Enhancing Workplace Culture through Bystander Intervention

2017 Staff Leadership Summit
Learning Outcomes

• Participants will be able to differentiate the behaviors of a bystander from those of someone who intervenes.

• Participants will be able to identify situations within their workplace in which they can intervene.

• Participants will be able to apply bystander intervention behaviors in a role-playing scenario.

• Participants will be able to decide what bystander intervention behaviors they will be able to utilize in their workplace.
Microaggressions and Mosquito Bites
MICROAGGRESSIONS

• Microaggression – “Brief, everyday exchanges that send denigrating messages to certain individuals because of their group membership”

MICROAGGRESSIONS

• **Microinsults** are actions or statements that demean a person’s identity.
  • Your English is really good. How long have you been studying? Are you from China?

• **Microassaults** are conscious choices that attack someone’s identity. Many individuals might think these are acceptable.
  • (street harassment) Looking good today! **OR** Only associating with someone of same race because you “have more in common.”

• **Microinvalidations** are actions that ignore the experiences people face based on their identity.
  • Look, I know you said those guys harassed you for being gay, but KU seems like a pretty accepting place. Are you sure you’re not exaggerating? I just can’t see it happening.
Women in Administration
BRAINSTORM ON BYSTANDER RESPONSIBILITY

• What is a bystander?

• Are our ideas about bystanders positive or negative?

• Why?
DEFINITIONS

• **Bystanders** are individuals **who witness** emergencies, criminal events or situations that could lead to criminal events and by their presence **have the opportunity** to provide assistance, do nothing, or contribute to the negative behavior.

• In the context of this program, **pro-social bystanders** are individuals whose behaviors intervene in ways that impact the outcome positively.
BYSTANDER RESPONSIBILITY

• Why have you/would you intervene in a situation?

• What haven’t you/wouldn’t you intervene in a situation?
WHO IS INVOLVED?

• Perpetrator

• Target

• Supervisor

• Bystanders
BYSTANDERS MAKE A DIFFERENCE

Bystanders can make a difference in two ways:

1. Bystanders can intervene before violence/event occurs.

2. Bystanders can broaden support systems for those targeted. Research shows that support from friends in the aftermath of trauma can help recovery for those targeted.
DECISION MAKING MODEL

Notice the Event

Interpret it as a problem

Assume Personal Responsibility

Step UP!

Know How to Help

Step UP! Bystander Intervention Program
BECOMING AN ACTIVE BYSTANDER

• **Observe.** Realize that something is happening or has happened.
  • Am I aware there is a problem or risky situation?
  • Do I realize someone needs help?
  • Do I see others and myself as a part of the solution?

• **Assess.** Consider what information or help you need to intervene safely.
  • How do I keep myself safe?
  • What are my available options?
  • Are there others I may call upon for help?
  • What are the pros/cons for taking action?

• **ACT.** Choose to take action.
  • Ask for help
  • Create a distraction
  • Talk directly

• **Follow Up.** Determine what follow up support can be offered.
  • Is the issue over?
  • What else needs to be done?
  • What additional resources and support are available?
MICRO-AFFIRMATIONS

• “apparently small acts, which are often ephemeral and hard-to-see, events that are public and private, often unconscious but very effective, which occur wherever people wish to help others to succeed.”

What Would You Do?
Small Group Role Play

• The Human Resources Department at ABC University are in a staff meeting. The staff is looking at project assignment for the rest of the year. Jolene talking about taking a vacation later in the year which may affect to which project she is assigned. Jason says to Jolene, don’t worry, you’ll be pregnant and on leave by then anyway. Other staff members in the meeting look at each other but say nothing. Jolene says “excuse me?” Mark, the supervisor of the group, says, “don’t worry, he was just joking.” The meeting continues on.
Some things to consider:

• Did any microaggressions occur?
• How to identify humor vs. microaggressions?
• Who are the parties involved? (Perpetrator, Target, Bystanders, Supervisor)
• Who responded and how?
• How might you **ACT** in this situation?
• What are the barriers to intervening?
• How might Jolene be thinking when she leaves the meeting?
• What kind of follow-up might occur?
A few final thoughts

• You can make a difference in your workspace

• Microaggressions, discrimination, and harassment affect the workplace environment for EVERYONE

• If someone intervenes because of something you said or did – resist the urge to be defensive and use it as an opportunity to learn

• Decide what intervention techniques you are comfortable using and practice those techniques
SPEAK UP!
AGAINST DISCRIMINATION

WE CAN HELP.
OFFICE OF INSTITUTIONAL OPPORTUNITY & ACCESS
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