



COURSE

# Bystander Training

2nd Edition

Respect



## Create Allyship in the Workplace

A bystander is someone who witnesses something wrong happening to an individual or group and doesn't do anything about it. An upstander intervenes when an individual or group is verbally or physically attacked or bullied by others and takes action. Being an upstander in the workplace creates belonging and allyship and improves relationships. Emtrain's Bystander Training meets Chicago's one-hour bystander intervention training requirements.

### Course Description

In many situations, someone who could make an impact stands idly by, often unknowingly, participating in the bystander effect. These passive bystanders contribute to the isolation and continued poor behaviors that many fall victim to.

Luckily there is a way to turn passive witnesses into active bystanders capable of standing up to discriminatory, aggressive, or predatory behavior. That solution is bystander intervention training programs. Implementing a skills-based bystander intervention training and harassment prevention training is the best way to create an inclusive workplace culture that invites respect, value, and equality for everyone.

Emtrain's Bystander Intervention Training is the perfect way to deliver this vital program and meet compliance training requirements and Chicago's one-hour bystander instruction standards.

### Key Concepts

- Bystander intervention strategies that transform passive observers into upstanders
- Methods of creating respectful interactions in the workplace
- How to appreciate and promote allyship, belonging, and inclusion
- Ways to encourage employees to speak up with confidence
- Emphasizing self-awareness as a crucial workplace skill

## Course Features

- Access to our Anonymous Ask the Expert tool
- Rich video scenarios based on real-world events
- Built-in employee sentiment surveys
- 50+ Machine Translation Options
- Optional program timer

- Policy acknowledgement tool
- Extensive customization options

## Lessons

### Introduction

An introduction to the bystander training course.

### Bystanders to Upstanders

In most harassment situations, someone outside the situation often knows what's going on. What is the role of the bystander? And how do you go from being a passive bystander to someone who takes action?

### Intervention Method: Distract

This lesson reviews the upstander intervention technique, "Distract". The aim is to reduce the tension or danger in a situation by shifting the attention to something else.

### Intervention Method: Delegate

This lesson reviews the upstander intervention technique, "Delegate". Entrusting others means asking someone you can count on for help with intervening in harm.

### Intervention Method: Document

This lesson reviews the upstander intervention technique, "Document". Documentation involves using any form of media to create a record of an event or an issue — it could be video or audio or written notes.

### Intervention Method: Delay

This lesson reviews the upstander intervention technique, "Delay". We can help reduce trauma or distress by speaking to the victim after an instance of harmful behavior is directed at them.

### Intervention Method: Direct

This lesson reviews the upstander intervention technique, "Direct". Sometimes, we may want to respond directly to harassment by calling out the inappropriate behavior and/or confronting the person causing harm.

### **How to Intervene with Skill**

Intervening when you see problematic behavior can be scary, but it's critical to creating a supportive and successful workplace. Learn the best practices when intervening to confront bias.

### **Using Multiple Intervention Methods**

This lesson reviews how to use multiple upstander intervention techniques simultaneously to more effectively stop problematic behavior and reduce harm.

### **De-Escalating Conflict Using Positive Language**

It can be tempting to react to negative situations or behavior with more negativity, but often this will escalate conflict rather than de-escalate. Learn how to use positive language and tone to effectively de-escalate issues or tense situations.

### **Social Intelligence as a Work Skill**

Everyone is human and most people eventually say or do something that's unintentionally offensive or inappropriate at work. The key is to develop your own self-awareness so that you realize when your comments are having an unintended impact. And everyone

### **Allyship and Microaggressions**

Microaggressions are comments or actions that unintentionally, but subtly reinforce a bias or stereotype about a specific group or characteristic. Learning to identify microaggressions when you see them is a key step in stopping and preventing them.

### **Facing Criticism**

We don't always respond well when we are told something we said or did is problematic. Learn best practices when receiving criticism or feedback, and how to correct non-inclusive behaviors

and language.

## **Giving Fast and Effective Feedback**

Giving feedback is an important tool in correcting behavior. And it can be tricky — especially when we are pressed for time or in the middle of an important task or project. Learn the best methods for providing fast and effective feedback.

## **Monitoring for Signs of Exclusion**

This lesson focuses on the skill of monitoring for signs of exclusion in group dynamics as a first step in fostering an inclusive work environment.

## **Creating a Culture of Upstanders**

The influence of even just one person can be huge. When one ally becomes an upstander, it empowers others to speak up and become allies and upstanders too.

## **Provide Your Feedback**

A post-program survey on the learning experience.

### VERSIONS

IL All Employees (60 min)

### WHAT'S COVERED

- [Allyship](#)
- [Belonging](#)
- [Bias](#)

### COURSE EXPERTS

#### **[Janine Yancey](#)**

Emtrain Founder & Employment Law Expert