DO’S & DON’TS WHEN DEALING WITH DISTRESSED, DISRUPTIVE, OR THREATENING STUDENT BEHAVIOR

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OBJECTIVES

- Verbal and non-verbal cues that are indicative of distressed, disruptive, or threatening behavior.
- Prevention & response strategies to address disruptive behavior
- Available Resources on Campus
VERBAL CUES:

- **Distressed Verbal Cues:** Rambling; making statements that the student feels overwhelmed; always negative; feeling depressed; anxious; suicidal thoughts; etc.

- **Disruptive Verbal Cues:** Cursing or using foul language; demands for attention; yelling; sexually explicit language; making offensive comments; consistently etc.

- **Threatening Verbal Cues:** Being overly assertive; intimidation; makes direct or indirect threats to harm oneself or another individual; etc.
NON-VERBAL CUES:

- **Distressed Non-Verbal Cues:** appearing sad, confused, upset, emotionally detached, disheveled appearance; appearing out of it etc.

- **Disruptive Non-Verbal Cues:** screaming; shouting; smacking or hitting objects; throwing things; etc.

- **Threatening Non-Verbal Cues:** invading personal space; glaring; clinching fist; etc.
PREVENTION & RESPONSE

- Safety is always first.
- Avoid coming off as threatening.
- Be direct.
- Do not jump to conclusions
- Know your limits.
- Do not over extend yourself.
AVAILABLE RESOURCES AT INDIANA STATE UNIVERSITY

- **B.I.T or Behavioral Intervention Team:** This is a group of individuals from various departments on campus including the Counseling Center, Office of Student Conduct & Integrity, the ISU Police Department, amongst others. The group is available to meet with faculty and staff members who have concerns about a student’s behavior. You can also submit a report through Maxient regarding a student who is distressed, disruptive, or displaying threatening behavior. The Office of Student Conduct and Integrity will meet with the student regarding their behavior. The Office of Student Conduct & Integrity can also provide guidance on an appropriate response.
EMERGENCY

- If you feel threatened by a student or other person, do not hesitate to call the ISU Police at **(812) 237-5555**
- In the event of an emergency or crisis situation, immediately contact the ISU Police Department by dialing **9-1-1** or **(812) 237-5555**