Strategies for Interacting with Different Types of Students

Tips

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4 Behaviors

6 Fears

3 Action Plans
Education is a Relationship
Relationships are Hard

Need the course
Success
Enjoy
Parents want them to
Want a job
Curious
How to Solve?

Respect

Fairness

Patience

Positive Attitude
Types of Behavior

Attention-seeker
Typical Manifestations of Attention-Seeking Behavior

monopolizer
talker
latecomer
noisy
Types of Behavior

Power-seeker
Typical Manifestations of Power-Seeking Behavior

complainer
verbally abusive
disputer
Types of Behavior

Revenge-seeker
Typical Manifestations of Revenge-Seeking Behavior

complainer (to higher-ups)
gossiper
talker
physically abusive
Types of Behavior

Showing Inadequacy
Typical Manifestations of Showing Inadequacy

unwilling to participate
misses class frequently
fails to hand in work
apathetic
Strategies

acknowledge and talk later
ignore
not match energy-maintain positive attitude
saying 'yes' and re-directing
stating expectations
be authentic
Strategies

1. Prevention - set up class environment
2. Action
   Meet with student confidentially
   Ask open-ended questions
   Get advice
   Get support
   Get help-avoid risk to yourself, others
3. Report to superiors
Expectations-Loppnow

**Yours**

I will be organized in my lectures and in office hours.

I will treat you with respect:
   - No disparaging remarks
   - Listen thoughtfully to your questions

I will be fair and equitable in my assignments and marking

I will be available for help

I will try to make the lectures relevant, clear and interesting.

**Mine**

You will try problems yourself first.

You will treat me with respect:
   - No disparaging remarks
   - No class disruptions

You will not cheat or copy

You will understand I have other commitments

You will laugh at my jokes
What Not to do

Scold
Threaten
Ignore
Punish
Lose Control
Fears

“Benign” Inaction - If I ignore it, it will go away.
Physical Reprisals - I'm afraid the student will hurt me.
Legal Reprisals – I'm afraid the student will sue me.
Receiving Inadequate Support – I may lose my job/credibility.
Harming Fragile Student – Reporting may hurt student more.
Harming Student – Discipline process is too punitive.
Fears

Results

Usually the behavior increases.

Other students may lose respect for instructor or may exhibit behavior.

Instructor could be sued or physically assaulted.
Questions?