

Bystander to Bravery

Cheat Sheet #2

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

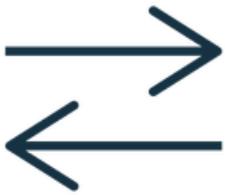
1 RECOGNISE THERE IS A PROBLEM

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?"