Sensitivity and Conflict Management in the Lab

In our student and tutor population there are:
• Ethnic minorities
• LGBTQ+ students
• Learning disabled students
• Undocumented students
• Rape/Sexual assault survivors
• Veterans
• Emotionally disabled students

There may be things that are triggering for students as well as tutors
• Returning tutors: want to share any experiences?
• New tutors: any concerns?

Tutors must be aware of:
• Their own experiences, feelings, reactions, and biases
• The experiences, feelings, reactions, and biases of the student
• How these align or conflict
• How the they can support the student and/or avoid or resolve conflict
• Their own limitations

Tutors can avoid or resolve conflict and support students and other tutors by:
• Pausing
• Listening and showing empathy
• Asking Questions
• Considering the hierarchy of needs (the source of a lot of conflict)
• Communicating problems with appropriate staff
• Foster community/have constructive conversations with other tutors
• Become familiar with the various resources on campus
• Practicing self care (you can’t fill up someone else’s cup if yours is empty)

Tutors should not:
• Make assumptions
• Be disparaging
• Act as counselors

In considering their limitations, tutors should ask themselves:
• Am I reasonably comfortable?
• Am I in danger?
• Can I actually help?
• Would a difference resource be more useful for the student?