

THE CHECKLIST

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IDEAL PROCESS

Danger to self or others?

NO

YES

- 911
- Campus Help

Can You Handle This?

YES

NO

Possibly Notify Superiors

Honor Confidentiality

Listen

*Connect With Them
Identify the Real Problem*

Identify a Desired Outcome

Research / Develop a Plan

SPECTRUM OF EMOTIONAL ENCOUNTERS

Grade Dispute or Negotiation
Disruptive Classroom Behavior
Student Personal Crisis
Danger to Self or Others
Life Altering Event

POSSIBLE COMPLICATIONS

The Student Can Withdraw and / or Go Over Your Head or Go Public.

You Lose it!

You Inappropriately Involve Others

You Place Yourself in a Compromising Position

You Violate College Policy

You Fear Your Job is in Jeopardy