

What to do...and when.

HOT MOMENT DIFFUSER

- If and when emotions get too heated, stop the conversation. Have everyone take a break by doing a short writing assignment: What questions have been raised for you in this conversation? What information or point of view needs to be added to this discussion to further our learning?

UPSET INDIVIDUAL

- When necessary, talk with students outside of class. Start with empathy: I see you were quite upset in class...listen...when the emotion quiets, direct the question to skill development: I appreciate you engaging in class today. What can I do to further support you in negotiating difficult discussions? (You are teaching communication in this case, not a point of view on an issue.)

THE INTERRUPTER

- Intervene and remind the student of the ground rules: respectful listening, etc. if the student continues to be uncivil, you may ask the student to leave the classroom, but be sure to follow up with the student. This is a teachable moment.