

# Bystander to Bravery

## Cheat Sheet #2

“ We know we've been a bystander because we feel embarrassment, regret or remorse. ”

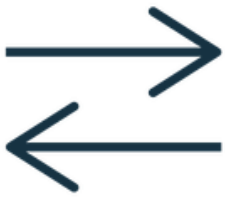
### 1 RECOGNISE THERE IS A PROBLEM

Notice any behavioural changes in the person: unease, tone of voice, language, body language, physical touch, physical distance

### 2 INTERVENE AND SHOW EMPATHY

Use the C4 model ©: Connection, Curiosity, Courage, Clarity

#### BUILD CONNECTION



- Make eye contact
- Speak only for yourself and your emotion
  - e.g. "I feel uncomfortable about what was just said"
- Use the 'I' statement structure:
  - e.g. "When you... (factual)..., I feel (emotion)... and I would like... (name the change)"
- Avoid the trap of saying "When you... (factual)..., I feel THAT (explanation)..." as this becomes a thought not a feeling
- Find a way to 'reward a concession' from your counterpart
  - e.g. "Thanks for agreeing to talk about this"

#### SHOW CURIOSITY



- Use curious enquiry and ask open-ended questions that start with what, how, when, who, or where
- Use 'why' questions sparingly as they often hint at judgement
- Include a keyword your counterpart has just used in your question
- When in doubt, try "Would you tell me some more about that?"

“ Be a stand-byer instead of a bystander.

As a Male Ally you have a responsibility to intervene and speak up for others in the room.

Trust that if you speak calmly and bravely, others will support you. ”

## HAVE COURAGE



- Be willing to have honest, disruptive, creative conversations
- There is only a short window to speak up effectively, so do it in the moment
- Even if all you say at first is "May I ask a question?", you hold the space to enquire about the behaviour or its impact
- To interrupt another person, you need to match their level, energy or intensity, unless they are shouting, in which case calmness is best
- Speak simply, directly, and honestly
- Use "I" and "you" rather than "we" and "they"

## SEEK CLARITY



- Use closed questions to help create clarity
  - e.g. "Are you open to discuss this now?", "Did you say XYZ?", "Do you agree?"
- Paraphrase frequently to check your understanding and recap to confirm shared agreements and actions
- Ask permission before moving on to other topics
- If you are unclear at the close of conversation, set a time for further dialogue to reach a resolution

## BAD HABITS FOR INTERVENING

### MULTIPLE CHOICE QUESTIONS

e.g. "Was there a misunderstanding, or did you mean to question my colleague's competence, or were you referring to someone else?"

### STACKING QUESTIONS

e.g. "When did this happen? Where did this occur? Who did you ask for support?"

### LEADING QUESTIONS

e.g. "Have you considered doing it X way?" or "Do you not think Y would work better?"