

Managing Difficult Students Workshop

2:45- 4:00 pm
Room 4156

Facilitators: Dale Zeretzke
Annie Galarosa, Arnold Hammie, Brian Smith, Al Souma
Of the SCCC Counseling Department

AGENDA

“Communication, organization and preparation can help to avoid problematic issues before they begin. Focusing on the syllabus and establishing “rules of engagement at the beginning of the course sets the standards in the classroom”.

- excerpt from Tough Problems: Difficult Students

1. **Introductions** - Dale
2. **Identifying the “Types” of Challenging Students** - Dale & Annie
3. **Reasons for Disruptive Behaviors** - Al
4. **The Behavioral/Tolerance Continuum** – Arnold, et.al
5. **Classroom Management Tips and Techniques** – Brian, et.al
6. **The Student and Faculty Complaint Process** - Dale
7. **Resources** – Annie
8. **Q and A Session** - All

