

Ideas for Framing the Discussion in Conduct Intervention Meetings and Student Hearings¹

1. Do not rush the encounter. Be simple and direct.
2. Be as friendly and relaxed as appropriate for the circumstances. If he/she likes and respects you, your words will carry more weight.
3. Confront behaviors, not the values of the person.
4. Be specific about what behaviors are causing a problem. (Before the meeting you should be familiar with the incident report).
5. Ask the student if he/she understands the negative impact that his/her current behavior is having upon him/herself and others.
6. Show concern for the individual. Communicate support and caring.
7. Confront the behavior in a positive and constructive manner. Discuss the importance of community.
8. If you are angry or upset, communicate the distinction between being angry at the person rather than angry at the behavior.
9. Don't let the student rationalize his/her behavior or make excuses. Stick to the issues.
10. Use constructive coercion. Discuss possible negative results if the behavior doesn't change (e.g., formal charges and a disciplinary file, personal harm, removal from residence hall).
11. Be open to further discussion and involvement. End the discussion with an open invitation to talk.
12. Make recommendations and referrals as appropriate (e.g., suggest involvement in student club or activity; visit to counseling service, mediation services, etc.)

¹ Adapted from MIT Crisis Management Plan "Confronting an Individual"