

Confrontation Skills

Confronting Behaviors of Concern

Behaviors of concern may include actions that violate policy, but more importantly, they are behaviors that have the potential of placing the person's safety in jeopardy.

Confronting Behaviors of Concern Include:

- Excessive Drinking and or Drug use
- Depression
- Irregular Eating Habits
- Dangerous Decision Making / Risk-taking

Consider the following:

- **Be sure you have your facts straight.** What somebody heard somebody say to someone else may not be reliable.
- **Remember you are confronting behaviors** not values or making personal attacks. Be careful not to push your values onto another person.
- **Express your concern** and use facts to back them up.
- **Don't diagnose the problem for the person.** i.e. "The person's overuse of alcohol does not warrant your labeling them an "alcoholic"
- **You may not be able to convince the person that they have a problem** or that their behavior might be dangerous.
- **Follow-up is critical.**
- **Never use E-mail.** Although it is easy – don't revert to e-mail or IM.
- **Know your resources.**
- **Refer! Refer! Refer!** Always know your resources so you are knowledgeable of people to refer the situation to. (Counseling center, local resources, chapter advisors, Greek advisors)
- **Remember that the person's behaviors are their *own* responsibility.** Sometimes it's hard not to take things personally, but when dealing with confrontation always be strong enough with your stance on the issue that you don't budge.
- **Your confrontation has two goals:**
 - To let the student know you care
 - To let him/her know there are resources available.

Your expressing concern may plant a seed that will motivate the student to reevaluate their behavior or seek help later.