

Confronting a student

Sometimes you will encounter a significant problem that will require confronting the student. Examples of this might be a tendency for the student to cover up their mistakes, tardiness or unprofessional dress, or approaching patients in a disrespectful manner. Some helpful things to remember when confronting a student are:

- Present the issue in a clear, concise statement. It may be helpful to write the statement out first. Avoid a lengthy dissertation.
- Use specific examples of the behavior
- Describe how you feel about the issue
- Describe the real and potential consequences of the behavior
- Ask for the student's response and listen quietly and fully to the response



If the student does not acknowledge the issue and suggest a resolution, ask them if they think the issue can be resolved. Continue to listen, clarify their position and seek resolution. When the student has proposed a resolution, give your contribution to the resolution. When an agreement has been reached, determine how you will keep each other accountable for keeping it. Again, the problem identification sheet and resolution process can be used. Remember to include the faculty when a learning plan is used.