**Difficult Behavior**

**DEALING WITH DIFFICULT BEHAVIOR**

**FAQs - Faculty**

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**I observed toxic behaviors by a fellow faculty member. What should I do?**

Options include the following:

- Speak to the graduate studies coordinator or program director. *Don’t jump to conclusions; state that you have concerns because of what you observed.*
- Speak to the faculty member who is the director of the academic program and/or the department head.
- Speak to staff at the Student Conflict Resolution Center or the Office for Conflict Resolution for guidance on how to proceed if you are confused or feel you cannot speak to colleagues at the local level.
- Do not ignore the problem.

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**What do I do about a student who complains excessively and exhibits behavior that suggests they may have some mental health issues?**

- **Express concern** in specific, nonjudgmental, behavioral terms. (“I noticed you haven’t been to class in three weeks,” not “Where have you been lately?”)
- If possible, **gather information** before you intervene. Knowing where to refer a depressed or anxious student ahead of time might save time and increase the student’s confidence in you. Find resources at [http://www.mentalhealth.umn.edu](http://www.mentalhealth.umn.edu).
- **Listen** to the student in a sensitive, non-threatening way.
- **Recommend resources** appropriate to the problem. Included below is a listing of University offices that may be of help. Remind the student that using resources is a sign of strength and courage, not weakness or failure.
- **Consult with other professionals** about your concerns by contacting any of the offices listed below.
One of my students has stopped showing up to class and to the lab, hasn’t been seen in the department or by other students, and doesn’t respond to attempts to contact him/her. What should I do?

- Email and call the student. If no reply, leave a message letting the student know of your concern and that you may have to contact the police to look for him/her if there is no response.
- Ask the graduate studies coordinator or other student services staff if they know what is going on with the student.
- Ask the student’s instructors if they are aware of any reason the student has not been in class, e.g., a health issue or personal crisis.
- If it is an international student, contact the International Student and Scholar Services (ISSS) office. They have experience finding missing students. Sometimes the student is more likely to respond when ISSS contacts them because of their concerns about their visa status.
- If you are unable to find the student, call the campus police about visiting the student’s home for a welfare check. If the student lives off-campus, you will be directed to the local police. The police are trained to handle these situations with sensitivity.

Where can I get advice about how to talk to a student who is not making good progress?

- The Student Conflict Resolution Center (SCRC) provides confidential and no-cost consultation regarding a number of different issues related to student progress. Staff at SCRC also provide recommendations for resources on and off campus to enhance student performance. [http://www.sos.umn.edu/stafffaculty/coachingguide.pdf](http://www.sos.umn.edu/stafffaculty/coachingguide.pdf)
- University Counseling and Consulting Services (UCCS) offers both individual and group counseling for a range of concerns, including academic difficulties, career exploration, and personal concerns. Walk-in hours for urgent student needs: Monday-Friday (8:00-4:30). Consultation about student situations is available by phone. [http://www.uccs.umn.edu/](http://www.uccs.umn.edu/)
- International Student and Scholar Services (ISSS) assists international students and scholars with many concerns, including stress and mental health issues. Confidential consultation is available for faculty and staff concerned about international students and scholars. [http://www.isss.umn.edu/](http://www.isss.umn.edu/)
![Is your or someone else’s personal safety at risk?](image)

- Call 911 if there is an immediate threat. If this is not an emergency, consider calling the University of Minnesota Police Department (612-624-2677; http://www1.umn.edu/police/)
- Talk to your department or center safety office immediately. To find out who that is, contact the Department of Environmental Health and Safety (612-626-6002).
- Call Campus Escort Services (612-624-9255) if you would like to be accompanied to your car, other transportation, or a nearby neighborhood.

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**Campus Resources**

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<th>Office of Equal Opportunity and Affirmative Action (EOAA)</th>
<th>Student Conflict Resolution Center (SCRC)</th>
<th>University Counseling and Consulting Services (UCCS)</th>
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</thead>
<tbody>
<tr>
<td><strong>Phone:</strong> 612-624-9547</td>
<td><strong>Phone:</strong> 612-624-7272</td>
<td><strong>Phone:</strong> 612-624-3323</td>
</tr>
<tr>
<td><strong>Email:</strong> <a href="mailto:eoaa@umn.edu">eoaa@umn.edu</a></td>
<td><strong>Email:</strong> <a href="mailto:sos@umn.edu">sos@umn.edu</a></td>
<td><strong>Email:</strong> <a href="mailto:hans1053@umn.edu">hans1053@umn.edu</a></td>
</tr>
<tr>
<td><strong>Web:</strong> <a href="http://www.eoaa.umn.edu">www.eoaa.umn.edu</a></td>
<td><strong>Web:</strong> <a href="http://www.sos.umn.edu">www.sos.umn.edu</a></td>
<td><strong>Web:</strong> <a href="http://www.uccs.umn.edu">www.uccs.umn.edu</a></td>
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Assists with matters of harassment and discrimination based on membership in a protected class.

The SCRC ombudsman provides information and support for those involved in campus-based conflicts.

Assists students with personal, academic, and career concerns.