

CONFLICT IN THE CLASSROOM

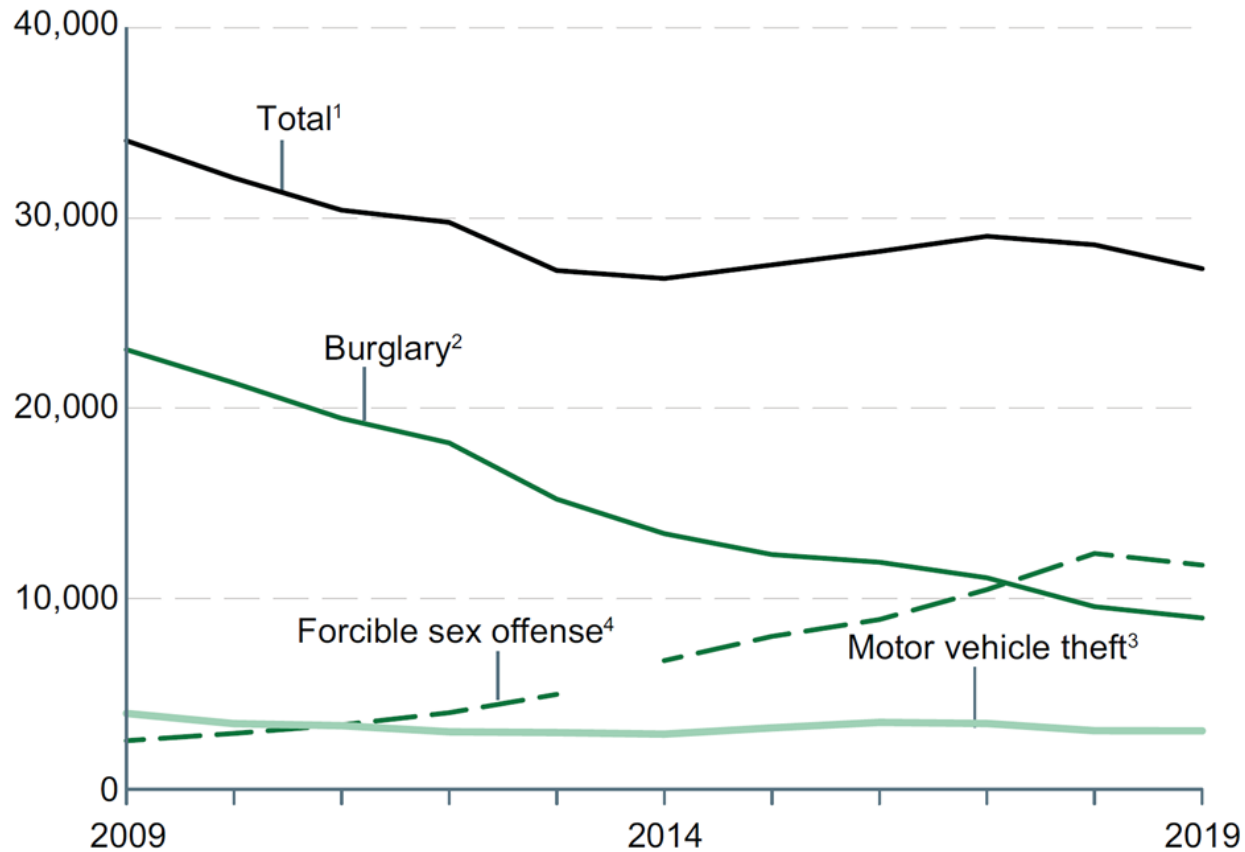
Drs. Clairissa Breen & Peter Yacobucci

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

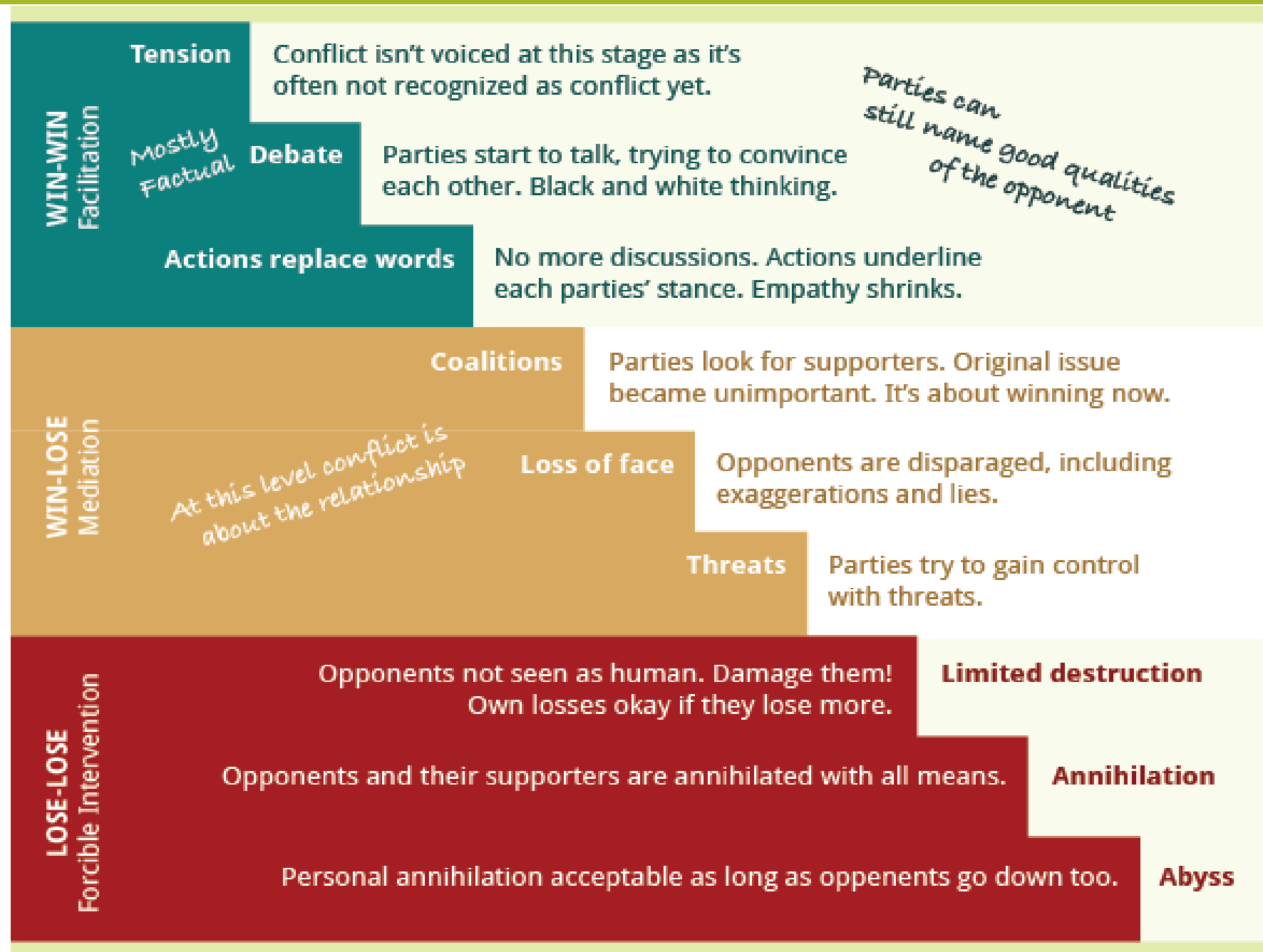
Conversations

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!

Clairissa Breen – breencd@buffalostate.edu

Peter Yacobucci – yacobupr@buffalostate.edu