HELPING SKILLS SCENARIO

You are walking, on a round, in the res hall, and hear a resident crying in the game room. They are all alone, wrapped in a blanket. It is dark in the room, but you can see them by the light of their phone.

How do you approach the situation?

What are things you need to be aware of?

After you have visited with them, they mention that they have just been broken up with, by their significant other – over the phone.

What’s your first concern?

What kind of resources can you give them?

What’s your next step?

CONFLICT MANAGEMENT SCENARIO

You are sitting in the RA office around 12:30a, on your duty night, and can hear yelling coming from the front door foyer. As you get up and look, there is a drunk resident arguing with another drunk resident. They have not gone to blows yet, but one just keyed in and now they have moved into the lobby.

How do you approach the situation?

What are things you need to be aware of?

What’s your first concern?

What kind of resources can you give them?

What’s your next step?