

Top Ten List – Dealing with Difficult Students

1. Prepare an outstanding syllabus
2. Remember you are the grown up (this works with difficult colleagues too)
3. Find a mentor and get advice
4. Put it in writing – tell students to email you
5. Let the student talk at a scheduled meeting in your office; sometimes they just need to vent
6. Copy your Chair on problem emails, send a heads-up so they don't get blindsided
7. Be responsive – answer emails in a timely manner
8. Follow the rules
9. Be Fair
10. Know when to stop – refer to Chair