
Bus Presentation 2023



De-Escalation, Conflict Resolution, Bullying and Self-Care!

INTRODUCING!

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Ice Breaker Activities

Round 1:

Share a big change you're facing at the moment.

Round 2:

- Count back and forth to 3
- Replace the 1 with a clap
- Replace the 2 with a snap
- Replace the 3 with a stomp

Round 3:

Create a secret handshake with your partner

Agenda: De-escalation and Conflict Resolution

AGENDA:

THE BASICS

DE-ESCALATION

CONFLICT RESOLUTION

SAFETY

MENTAL HEALTH AWARENESS

CARING FOR YOURSELF AND FAMILY

The Power of Knowledge



Who is on your bus?



Students ranging in age from 3-22 years old

Coaches

Teachers

Chaperones



Interacting with a wide variety of of ages and stages....

THE BASICS of STUDENT TRANSPORTATION

- Reliability (on time, familiar with your neighborhoods).
- Safety and Comfort.
- Convenience and accessibility, space and predictability.
- Friendliness, Empathy and Patience.

First impressions- Drivers 1st impression/Riders 1st impression. Personal Biases.

Happy Drivers, Happy Riders.

What could possibly go wrong? Disorderly Conduct, Verbal Threats, Objects being thrown, Vandalism, Tobacco/Drug Use, etc.

What kind of interactions do you have or see daily?

- Passenger and Bus Driver
- Passenger and Passenger
- Bus Driver and Bus Driver
- Bus Driver and Parent or Guardians
- Bus Driver and School Staff



What are some potential conflicts? **DISCUSS**

A conflict is a disagreement in which the people involved see a threat to their needs, interests, or concerns. A key element of a conflict is the idea that each person may have a different perception of any given situation.

What is your
level of
patience that
day?

What if? How would you react?

- A student boards your bus and yells “your late, your always late”.
- A student trips up the stairs and starts to cry of pain.
- A student refuses to sit in their assigned seat.
- A student boards the bus with soda and food.
- There is a plume of smoke in the back of the bus but no-one takes responsibility.
- A student yells at you, calls you a name.



***KEEP
CALM
AND
DRIVE
ON***

Conflict

Stay Calm.

Maintain Professionalism.

Do not take behaviors of others personally.

Find positive outlets of negative energy absorbed during a conflict. This is known as “self-care”.

De-Escalation

De-escalation is when we use communication skills to calm a person who is angry, out of control or emotionally unstable. When you understand the situation, it can reduce the possibility of escalation, yelling or violence. De-escalation techniques can be utilized in all aspects of life.

- Stress! And Stress Responses (example; fight, flight or freeze).
- Daily stress (acute) vs. an ongoing stressful event (chronic) you feel “stuck in”.
- Discuss- What are examples of daily stressors, and examples of chronic stressors.

Healthy vs. Unhealthy ways of coping with stress.

Helpful Hints

- Self-Control and Self Awareness
- Listen
- Adapt
- Think



Magic Words



Words to diffuse a conflict:

- I will let your school know....
- Sorry to hear that.....
- I hear what you are saying....
- I appreciate that....
- I'll do what I can for you...
- I understand...
- That sounds really hard...
- Your not alone....

Empathetic Listening



Non-judgemental

Undivided attention (when possible)

Listening, restating feelings and facts

Allow for silence

Restate and Paraphrase

Setting Boundaries

Building a relationship and crossing the line.

Information you are legally obligated to pass on to the school.

Mental Health Emergencies.



Bullying . . .

Bullying – Bullying is defined as a single significant incident or a pattern of incidents involving a written, verbal, or electronic communication, or a physical act or gesture, or any combination thereof, directed at another student which:

- Physically harms a student or damages the student's property
- Causes emotional distress to a student
- Interferes with a student's educational opportunities
- Creates a hostile educational environment
- Substantially disrupts the orderly operation of the school

Types of Bullying . . .

Verbal bullying is saying or writing mean things. Verbal bullying includes:

- Teasing
- Name-calling
- Inappropriate sexual comments
- Taunting
- Threatening to cause harm

Social bullying, sometimes referred to as relational bullying, involves hurting someone's reputation or relationships. Social bullying includes:

- Leaving someone out on purpose
- Telling other children not to be friends with someone
- Spreading rumors about someone
- Embarrassing someone in public

Physical bullying involves hurting a person's body or possessions. Physical bullying includes:

- Hitting/kicking/pinching
- Spitting
- Tripping/pushing
- Taking or breaking someone's things
- Making mean or rude hand gestures

Cyberbullying . . .

<https://youtu.be/vtfMzmkYp9E>

- **Cyberbullying is bullying that takes place over digital devices like cell phones, computers, and tablets.**
- **Cyberbullying can occur through SMS, Text, and apps, or online in social media, forums, or gaming where people can view, participate in, or share content.**
- **Cyberbullying includes sending, posting, or sharing negative, harmful, false, or mean content about someone else.**
- **It can include sharing personal or private information about someone else causing embarrassment or humiliation.**
- **Some cyberbullying crosses the line into unlawful or criminal behavior.**

Strategies for Bullying Safety on the Bus . . .

- ❖ Assigned seat.
- ❖ Consult with a staff member.
- ❖ Bus Incident write-up.
- ❖ Let an Administrator know right away!



End Goal: *Safe and Peaceful Environment*

Mental Health . . .

**RELATIONSHIPS ARE
KEY TO WELLNESS!**

Warning Signs For Suicide - TALKING

If a person talks about:

- Feeling hopeless
- Having no reason to live
- Being a burden to others
- Feeling trapped
- Unbearable pain



Warning Signs . . . BEHAVIOR

Behaviors that may signal risk, especially if related to a painful event, loss or change:

- | | |
|--|---|
| <ul style="list-style-type: none">● Increased use of alcohol or drugs● Looking for a way to end their lives, such as searching online for methods● Withdrawing from activities● Isolating from family and friends | <ul style="list-style-type: none">● Sleeping too much or too little● Visiting or calling people to say goodbye● Giving away prized possessions● Aggression● Fatigue |
|--|---|

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Warning Signs.... MOOD

People who are considering suicide often display one or more of the following moods:

- Sadness
- Worry
- Loss of interest
- Irritability
- Humiliation/Shame
- Agitation/Anger
- Relief/Sudden Improvement

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YOUR ONLY DUTY: Let an **Administrator and Supervisor** know right away if you see any of these warning signs!

- Take all comments seriously
- Never second guess yourself
- Let someone know of the issue immediately - Call Dispatch, Supervisor, or Administrator
- Don't send an email



- [illegible]

Resources:

- Rochester School District:
<https://sites.google.com/sau54.org/rsd-wellness/home>
- Strafford County Public Health Network:
[Green Book-Updated Links to Resources](#)
- Department of Health and Human Services:
<https://www.dhhs.nh.gov/>





Thank You All!

- National Bus Driver Week: **October 16-20, 2023.**

**THANK
YOU**