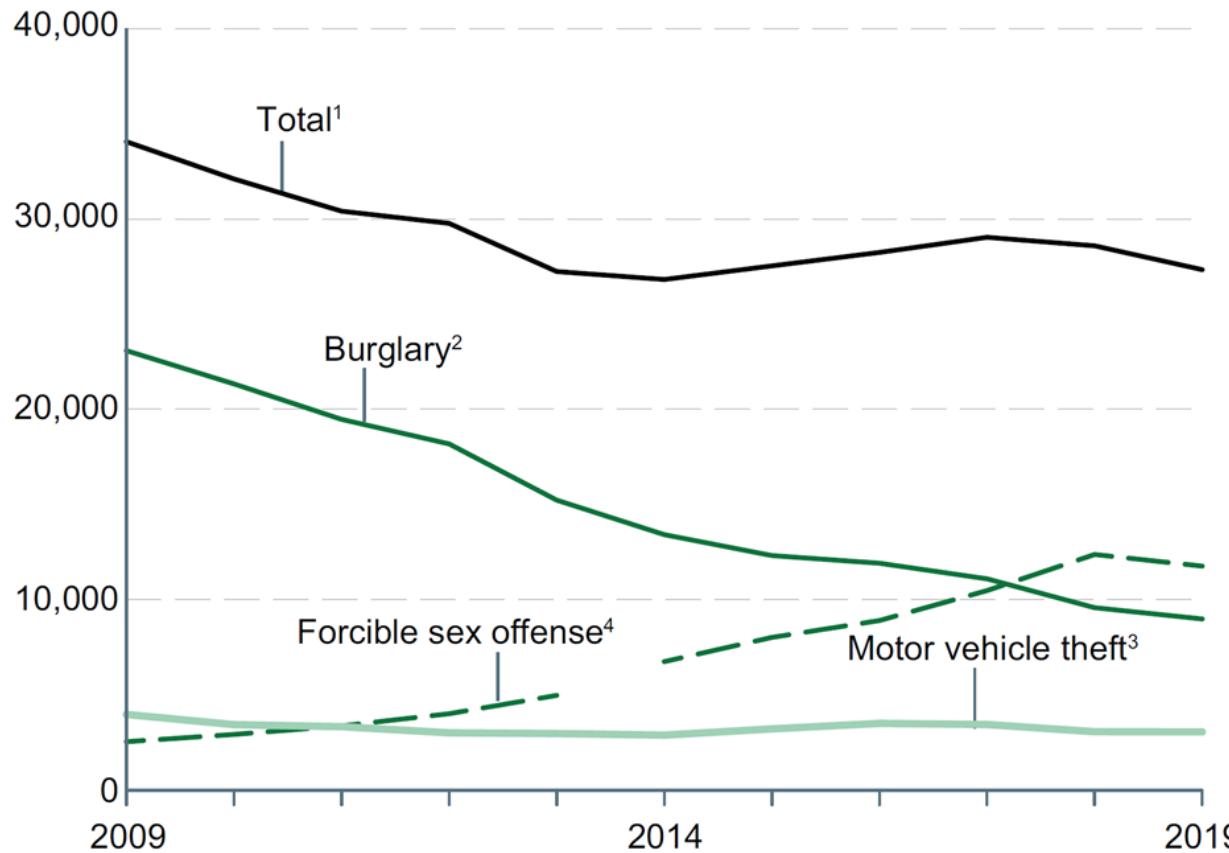


CONFLICT IN THE CLASSROOM

Drs. Clairissa Breen & Peter Yacobucci
Conflict Analysis and Resolution
Buffalo State University

Crime and Stress on Campus

Number of on-campus crimes



Stress among college students

30%



Students who reported that stress had negatively affected their academic performance

85%



Students who felt *overwhelmed* by everything they had to do at some point over the past year

Of students diagnosed or treated by a professional over the past year:

15.8% for anxiety



13.1% for depression

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SOURCE AMERICAN COLLEGE HEALTH ASSOCIATION

The Brain and Maturity

Science has determined that the brain doesn't fully mature until we reach our thirties...

Conflict and the brain

Mental health

Stress and anxiety

Before conflict occurs

Starts the first day

The syllabus

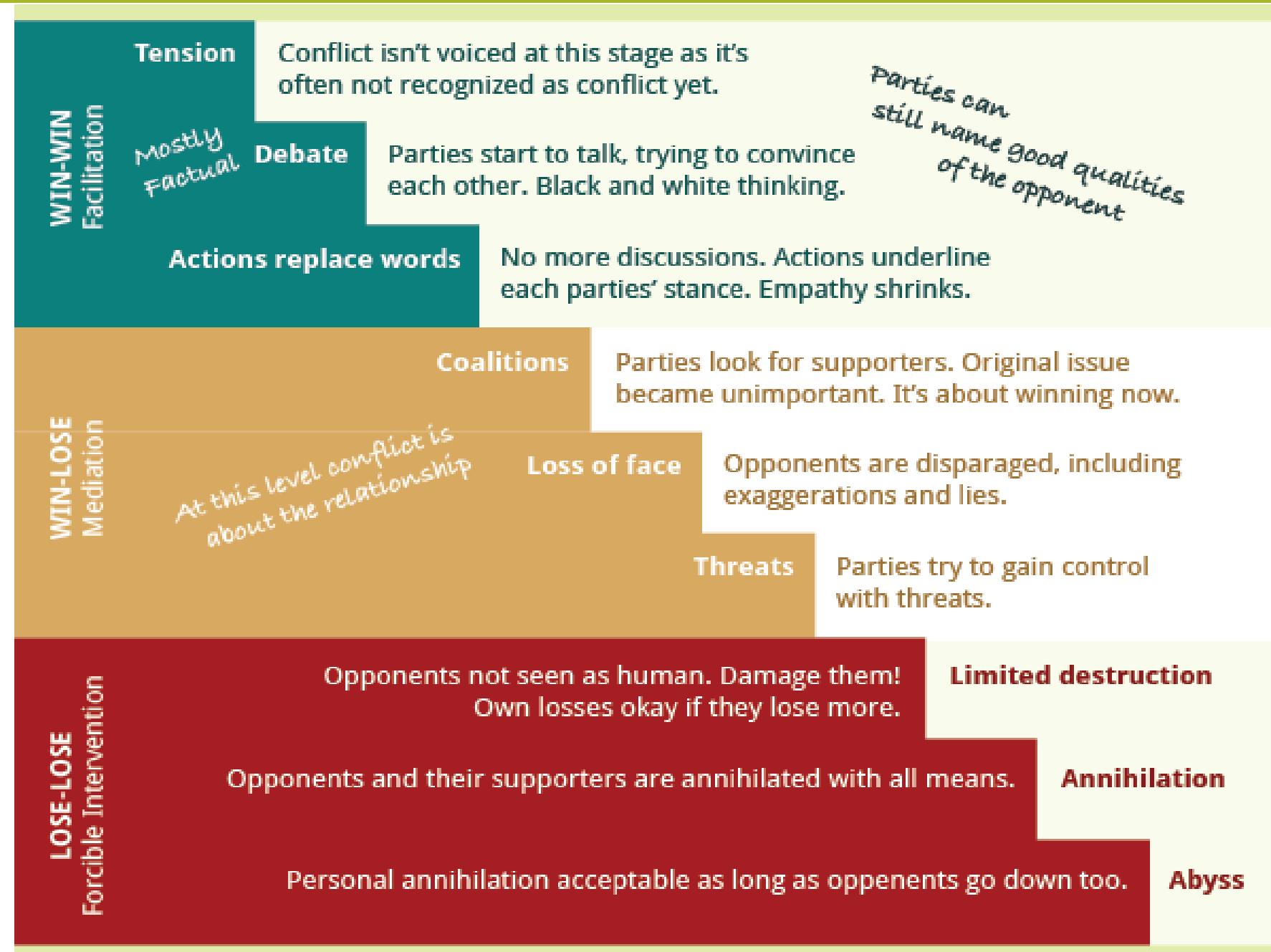
Conversations

Expectations

Theirs vs yours

Choose your offenses

Fredrich Glasl's Nine-Stage Conflict Escalation Model



It's not
about
you...but it's
about you

When a student causes conflict in
the classroom, it isn't about you.

However, how you respond to the
conflict is about you.

Best responses

Danger vs disrespect

Danger vs disruption

Have a plan

Commercial break

Response times

Should I
contact
UPD or
Student
Conduct?

Group break out discussions

Topics to discuss

First day plans and conversations

Syllabus statements

Personal experiences and best practices

THANK YOU!

If you are interested/have questions/need tips, please reach out! We are here to help!

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