

Cracks in the Facade:

Tutors' Personas Responding to Chaos in the Writing Center

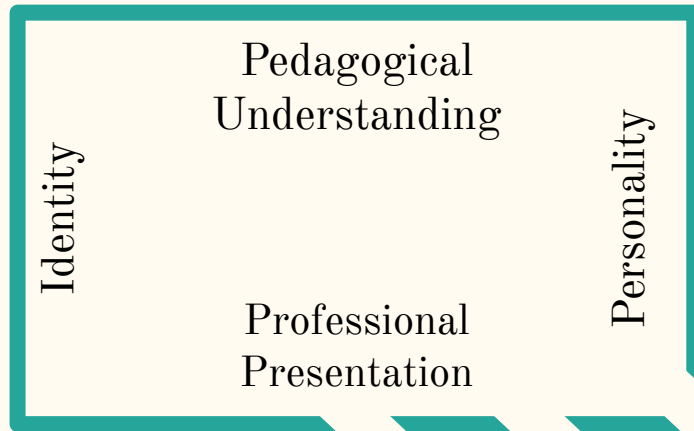
Joseph Honnold, Tashyanah Montalvo, Chance Groom

Chaos in the Writing Center

- Writing Centers are chaotic spaces
- Unprecedented incidents arise
- These incidents can be damaging to the tutor's professional persona



A Tutor's Professional Persona



- The professional persona is unique to each tutor

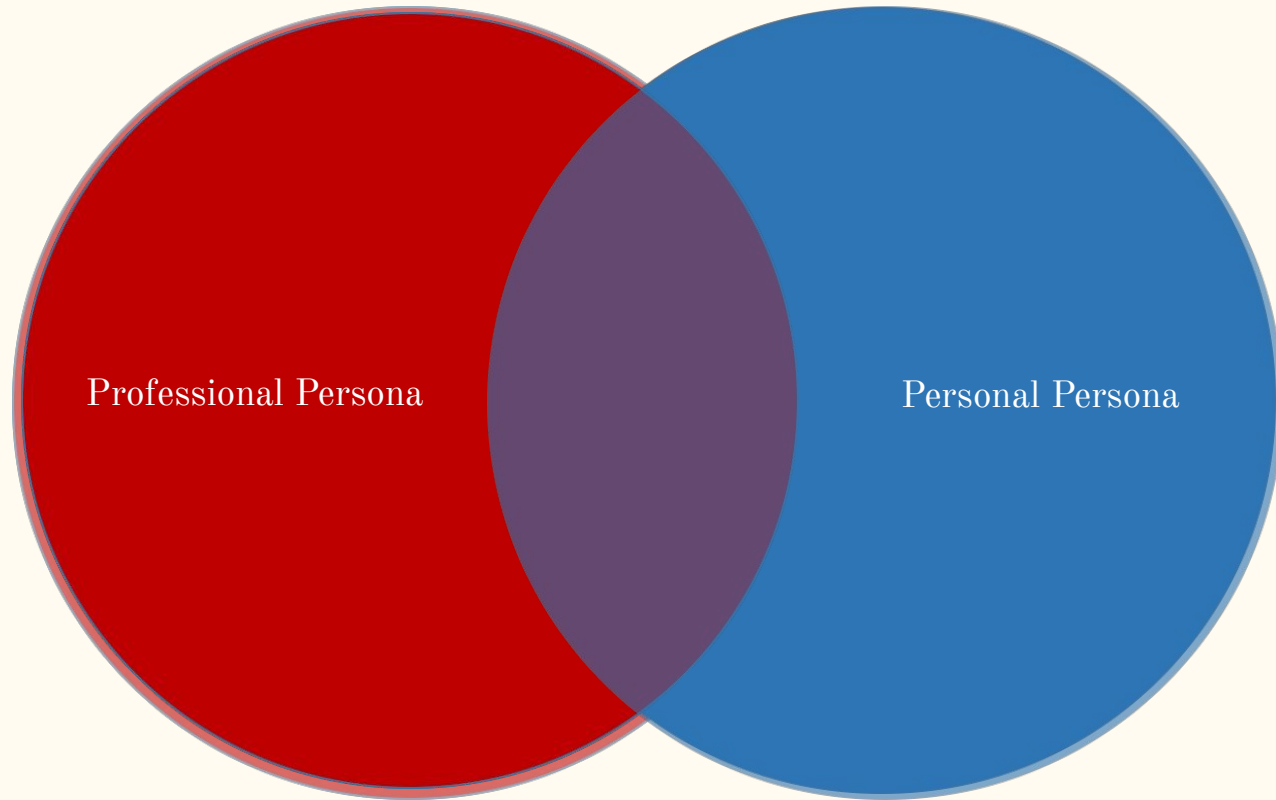


A Tutor's Personal Persona

- The aspect of the tutor's character or nature that they present to other people in informal situations
- What becomes visible when tutor breaks their professional persona to respond to an unexpected development in a tutoring session?



Tutor Boundaries



An Unprecedented Incident

- Something chaotic that breaks down the tutor's professional persona or takes the session away from the task at hand.



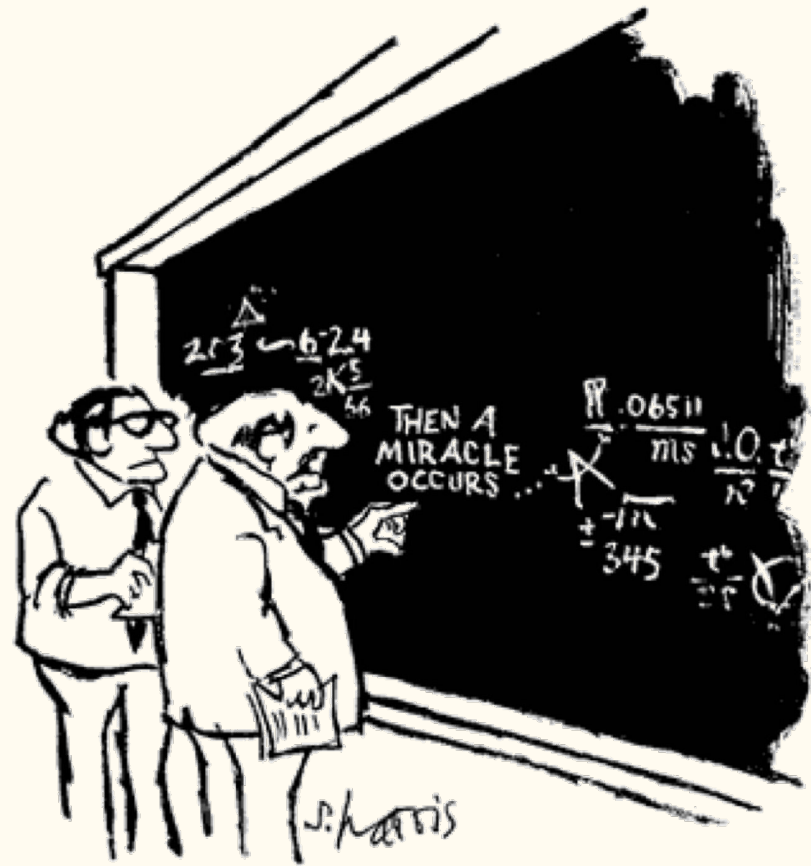
Resolution

- How do you immediately respond to something unprecedented that comes at you out of left field?
- Is this response relying more on your personal or professional persona?



Long Term Development

- Immediate Resolution is one thing, but:
 - How do we incorporate unprecedented incidents into our long term growth?
 - How do we become more prepared?
- Discussion and reflection within the Writing Center develops tutors' toolboxes



"I think you should be more explicit here in step two."

Questions for Discussion and Reflection

- What are potential resolutions for the incident you're being presented?
- Do these resolutions rely more on your professional or personal persona?