

*Building a positive learning environment
& responding to new student realities*

Managing Challenging Behaviours



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Learning outcomes

By the end of this workshop you will be able to...

- Recognise possible causes of challenging student behaviours
- Identify a range of practical strategies for managing challenging behaviours (both **responsive** and **pro-active**)

What brought you here?

Continuum of Problematic Behaviours





3 case studies

For the next 10 minutes, discuss:

- Where does each case fit on the continuum of problematic behaviour?
- How would you respond to these behaviours?
- What pro-active steps could you take, to manage the possibility of such behaviours?



You've worked hard

- Hold on to the papers... we'll be revisiting...





Breathe in

S L O W L Y

G E N T L Y

D E E P L Y

Breathe out

Self Care is a professional behaviour



If you don't take care of yourself,



how are you going to take care of others?

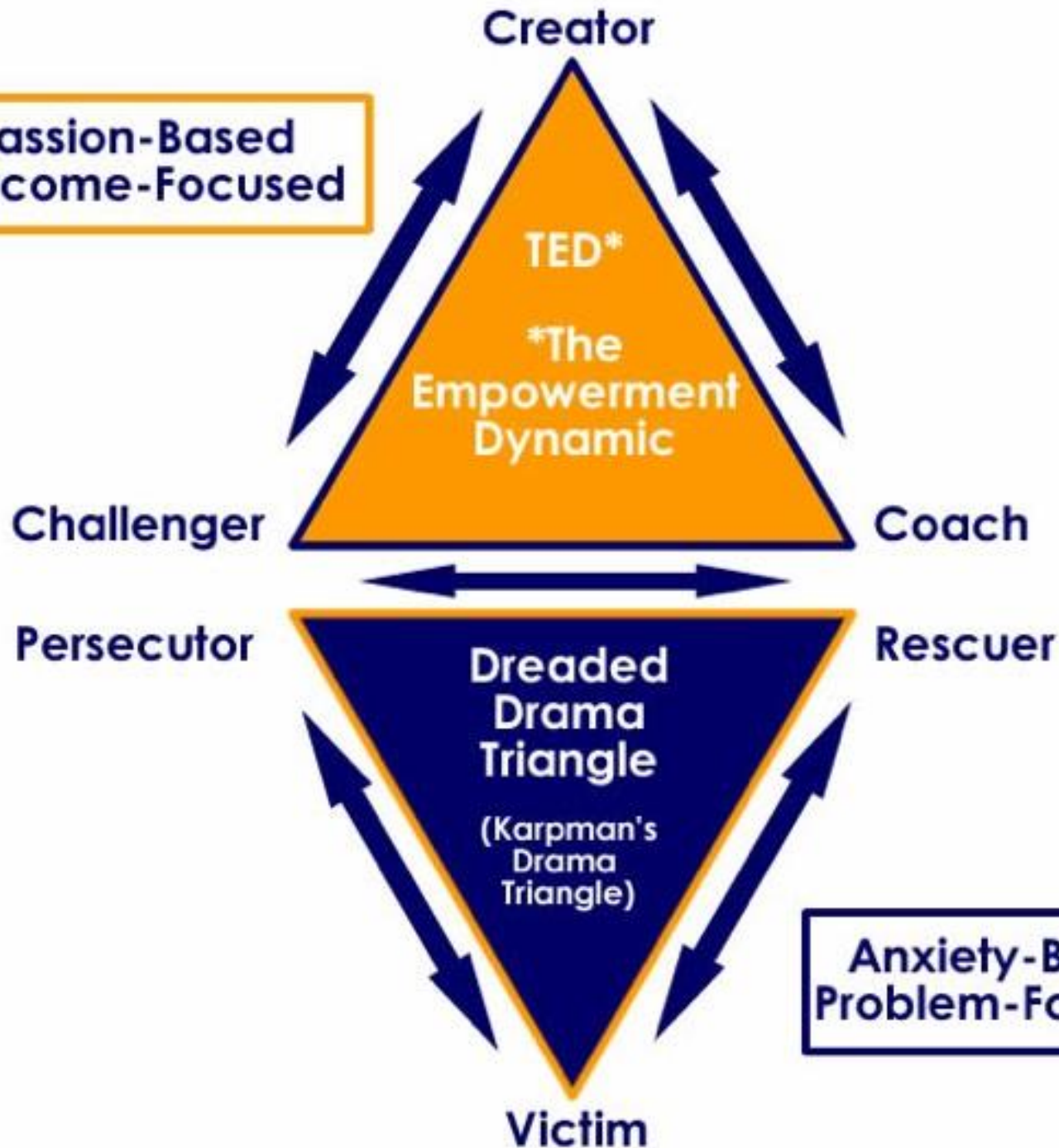


**Don't be an ostrich:
be proactive; see your role clearly**



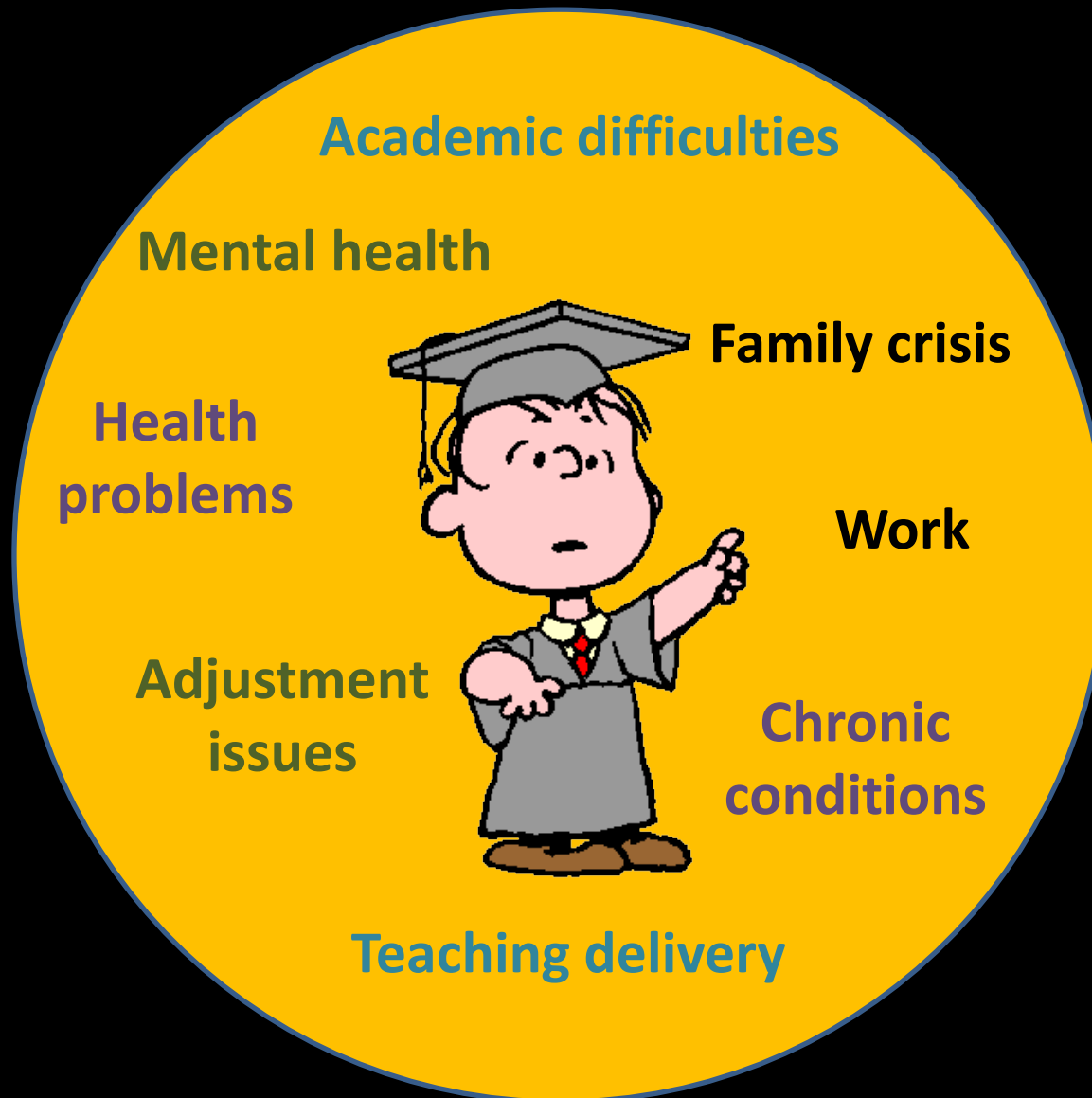


Passion-Based
Outcome-Focused



Anxiety-Based
Problem-Focused

Possible Causes of Challenging Behaviour










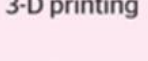




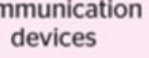


Diversity



The new generational mix

Talking a different language

Formative experiences	Maturists (pre-1945) Wartime rationing Rock'n'roll Nuclear families Defined gender roles - particularly for women 	Baby boomers (1945-1960) Cold War 'Swinging Sixties' Moon landings Youth culture Woodstock Family-orientated 	Generation X (1961-1980) Fall of Berlin Wall Reagan/Gorbachev/ Thatcherism Live Aid Early mobile technology Divorce rate rises 	Generation Y (1981-1995) 9/11 terrorists attacks Social media Invasion of Iraq Reality TV Google Earth 	Generation Z (Born after 1995) Economic downturn Global warming Mobile devices Cloud computing Wiki-leaks 
Signature product	Automobile 	Television 	Personal computer 	Tablet/smartphone 	Google glass, 3-D printing 
Communication media	Formal letter 	Telephone 	E-mail and text message 	Text or social media 	Hand-held communication devices 

Source: Barclays, University of Liverpool

The troubling millennial generation

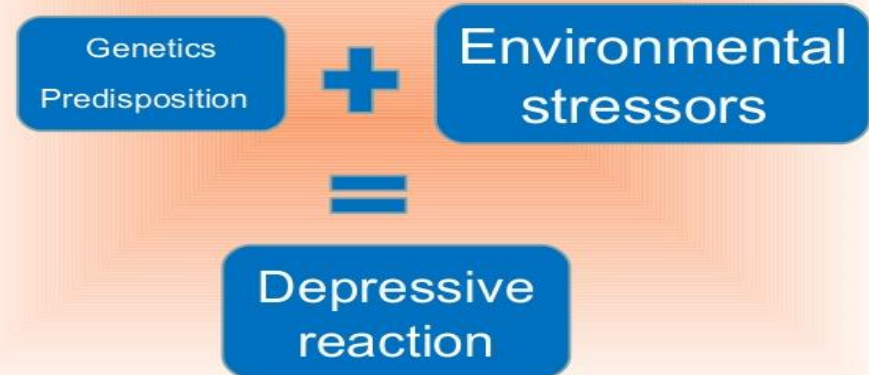




Mental Health Conditions

- 1 in 4 people in NZ experience a mental health condition
- Age of onset- typical age of students
- Stress-diathesis
- Homesickness

So....diathesis stress model



The Anxiety Disorders





Responsive strategies

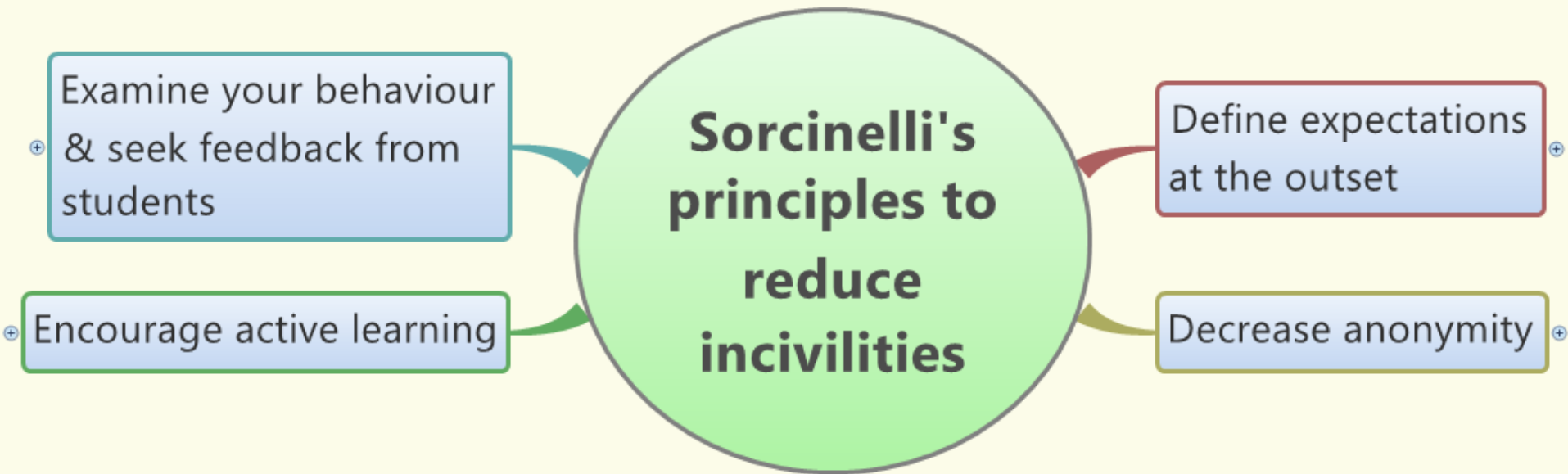
which of these did you come up with?

- Talk to the student in private
- Give the student your undivided attention.
- Communicate helpfully
 - Be direct and non-judgmental.
 - Listen sensitively to the student's thoughts and feelings.
- Refer.
- Follow up.

How do I communicate helpfully?

Approach	Purpose	Examples
Active Listening	Conveys empathy Non-judgemental	- It sounds like ... - Let me see if I've got this right...
Open questions	Conversation starters Control with responder	- Tell me more about... - How did you feel about...
Closed questions	Bring focus to conversation Control with speaker	- Have you followed that up with... Questions usually answered with a Yes or No, or short phrase.
Using "I" Statements	Builds trust Less threatening than "You" statements	- I've noticed you've been [frequently absent from class] and I'm concerned - I can see you feel very strongly about this...
Being assertive	Express yourself, while respecting other's views	- I hope we can agree to disagree on this... - I could be wrong about this, I don't know everything...

Be **pro-active**: plan for civility



Did we model these today?

Role Play

Look at the case studies again:

- What pro-active and responsive strategies could you add to your first list?
- Role play with the person beside you how the situation might be managed

**Don't be an ostrich:
be pro-active and responsive**



Who or what else can help?



- Your manager or HOD
- Health and Counselling Centre
- Disability Services
- Learning Consultants/Advisers
- Student Success Adviser
- Student Association
- Campus Security
- ...



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<https://www.surveymonkey.com/r/SG6Y92Z>



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