



# L.E.A.R.N.

to resolve conflict in the classroom

Campus Incident Response Team

## **CONTENTIOUS CLASSROOM DISCUSSIONS**

**L**ISTEN TO WHAT YOUR STUDENTS ARE SAYING.

**E**MPATHIZE WITH THEIR POSITION, ESPECIALLY WHEN IT IS DIFFICULT.

**A**SSESS WHAT TO DO. TAKE A MINUTE TO COMPOSE YOURSELF.

**R**ESPOND DIRECTLY, REDIRECT THE CONVERSATION, OR END IT.

**N**EGOTIATE HOW TO MOVE FORWARD.