them of being involved with a student conduct incident.
 - If under 21 (alcohol/drugs), encourage student to reach out to parents/guardians about being involved with a student conduct incident.
- DO NOT tell them what sanction/outcome will be because you as the student ARE NOT the Conduct Hearing Officer.
- Refer them to the Eagle!

Yellers

- Their main purpose is to intimidate you as much as possible.
 - To be aggressive in hopes that you will change your mind.
 - Stay calm and level headed
- Tip:
 - For the student, sometimes there are other personal factors in place – let them be mad.
 - Attempt to remember WORD FOR WORD what they say, especially if they are being disrespectful.
 - If they disrespectful (being rude/saying something offensive) and you are concerned, contact Pro-Staff on Call for assistance.

Philosophers

- Will try to become the next Annalise Keating
 - Their goal is to out debate the policy in hopes to use this against you.
 - I pay so much money to go here
 - Why is this policy existing ... it goes against my constitutional right.
- TIP:
 - Be nice, be simple
 - Explain you enforce policies, and do not determine what will happen
 - If they CONTINUE to philosophize, inform them to speak with Pro-Staff,

Criers

- Some people can become overwhelmed or could be trying to get an Oscar.
 - Remain firm and gentle
 - Remind them that they will have an opportunity share their side of the story in the incident.
 - If they want to talk to you about the incident, you can do so, away from the incident and other residents.
 - Remind resident that violation will still be documented.

Bargainers

- Will attempt to tell you why they should not get in trouble.
 - May attempt to bribe you.
- Tip:
 - Do not get caught up in the bribes.
 - Be firm and address the violation.

Confrontation with Parents

- YOU DO NOT GET PAID TO GET YELLED AT OR CONFRONTED BY PARENTS.
 - You are student staff; therefore, your only connection should be with students.
 - If a parent is upset and contacts you via email/duty phone etc.
 - INFORM SUPERVISOR and do not respond.

Confrontation within Staff

- Can happen and can be "awkward"
- A true test of professionalism
- Things to consider
 - Give them the benefit of doubt
 - Face to Face is the best method, than text/email

Post-Confrontation

- Not every confrontation, requires documentation! (1st Noise Complaints (with no visible violation) Vs. Roommate Conflicts).
- Completing Rounds
 - If incident occurred DURING rounds, complete rounds, then write IR.
- Venting
 - Processing should ONLY take place with Supervisor (unless TITLE 9) – never talk about incidents with fellow RAs, residents, or anyone outside department.

Last Minute Advice



- Be Professional and Firm
 - Assertive does not negate you from being nice.
 - Remember that you are in charge on handling the situation.
 - Address the behavior not the person.
 - Always be kind and still build connections with all residents.



De-Escalation

AC Maggie and AC James



Objectives

- RAs will understand the importance of de-escalation in their role
- RAs will understand what it means to de-escalate a situation
- RAs will understand the different approaches to de-escalating a situation

What Does it Mean to De-Escalate a situation?

- “To reduce the intensity of a conflict”
- Verbal De-escalation is handling an incident in a calm manner without minimizing what a resident is experiencing.

Why Do you Think it is important to know how to de-escalate in your role as an RA?

Five Things to Practice When De-Escalating a Situation

- Active Listening
- Positive Statements
- Body Language
- Logic/Rationale
- Environmental Awareness

Active Listening

- Listening to Understand
 - Asking clarifying questions
 - “Is this what you mean when you say...”
- Staying engaged
 - Facing the student talking and keeping eye contact
- Reflecting/Paraphrasing



Positive Statements

- “I understand why you might feel that way”
- “Please tell me more so I can better understand”
- In tense situations things often escalate when people do not feel that they are being heard.
- Using Positive Statements demonstrates that you are engaged in what the person has to say.

Body Language

- 80-90% of Communication is nonverbal
 - Maintaining good Eye contact
 - Your posture (shouldn't be slouching)
- Allow for personal space
 - Respect there personal boundaries
 - Sit a respectful distance across from someone
- Avoid a challenging posture (toe to toe, touching, etc.)
 - Sit at eye level
 - Avoid Sitting Up Higher or Standing over someone

Logic/Rationale

- You already know what you can/cannot do
 - Do not over promise/make promises
 - Rather talk them through their options (what options they have to best navigate there current situation).
- Bring others into the conversation if needed
 - If things are disclosed in a conversation that may require other resources (Pro-staff, campus police, etc.).

Environmental Awareness

- When responding to an escalated situation be aware of the environment you are in
 - Are you in a public setting?
If so, moving to a more private setting. Can keep other parties from getting involved.
 - Are you in a private setting?
If so, making sure that you are respecting their space and asking permission to enter the room.
- Looking at who is in the room
 - Are individuals present escalating the situation?
If so and they are not relevant to the situation, asking them to leave.
If so and they are relevant to the situation, having your duty partner speak to with them in a separate space.

Things to Keep in Mind...

- Meet the student where they are at
 - Physically and developmentally
 - This is a time where many students experience situations for the first time, be patient and know that you are helping them grow through their experience.
- People just want to be heard
 - Provide an avenue for them to vent and advocate for themselves.
 - Show understanding and empathy
- Validate feelings but not behavior
 - Want them to know they are acknowledged in how something is impacting them
 - Show care and provide appropriate support

Things NOT to Do When De-Escalating a Situation

- **Matching Emotion**

- Your goal is to bring emotions down, not to heighten them
- Best way to do this is to remain calm, cool, and collected
- Anything other than calm will cause emotions to heighten and escalate the situation

- **Don't use the phrase "I know how you feel"**

- Puts you on "their side"
- You want to remain neutral and understanding

- **Immediately move up the chain**

- Shows the individual a sense of urgency
- Can sometimes increase the problem
- Communicate how you will pass information along

"This is a problem - I will tell my supervisor immediately" VS. "That sounds like it's very frustrating and I am here to help you work through this process but I will also need to make my supervisor aware as we move forward"

Time to Practice...

Scenario #1

Maggie Calls the RA on Duty phone and demands a room change now. She says that she walked into her room and her roommate's friend was sleeping in her bed. Maggie says that she doesn't want to live with her roommate anymore.

How do you de-escalate the situation??

Scenario #2

Call:

You get a call from a resident while on duty claiming that a residents Ben and Will who live down the hall from him in Dillon 210 have been yelling at each other for the past 15 minutes and it sounds like its getting worse.

When you arrive (Dillon 210):

Ben and Will are yelling at each other along with Ben's girlfriend Karen. Will claims that Ben's girlfriend is always there and he is tired of her being in the room. As Will is talking Karen continues to but into the conversation and eggs Ben on as Ben and Will heatedly argue.

How do you de-escalate the situation?

Scenario #3

You are completing your duty rounds on the 3rd floor of Heritage when you hear a resident say “I'll fight you right here”, you round the corner and see resident Lauren aggressively walking towards resident Kayla as they both yell at each other from across the hall.

How do you de-escalate the situation?

Scenario #4

First year students are moving in and as you are helping in your hall a parent walks up to you. She is very upset and states that her son's room is inadequate and demands that he be moved immediately.

How do you de-escalate the situation?

Questions??