

De-escalation Scenarios - Administrative Assistants

Scenario 1:

A parent enters the school office to sign her child in. He has been out for four days after a positive COVID-19 test and has been sent home. School policy requires students to remain home for five days after contracting COVID-19. You are alone in the office and have to remind the parent of the rule and that the child cannot be back for at least another day. She protests and says, "He is coming to school today. I have to be at work. I am sick and tired of all this crap. You people need to do your jobs so I can do mine." She continues to escalate, pacing and swearing (not at you).

Drain off the parent by acknowledging her feelings (Validating)
Encourage her to talk and find something you can say that is affirming
See if you can come up with a plan.

Scenario 2:

A parent is called to school to pick up her child after he has been suspended. She enters the school office angry and belligerent. She says I have had it with all of you at this school. Do you think I have nothing better to do? You people don't give a crap about anybody but yourselves. This kid needs to get his education or end up like me. Maybe I need to homeschool him. If I did not have to work, I would take him now and never have him return. Where is that stupid teacher? I want to talk with her. I am not going anywhere.

Drain off the parent by acknowledging her feelings (Validating)
Encourage her to talk and find something you can say that is affirming
See if you can come up with a plan.

Scenario 3:

A student is told to go to the office after disrupting his class and swearing at his teacher. He goes to the office and is told to take a seat and wait to talk with the Principal, who will not be available for half an hour. He says I don't want to sit down he paces around the office, talking about how he hates the stupid teacher and hates this stupid school, hates the stupid kids, and he is not sitting down. He is escalated and upset.

Drain off the student, see if you can get him to talk, and let him know he was heard.