**Confrontation Skills**

*Confronting Behaviors of Concern*

**Behaviors of concern** may include actions that violate policy, but more importantly, they are behaviors that have the potential of placing the person’s safety in jeopardy.

Confronting Behaviors of Concern Include:
- Excessive Drinking and or Drug use
- Depression
- Irregular Eating Habits
- Dangerous Decision Making / Risk-taking

Consider the following:
- **Be sure you have your facts straight.** What somebody heard somebody say to someone else may not be reliable.
- **Remember you are confronting behaviors** not values or making personal attacks. Be careful not to push your values onto another person.
- **Express your concern** and use facts to back them up.
- **Don’t diagnose the problem for the person.** i.e. “The person’s overuse of alcohol does not warrant your labeling them an “alcoholic”
- **You may not be able to convince the person that they have a problem** or that their behavior might be dangerous.
- **Follow-up is critical.**
- **Never use E-mail.** Although it is easy – don’t revert to e-mail or IM.
- **Know your resources.**
- **Refer! Refer! Refer!** Always know your resources so you are knowledgeable of people to refer the situation to. (Counseling center, local resources, chapter advisors, Greek advisors)
- **Remember that the person’s behaviors are their own responsibility.** Sometimes it’s hard not to take things personally, but when dealing with confrontation always be strong enough with your stance on the issue that you don’t budge.
- **Your confrontation has two goals:**
  - To let the student know you care
  - To let him/her know there are resources available.

*Your expressing concern may plant a seed that will motivate the student to reevaluate their behavior or seek help later.*