

Effectively Communicating with Difficult Peers

Everyone has particular "hot button" behaviors or communication styles that, when encountered, will bother them more than they might bother others. During tutoring, some of these may include inattentive students, apathetic students, disruptive, angry, upset students, students that want to be the center of attention, students that share inappropriate or personal comments, students that are being hurtful to other tutees, etc.

As a tutor, you are expected to not only deal with all kinds of people but to cater your tutoring style to their needs. In this paired reflection examine the behaviors that may be particularly hard for each of you to confront, as well as effective tools and means for being assertive in these scenarios.

Our difficult peer scenario is _____

Briefly recap a time when you (or your partner) came across this difficult situation during tutoring:

What about this situation "pushed your button"? Why does this scenario bother you the most? (Does it threaten your confidence? Is this something that happens often?)

What was your approach to fixing the problem described above? How did the student react? How did the other students in the group respond?

Thinking back now, and knowing that sometimes the "I wish I had..." solution comes to mind with hindsight, what do you wish you had done differently? Was there a particular reason you did not say or do something different at the time?

In the future, what will you do to avoid this sort of scenario from happening or to keep your session on track? (This could be your tone, what you will say, your body language, your tutoring technique, etc.)
