Cracks in the Facade:
Tutors’ Personas Responding to Chaos in the Writing Center

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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

Professional Persona

Personal Persona
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.
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?