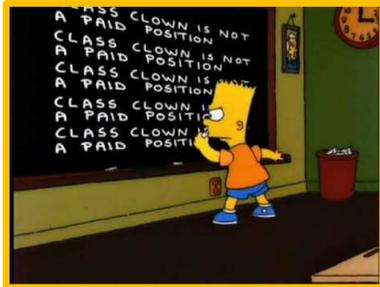


Identifying Behaviors



Annoying



Disruptive

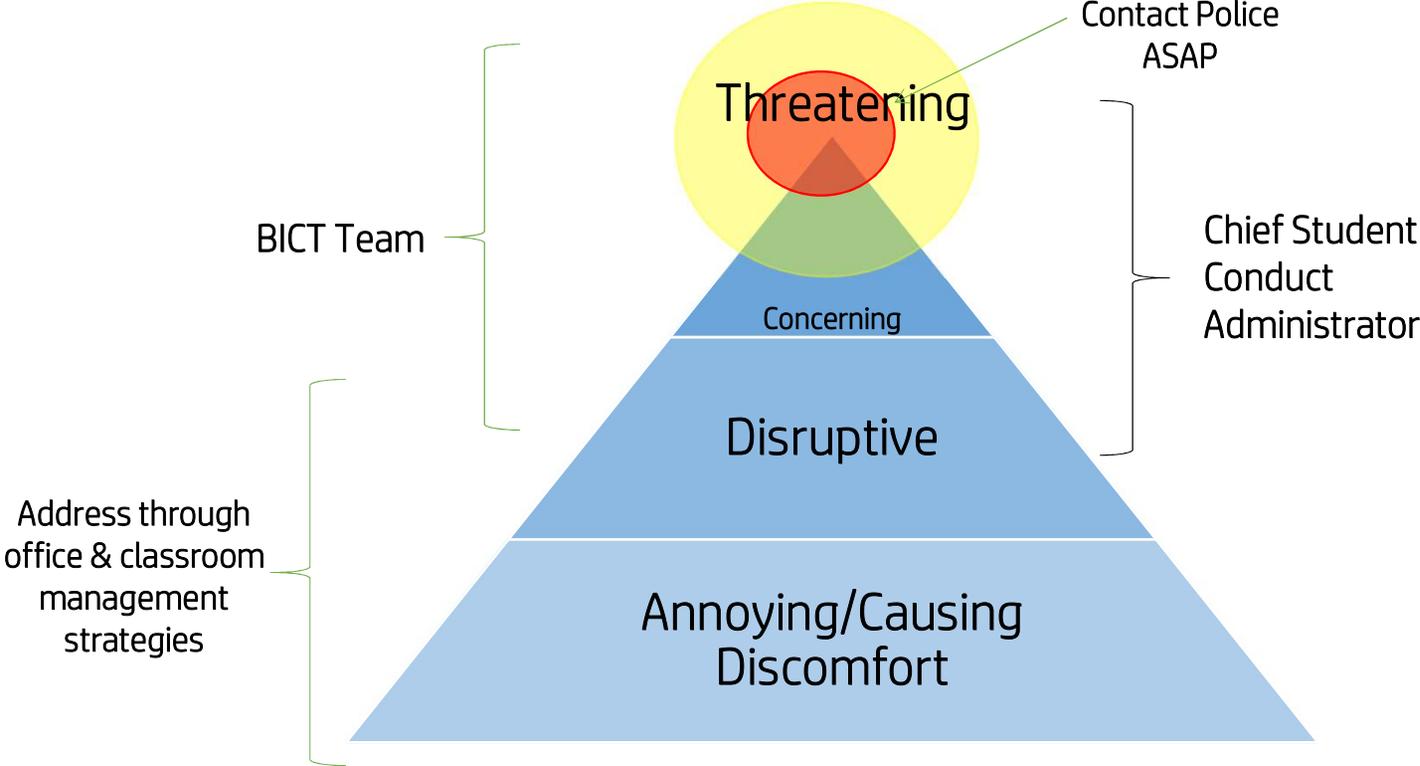


Concerning



Threatening

Types of Behaviors



Annoying Behaviors

Behavior Observed	What to Do
Staring	Is there anything I can help you with?
Not picking up on social cues	Speak literally, avoid clichés
Interrupting you	Listen nonjudgmentally, request they listen so that you may help them
Talking loudly	Would you mind lowering your voice, there are other individuals in the office space?
Asking a lot of questions	Listen nonjudgmentally, try to answer all questions
Talking about random things	I see you have a lot to talk about, unfortunately I have to get back to work. Is there anything else I can help you with?

Annoying Behaviors

Behavior Observed	What to Do
Wanting to speak to your supervisor	What is this in regards to?
Standing within personal space boundaries	Would you mind stepping back out of the space so I may help you?
Disrespectful/rude behavior	I understand you are upset, let's see if we can solve this together.
Threatening to sue you	I understand you are upset, let's see if we can solve this together.
Monopolizing your time	Would you mind lowering your voice, there are other individuals in the office space?

Annoying Behaviors

Behavior	What to Do
Crying	I can see you are upset, would you like to step out and come back in a few minutes? Offer a tissue
Not listening to you	I am trying to provide an answer to your question, please give me an opportunity to discuss this.
Emailing incessantly	Dear....Thank you for your email, please contact XXXX to set up a time to meet. Sincerely, XXXX
Incessant phone calls	Thank you for your calls, I'd like to help you set up an appointment with XXXX to discuss your concerns.

Disruptive Behaviors

Behavior Observed	What to Do
Escalating low-level behaviors	<ol style="list-style-type: none">1. Attempt to address behaviors with previous strategies, if it is very disruptive request student to leave2. Report
Yelling/excessively loud	<ol style="list-style-type: none">1. Attempt to deescalate student2. Report
Not complying with instructions	<ol style="list-style-type: none">1. Address as best as possible, if very noncompliant report
Under the influence of drugs or alcohol	<ol style="list-style-type: none">1. Contact Police 805.289.64862. Report
Refusing to Leave or Cooperate	<ol style="list-style-type: none">1. Request they leave, if they don't tell them you will call police2. If still refuse to leave, call police3. Report
Destruction of property	<ol style="list-style-type: none">1. Contact police 805.289.64862. Report

Concerning Behaviors

Behavior Observed	Example	What to Do
Articulation of depression, hopelessness, or self-harm	Life's not worth living, I give up on everything	1. Report 2. Contact Health Services
Preoccupation with weapons or violence as a way to solve a problem	Wish I had my gun right now	1. Report
Excessive Hygiene Concerns	Unkempt, clearly hasn't taken care of self in while, hasn't showered, clothes are stained	1. Report
Self Destructive Behavior	Alcohol consumption, cutting, overeating, beating oneself	1. Report 2. Contact Health Services

Concerning behaviors

Behavior Observed	Example	What to do
Expression or the intent to hurt oneself	Expresses cutting self, burning, picking at skin, pulling hair, biting, carving other.	1. Report 2. Contact Health Services
Disconnected from reality	Talks to self, hearing things that are not there, hitting self	1. Report
Writings or use of social media that may cause concern	Expression of any of the behaviors discussed in slides	1. Report

Concerning Behaviors

Behavior Observed	Example	What to Do
Incoherent speech, bizarre, or erratic behavior	Words and sentences are unclear, randomly staring or touching items	1. Report
Interest in explosive devices, bombs, or fire	Wish I could just blow up this place because everyone's incompetent; Wish that fire burned this place to the ground	1. Report
Withdrawn	Regularly misses appointments, does not appear interested in day to day activities, head is down regularly in an office setting	1. Report

Threatening Behaviors

Behavior Observed	Example	What to do
Aggressive Acts	Uncontrollable yelling, physical acts such as slamming hand down, vandalism, in your personal space	1. Call Police 805.289.6486 2. Report
Threats of Violence	Articulates possession of weapon, specific, targeted	1. Call Police 805.289.6486 2. Report
Uncontrolled expression of anger, frustration, or impulsivity	Not able to control tone of voice, appears very disgruntled	1. May call police (pending on severity) 2. Report

Information You Must Report by Law

Behavior Observed	Example	What to do
Sexual Assault	Physical sexual acts, such as unwelcome sexual touching, Sexual Assault, Sexual Battery, Rape	1. Inform Title IX Coordinator 2. Report
Sexual Harassment	Unwelcome verbal, nonverbal or physical conduct of a sexual nature that includes, but is not limited to Sexual Violence, sexual advances, requests for sexual favors, and indecent exposure	1. Inform Title IX Coordinator 2. Report
Stalking	Repeated course of conduct directed at a specific person (when based on gender or sex) that places that person in reasonable fear for his/her or others' safety, or causes the victim to suffer substantial emotional distress	1. Inform Title IX Coordinator 2. Report
Clery Reportable Item	Crime that occurs on campus, University sponsored event, field trip etc.	1. Inform Police

Information You Must Report by Law

Behavior Observed	Example	What to Do
Discriminatory Harassment	Harassment on the basis of disability, sexual orientation, gender/sex, genetic information, nationality, age, race or ethnicity, military/veteran status or religion	1. Inform Title IX Coordinator and/or DHR Admin 2. Report
Child Abuse	Physical injury, sexual abuse, neglect, willful harming, injuring, endangering a child, unlawful corporal punishment-under 18	1. Report HR and possibly Police
Domestic/ dating Violence	Abuse committed against current or former spouse/cohabitant; social or dating relationship of a romantic or intimate nature with the victim	1. Inform Title IX Coordinator 2. Report