



# CRISIS MANAGEMENT IN A CROSS-CULTURAL SETTING

International Student and Scholar Services

## NAFSA

Association of  
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## Responding to Aggressive Behavior that Affects the ISSS Office

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While advisers spend a lot of time preparing to handle crises that affect the student population, it is critical that proactive plans are in place in the event that a crisis centers on the office itself. An international student and scholar services (ISSS) office needs to be prepared for a crisis or threat made directly to the office or one of its staff members. The international student and scholar services office can utilize this checklist to mitigate risk and establish a more holistic crisis management plan.

For additional guidance and resources on how to respond to and diffuse a tense situation in the international student and scholar services office, read “Responding to Aggressive Behavior that Affects the ISSS Office” in *Crisis Management in a Cross-Cultural Setting*, which can be purchased online from the [NAFSA bookstore](#).

### CONDENSED CHECKLIST

#### Precrisis Considerations:

- Work with university police/campus public safety to develop standard operating procedures (SOPs) for your office.
- Participate in professional development programs focusing on threat-reaction, amelioration, and personal safety.
- Be attentive to the behavior of the international students or scholars.
- Watch for indicators of impending violence.
- If a troubled international student or scholar has been identified, preplan all upcoming advising sessions.
- Alert public safety, university police, or campus security.

#### Responding to a Threat That Affects the ISSS Office:

- Speak clearly.
- Breathe deeply and focus on staying calm.

- Remain courteous and professional.
- Project quiet confidence, not fear.
- If the person in question requests to see a higher authority, help to arrange this.
- Be clear in stating the consequences of the international student or scholar acting out.
- If an immediate threat, call 911 or your university police/campus security as appropriate for your institution.
- After the immediate threat has passed, notify offices that are in the chain of communication.

#### Postcrisis Considerations:

- Debrief by reviewing the details of the crisis in the context of office crisis management procedures.
- Review situation with other offices on campus (counseling center, public safety, student health services, student judicial services).