

Confronting behavioral issues

- Remain calm and professional; students are not excited about being confronted for policy violations. It is your responsibility to be the calm one.
 - If you suspect that a room contains alcohol or drugs, contact your RD during work day hours. If it is outside of work day hours, contact the RD On-Call (717-796-5040). You may be directed to confront the room/apartment initially.
- State your name and position (if necessary).
- State the policy that they are violating (i.e. “It is quiet hours and I can hear you from my room 6 doors away”) or the reason you are talking with them (“I heard bottles/opposite gender voices/smelled something funny, can you explain that to me?”)
- If you have reason to suspect that there might be an additional policy violation present in the room you may request to see all corners of the room, this is permitted to ensure safety and compliance with hall policies. You are NOT permitted to open refrigerators or drawers for any reason.
- Obtain ALL students’ ID cards and write them down/record them in your phone if you do not know everyone in the room (you want to make sure you have proper spelling of names for the report). If there is a non-student present, take another form of ID (driver’s license) and record their names as well.
- Explain to student(s) that you will be making note of the policy violation and a RD will be contacting them regarding the policy violation. Unless...
 - If this incident involved Drugs, Alcohol, Sexual Harassment/Assault, Physical Assault let the residents know that they will need to talk with the RD On Call immediately. Excuse yourself into the hall, and call the RD On Call.
- If the student(s) want to know what is going to happen simply reiterate that an RD will be contacting them & you are not sure what will happen – DO NOT attempt to tell them what might happen because you may not know all the factors involved (i.e. previous violations, etc.) Share with students that

they will need to check their Messiah e-mail accounts for information on their meeting time with an RD.

- If the student(s) is persistent about speaking to the RD tonight regarding the incident and your attempts to inform them of office hours, etc. are unsuccessful –contact the RD On Call.
- Inform student(s) that if you have to respond to the room again for the same violation tonight further disciplinary action will occur.
- Immediately fill out the incident report form so that you don't forget the events leading to the incident or the incident itself, and so the incident can be processed in a timely manner.
- Be sure to be accurate, detailed, and professional in your incident report – this report may be used in a student conduct hearing and/or the student(s) may have questions about your documentation.
- Follow up with the student(s) the next day if he/she/they live on your floor/section – let your residents know you are responsible for documenting inappropriate behaviors but it is not personal.

General Principles for Effective Confrontation

1. Establish rapport with your residents. Form positive relationships. Do not let the only time you talk to certain residents be when you are confronting them for something they have done wrong.
2. Communicate rules and environment expectations at the beginning of the year. Enforce the rules right away -- it is easier to let up later than to try to get control after being lax.
3. Be consistent. Require the same standards for all residents.
4. Be a role model. You cannot expect to enforce rules if you are breaking them.
5. Avoid playing the role of a power figure.
6. Always respect the person. Separate the deed from the individual.

7. Do not lose your temper. It is alright to let a resident know that what they are doing upsets you, but stay in control of yourself.
8. Do not allow any physical contact take place between you and the resident in the discipline situation. If the situation is getting out of control, step back and get your RD.
9. Think through a confrontation beforehand if possible. If it is something serious, get your RD involved.
11. Avoid discipline problems by anticipating them -- be proactive.
12. Be direct and to the point. Do not accuse -- rather state the facts.
13. Do not threaten and do not overstep your bounds. Do not say things like, "Oh you are **SO** suspended for that!"
14. Do follow up with the person the next day and for the rest of the year. Do your best to maintain a positive and friendly relationship with the person but wait until the dust has settled. It may take a while, but be consistent in your efforts.
15. Remember that confronting wrong behavior is best for the person involved, the community, and the respect that you have as an RA.
16. Do not avoid confrontation. Your residents expect you to follow through with this part of your job. Problems just get bigger if you let them go.