

STUDENTS DISPLAYING AGGRESSIVE BEHAVIOR

Aggression can take many forms, from very subtle passive acts to violent outbursts. Aggression can be the result of being frustrated and feeling out of control. Some aggressive people express hostility immediately without regard for their circumstances or the people around them. Other times, aggression is built up over time and expressed through an outburst.

Suggested strategies for dealing with an aggressive student:

1. Acknowledge the student's anger and frustration (e.g., "I hear how you are feeling.")
2. Rephrase what the student is saying and identify their emotion (e.g., "I can hear how upset you are and how no one will listen.")
3. Reduce stimulation; invite the student to a quiet place if this is comfortable.
4. Try to prevent total helplessness by quickly and calmly acknowledging the intensity of the situation. Continue rephrasing what they say in a calm voice.
5. Focus on diffusing the situation rather than seeking resolution right away.
6. Allow the student to speak, get their feelings out, and tell you what is upsetting them.
7. Call for help when necessary (Campus Police, co-workers, BIT Team).

Suggested things to avoid:

1. Getting into an argument, becoming hostile or punitive.
2. Pressing for explanations for their behavior.
3. Not dealing with the situation or ignoring warning signals.
4. Touching the student.
5. Making threats, dares, or taunts.

If a student's behavior is disruptive or appears to be threatening or dangerous: Call Campus Police at (530) 895-2351 or 2677 (COPS) from campus phones or dial 911 for immediate assistance.