

Wednesday, September 23, 2015
Noon-1:30 p.m.
Building 19.243

10 Key responses for Handling Disruptive Behaviors

Overview:

Have you ever dealt with a frustrated, demanding, or threatening student, parent or even a fellow staff member? If you've worked the "front lines" of customer service in higher education, you have had this experience. Most often, you are "broad-sided" to the point where you are at a loss for words, defensive or even fearful. When this happens, it is often difficult to recover and continue to work toward a solution. Instead we are often caught up in the negative situation and our own reactions, and these interactions end badly for all involved. Are your frontline staff members trained to effectively deal with the various levels of frustration, emotions and escalations that often occur?

As we know, problems can occur in every area across campus and at varying levels of severity. Student demands can be vast and unrealistic, and yet we are still here to serve. Students, parents and even staff members may complain, yell, make a scene in front of others, and even become threatening to the point of needing to request campus safety support. So how can you handle the difficult or disruptive customer in a positive and safe manner?

This webinar will offer practical advice and tips for frontline staff on how to work with frustrated and difficult students, in person, on the phone, or through email. The presenter will discuss ways to prevent problems before they start, reduce escalation and conflict, and hopefully turn a negative into a positive.

Objectives:

- Learn how to address in person, phone and email issues with the highest level of customer service even in complex situations
- Learn how to say no effectively
- Learn how to assess situations, give referrals or seek assistance as appropriate
- Leave with frontline strategies that support students, faculty, and staff in crisis