

Bystander Interventions Toolkit

Direct Action

- **Body language:** frowning and raising (not pointing!) one index finger shows disapproval. If you're sitting down, stand up.
- Use the offender's **name**: say their first name (or however you could normally address them) before you make your point/call out the event.
- **Ask questions** to gain assertiveness: **'Can I just check - do you consider that behaviour to be appropriate? Can we talk about that please?'**
- **Advanced technique:** say what you're going to say before you say it. Eg - **'there are two/three things which are bothering me here. Firstly secondly etc'**. This gives you control and makes it harder for you to be interrupted.

Distraction

- Take the 'sting' out by drawing attention to any work tasks you have in hand.
- Eg **'ok, I just want to focus our minds on this project for a second, as the deadline is getting fairly close. Can we just check where everyone's got to please...'**.
- **Advanced technique:** use the word **'let's.'** It sounds like a suggestion, but is perceived as a command.
- Eg **'let's just have a look at *** before we do anything else.'** It's softer than giving an order and gets people on side.
- An alternative here is the reassuring **'why don't we'** - especially when someone is confused, in a bit of a panic, or needing someone to take the lead in a situation.

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Delegation

- Reporting somebody can sometimes feel uncomfortable and underhand. To make it easier, you can 'inoculate' yourself against this using the following words:
- **'I'm not sure if I'm doing the right thing here by telling you this, but I figured it was better to raise it than not. And if I'm doing the wrong thing - please tell me. So - here goes ...'**
- This pushes the onus on them to say if they think your intervention is misguided. It also shows you are being conscientious rather than underhand.
- **Advanced technique:** Make what you're saying a 'no-brainer':
- **'You and I both know that ...' - or - 'you know I don't need to tell you that ...'** This presupposes that your main point is not up for discussion.



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