

Promoting Harmony in the Classroom

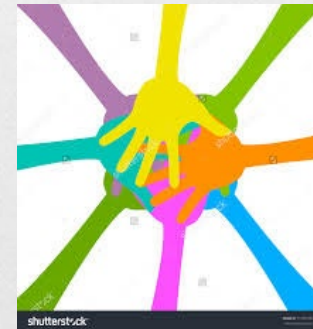
*Center for Teaching & Learning
University of the Incarnate Word*

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Learning Objectives



- Participants will learn about the importance of creating a foundation in the classroom that supports positive classroom behavior, interactions, & social problem-solving using a three tier pyramid approach
- Participants will acquire strategies that can easily be used to create & maintain a positive emotional climate in the classroom
- Participants will be able to recognize potential conflict with students & use simple strategies to avoid or de-escalate conflict
- Participants will develop a better understanding of UIW procedures for potentially dangerous situations including the reporting process in Maxient

What attracted you to this workshop?





Introduction

- Class disruptions ranging from improper behavior to dangerous aggression, have significantly increased in colleges & universities over the past several decades
- Classroom incivility has been seen in at least 20% of university/ college students according to multiple studies
- According to the survey of the American College Health Association (2016), around 25% of students in the United States have diagnosed mental illness, mainly depression & anxiety

Reality of Challenging Classroom Behavior

Behavioral challenges in the classroom contribute to the following:

- Interference in the teaching & learning process
- Increased stress & additional work for faculty
- Delays in covering classroom material or meeting course objectives
- Feelings of uneasiness/anxiety for students
- Alienation outside the classroom for some students
- Discomfort for all involved
- Reduced retention of information and lack of focus



Reasons for Challenging Student Behaviors in the Classroom

- Lack of academic preparation
- Lack of understanding or limited cognitive development
- Mental health issues, excessive stress, or learning disabilities
- Personal needs for attention or inability to respond to social cues
- Feelings of exclusion or offense
- Lack of structure or intervention to prevent challenging behaviors



Anxiety in the Classroom



The stress response has been a part of our adaptive history as humans....but too much sabotages the learning process (stress vs. eustress)

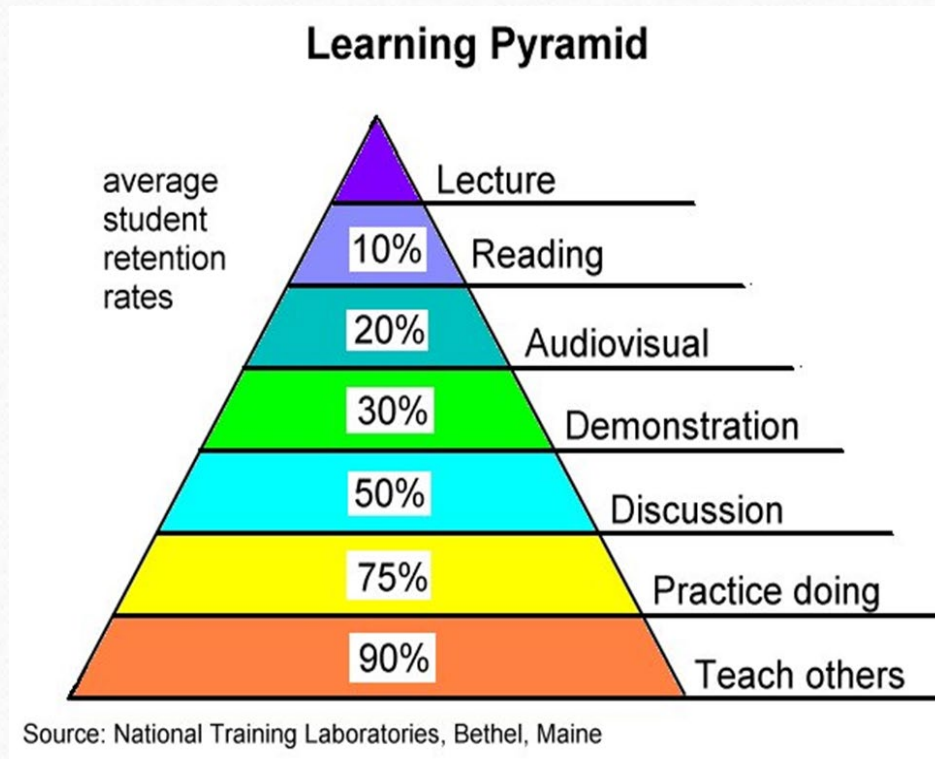
Understanding Classroom Intervention on Three Levels

**Emergency
Intervention**

Intervention

Prevention

Prevention: Laying the Foundation for Acceptable Behavior in the Classroom



- The ultimate objective of prevention is to build the foundation for understanding, communication, norms for behavior, and building positive & productive relationships in the classroom that facilitate the learning process
- Focus on the level of prevention allows faculty to use the most effective teaching & learning strategies
- Adult learners need the stability of norms & the variety of social interaction/ relationship building in the classroom to create a rich learning experience

Prevention: Laying the Foundation for Acceptable Behavior in the Classroom

- Students exposed to positive psychology concepts in the university classroom reported more positive emotions, less negative emotions, and more classroom engagement (Myatt, 2016)
- Positive psychology concepts include a focus on positive emotions, strengths, thankfulness, and growth. Use of positive psychology can help enhance the social, emotional, and academic functioning of students (Myatt & Kennette, 2017)

Prevention: Laying the Foundation for Acceptable Behavior in the Classroom

Positive Psychology Strategies for the Classroom:

- **Develop a “positive” syllabus-** allow students some control over how & what they learn
- **Focus on student strengths-** move beyond needs for improvement
- **Educate students about mindfulness-** use media/ discussion or mini meditation for focus
- **Build intrinsic motivation-** have students add to course learning goals
- **Encourage a growth mindset-** use of self-reflection on learning & strengths
- **Practice gratitude-** shout outs, genuine shows of thankfulness

Prevention: Laying the Foundation for Acceptable Behavior in the Classroom

First day of class:

- **Be clear about behavior rules on your syllabus & review these with the class**
 - Specific expectations for communication, boundaries, technology, respect for diversity, & university rules, etc...
 - Ask students to help you create rules/goals for the classroom
- **Share your education philosophy & what students can expect from you***
 - Share about a time you struggled as a student
 - Share a bit of appropriate personal information

Prevention: Laying the Foundation for Acceptable Behavior in the Classroom

First day of class (cont'd)

- **Create space for students to connect in the classroom**
 - Icebreakers
 - Word puzzles
 - Scavenger hunts
 - Bingo
 - Vision Boards
- **Begin learning students' names!**
 - Questionnaires
 - Roll call & fun facts
 - Picture name cards





Prevention: Laying the Foundation for Acceptable Behavior in the Classroom

More tips:

- **Be the example!**
 - Greet students
 - Be prepared & early
 - Be interactive & responsive across the classroom*
- **Class Flow**
 - Over plan classroom activities & use appropriate seating
 - Allow for variety & predictability (agenda with surprises!)
 - Embed a variety of social opportunities into learning
 - Pair shares/ revolving group work
 - Written reflection/ group discussion
 - Use of art/ media
- **Be clear and specific about assignment instructions**
 - Set parameters and expectations for group projects



Intervention: Correcting Inappropriate Behaviors

- Common Issues & Strategies:
 - **Class is chattering and not paying attention!**
 - Use silence or lower voice to command attention
 - **A few students are having a private discussion**
 - Ask students if they can share their ideas about class subject matter with the group
 - If pattern continues, physically separate students and/ or assign them to work with other groups
 - **A student persists in trying to chit chat with others around him/her**
 - Give the student a “job”
 - Ask the student to move to the front of the class
 - If talking is very disruptive, address student after class privately



Intervention: Correcting Inappropriate Behaviors

Heated discussions:

- Encourage discussion of multiple views
- Turn the discussion into structure! Instruct student(s) to argue the opposing viewpoint (t-chart) & plan future debates
- Acknowledge emotion of student(s) in distress
- Redirect using open ended questions & soften voice
- Use rotating chair technique (speaker summarizes previous student's statement before sharing)
- Use talking stick or talking animal
- Stop discussion and have everyone take a deep breath
- If any heated discussion violates basic respect for others (i.e. use of profanity, slurs), Take a class break. Immediately stop the offending student and/ or ask him or her to go outside. Take one minute to address the behavior

Intervention: Correcting Inappropriate Behaviors

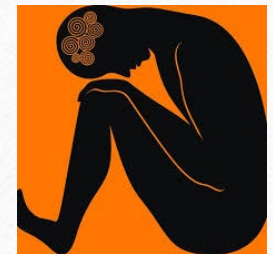
- Instructor tips:
 - Keep your cool!
 - Know your personal biases and pet peeves! Work toward fairness
 - Try to figure out the function of the student's behavior (acquire or avoid)
 - De-escalation is really about putting out fires with gentle words!
 - You're wrong! Vs. What's another way to look at the argument?
 - Remember that you are the example and the subject matter expert!



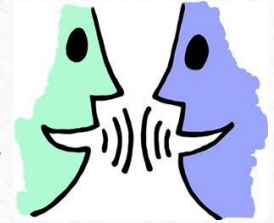
Intervention: Possible mental health concerns

If you see students who exhibit the following, they may benefit from a sincere referral to counseling services:

- Crying or exaggerated nervousness, fear, or sadness that interferes with academic performance
- Sharing too much personal information in class that jeopardizes a student's safety/ privacy
- Loss of touch with reality or extremely irrational thinking/ communications
- Extreme character changes or strange behavior
- Be sure to address student one on one after class in a kind manner



When in doubt, document & try to talk it out!



Mini formula for confronting a student displaying ongoing troublesome behavior:

1. Document the specific behavior
2. Consult with judicial affairs or counseling services
3. Make a plan for how to address the student by specifying the inappropriate behavior, telling the student what you need to see moving forward, & offering resources
4. Schedule an appointment to meet individually or use email to address the ongoing concern if appropriate

Emergency: When serious intervention is needed



- **Report It!**
 - To Your Dean/Department Chair
 - To the Police
 - Online: Report an Incident
- <http://www.uiw.edu/campuslife/reportanincidentorgeneralconcern.html>

Emergency: When serious intervention is needed

The screenshot shows the University of the Incarnate Word (UIW) website. The top navigation bar is dark red with the UIW logo and the text 'UNIVERSITY OF THE INCARNATE WORD'. To the right of the logo are links for 'Ask Red', 'A-Z', 'Blackboard', 'Events', 'Give', 'Library', 'Mail', and 'My Word'. Below this is a secondary navigation bar with links for 'ADMISSIONS', 'ACADEMICS', 'ATHLETICS', 'ABOUT UIW', 'STUDENT LIFE', 'ALUMNI', and 'INTERNATIONAL AFFAIRS'. A dark banner below this contains the text 'CAMPUS LIFE'. The main content area has a breadcrumb trail: 'Home > Campus Life > Report an Incident'. On the left is a sidebar with links: 'Administration & Staff', 'Campus Life', 'Counseling Services', 'Report an Incident, Complaint, or General Concern', 'Residence Life', and 'Student Conduct'. The main heading is 'Report an Incident, Complaint, or General Concern'. The text below explains that the university provides reporting systems for students, faculty, staff, administrators, and the San Antonio community. It lists types of incidents that can be reported: student conduct, gender/sex discrimination, general complaint, administrative department complaint, behavioral intervention, or academic issue. A red button with a white hand icon and the text 'Report An Incident' is shown. At the bottom, it states: 'If this is an emergency, call 829-6030 (on campus) or 911 (off campus). To report maintenance issues, please click here.'

UNIVERSITY OF THE INCARNATE WORD

Ask Red A-Z Blackboard Events Give Library Mail My Word

ADMISSIONS ACADEMICS ATHLETICS ABOUT UIW STUDENT LIFE ALUMNI INTERNATIONAL AFFAIRS

CAMPUS LIFE

Home > Campus Life > Report an Incident

Administration & Staff
Campus Life
Counseling Services
Report an Incident, Complaint, or General Concern
Residence Life
Student Conduct

Report an Incident, Complaint, or General Concern

The University of the Incarnate Word provides all students, faculty, staff, administrators, and San Antonio community members the ability to bring their concerns and observations to the attention of university officials through the use of the following reporting systems.

To report a student conduct, gender/sex discrimination, general complaint, administrative department complaint, behavioral intervention, or academic issue, click on Report An Incident.

Report An Incident

If this is an emergency, call 829-6030 (on campus) or 911 (off campus).
To report maintenance issues, please [click here](#).

Emergency: When serious intervention is needed

- Behavioral Intervention Team
 - Threat to Self or Others?
- Associate Dean, Judicial Affairs for Disciplinary Action
 - Student Code of Conduct
 - <http://www.uiw.edu/studentconduct/documents/studenthandbook2016-2018revisedjanuary2017.pdf>

Behavioral Intervention Team

Core Team Members

- Associate Dean of Judicial Affairs (Chair)
- Director of Residence Life (Secondary Chair)
- Dean of Student Success
- Director of Counseling Services
- UIW Police Captain
- UIW Police Investigator
- Associate Dean (EAP)
- Director of Health Services (As Needed)

Expanded Team Members

- Director of Human Resources
- Academic Deans
- Veteran Affairs Coordinator
- St. Anthony Catholic High School Principal or designee
- Incarnate Word High School Principal or designee
- Other campus personnel as deemed necessary by the Chair

Sanctions for Violations of the Student Code of Conduct

- Warning/Written Reprimand
- Loss of Privileges
- Educational Program
- **No Contact Order**
- Probated Suspension/Suspension
- Expulsion

Thank you for your
participation.
Questions?

