**Scenario**

Student yelling and cursing.

**Scenario**

Student interrupting you when you are talking.

**Scenario**

Student not listening and distracted by other conversations or noises.

**Scenario**

Demand to speak to a supervisor, making demeaning comments.

**Bad Approach**

Yelling back at the student or threatening to hang up if they keep speaking to you that way.

**Bad Approach**

Interrupting them back or talking over them.

Telling them you “can’t answer them because they aren’t being quiet and listening.”

**Bad Approach**

Telling the student that you can’t talk to them until they are focused and ready to listen.

**Bad Approach**

Telling them you are the only person that they will talk to and that you have already made your decision.

**Good Approach**

Be patient. Allow the student to finish before responding, and answer their questions in a calm and reasonable manner. Do not respond in kind or threaten them.

**Good Approach**

Wait until they finish talking and ask them to clarify issues you may not understand. Do not rush to answer and respond slowly. Imagine the phone call as a microphone on stage. If they want to talk, give them the microphone and wait until they finish.

**Good Approach**

Ask clarifying questions and do not respond with answers if you cannot hear the question. Ask them to repeat themselves or explain you cannot hear them. Stop talking if they are not listening.

**Good Approach**

Ask other ways you could try to help them. Contact a supervisor or take their number to have a supervisor call back.