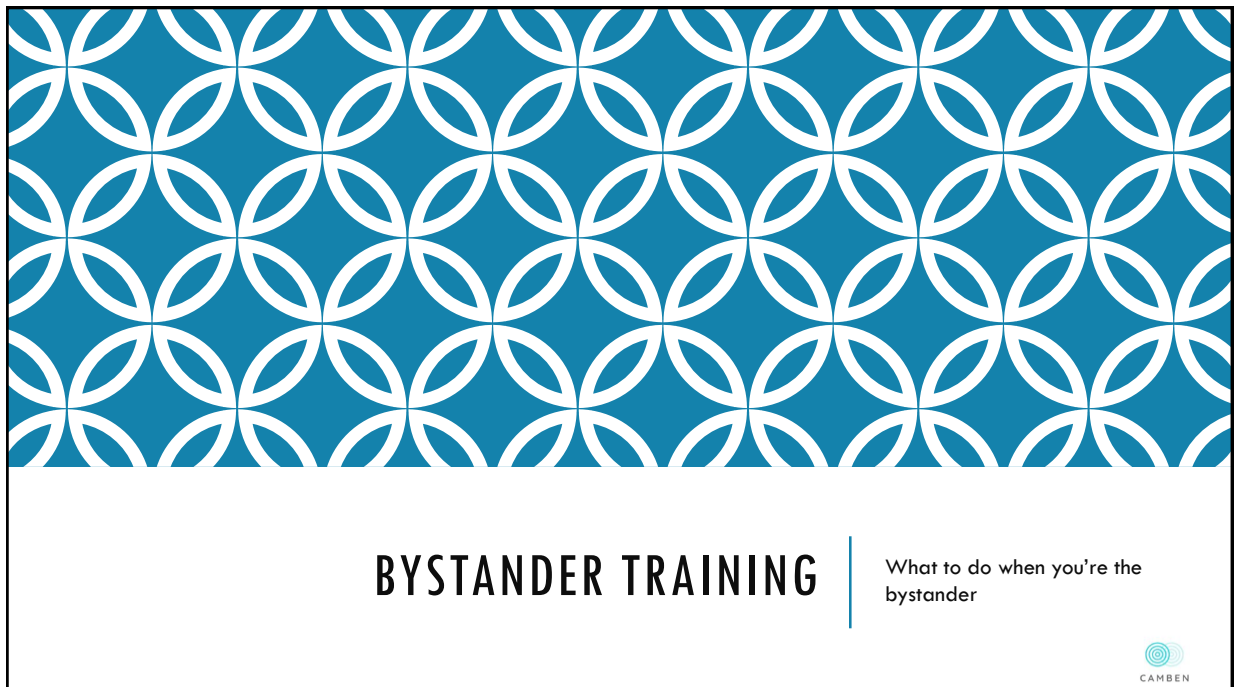


# Your toolkit: Being a bystander and first responder



**‘THERE WAS AN IMPORTANT JOB TO BE DONE AND EVERYBODY WAS ASKED TO DO IT. EVERYBODY WAS SURE SOMEBODY WOULD DO IT. ANYBODY COULD HAVE DONE IT, BUT NOBODY DID IT.’**

*Passive Bystander*  
v  
*Active Bystander*

## BYSTANDERS

- Anyone who sees or hears something happen but is not directly involved
- Bystander action is key in challenging inappropriate behaviour and reducing the impact upon victims
- Play a significant role in upholding the attitudes, social norms and behaviours that underpin our culture
- No one way to act because every situation is unique

**‘I’M NOT OFFENDED BY ALL OF THE DUMB BLONDE JOKES BECAUSE I’M NOT DUMB... AND I’M NOT BLONDE EITHER.’**

*Dolly Parton*



The Karenovirus is responsible for 3 managers being fired this month alone!



**SEXUAL PREJUDICE OR LIGHT-HEARTED HUMOUR?**





## APPRECIATION V OBJECTIFICATION? |



## | GENDERED LANGUAGE — DOES IT MATTER?

The girls in Accounts

Man up and grow a pair

Prima donna

Don't be a pussy

Wingman

Gentleman's agreement

Right hand man

Drama queen

Debbie Downer

Man on man defence





## WHEN SHOULD I INTERVENE?

He was just joking around  
They always banter like that  
She was smiling and didn't say anything, so I thought it was okay  
It wasn't like he was touching her or anything  
You could tell he didn't really mean it  
It was pretty harmless  
Boys will be boys  
Just the lads having a bit of fun

CAMBEN

## 5 D'S OF BYSTANDER INTERVENTION



DISTRACT



DELEGATE



DIRECT



DELAY



DOCUMENT

CAMBEN

## HOW TO INTERVENE: **DISTRACT**



Talk about something completely unrelated:

- ‘Can you help me find Sarah/ the bathroom/ my phone...’
- ‘The boss needs to see you. It sounds urgent.’
- ‘Did you see that story in the Fin Review today?’
- ‘Can you help me with xx task?’
- ‘How about those Broncos?’
- Spill a drink



## HOW TO INTERVENE: **DELEGATE**



- Ask for assistance or for help from a third party
- Report the event to someone who can take action
- A partner, HR or just someone else who might be more comfortable in intervening



## HOW TO INTERVENE: **DIRECT**



Talk directly to the individual

Address the behaviour, not the person

- ‘That comment is sexist/ homophobic/racist etc.’
- ‘That joke is inappropriate, disrespectful, not acceptable, etc.’
- ‘I don’t get the joke. Can you explain it to me?’
- ‘Hey what you said then was quite demeaning and it really bothers me.’



## HOW TO INTERVENE: **DELAY**



Check in with the person after the incident – can still make a positive difference

- You saw what happened and are they okay?
- Is any way you can provide support?
- Offer to talk over coffee/ in quiet room
- Discuss their options & offer to help them make a report if they want



## HOW TO INTERVENE: **DOCUMENT**



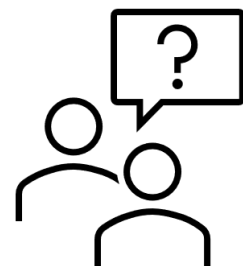
Record details of an incident ASAP

- Name of those involved
- Time of event
- Location of event
- Other people in the area, witnessing the event
- What was said or actions witnessed
- Focus on documenting what you actually heard and saw and not an interpretation



You are a male Associate in a weekly team meeting. The partner announces that he has organised a client golf day with Vista Developers.

The other Associate in the team, Jane, does most of the day to day work for Vista. She is not invited, even though you, the (male) grad and (male) solicitor all get an invite.



## SCENARIO — WHAT DO YOU DO?



## 5 D'S OF BYSTANDER INTERVENTION



DISTRACT



DELEGATE



DIRECT



DELAY



DOCUMENT

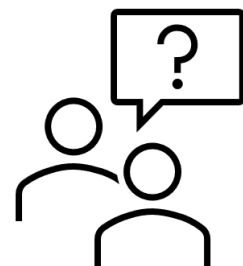


You are an SA in a teleconference with a client. The graduate and partner from your team are also participating.

The graduate is gay – you know this but the partner does not.

The client proceeds to mock a 'gay lawyer' making derogatory comments about their appearance and general demeanour.

The graduate is visibly uncomfortable.



## SCENARIO – WHAT DO YOU DO?

## 5 D'S OF BYSTANDER INTERVENTION



DISTRACT



DELEGATE



DIRECT



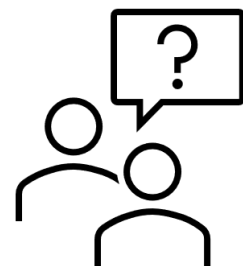
DELAY



DOCUMENT



You are a Partner and just ducked into the loo in the office. As you enter you overhear two solicitors from another section talking about the very attractive vacation clerk who joined their team and wagering which one of them will score first.



## SCENARIO — WHAT DO YOU DO?

## 5 D'S OF BYSTANDER INTERVENTION



DISTRACT



DELEGATE



DIRECT



DELAY



DOCUMENT



## WHAT IF...

I tried to do something and it didn't work, or the disrespectful person didn't listen?

I'm really worried I might lose my job or be branded a troublemaker if I speak up?

The target didn't want me to intervene?



## HOW CAN ORGANISATIONS SUPPORT ACTIVE BYSTANDERS

**Primary** - Provide bystander training to all team members

**Secondary** – Good reporting & investigating processes

**Tertiary** – Provide support to bystanders



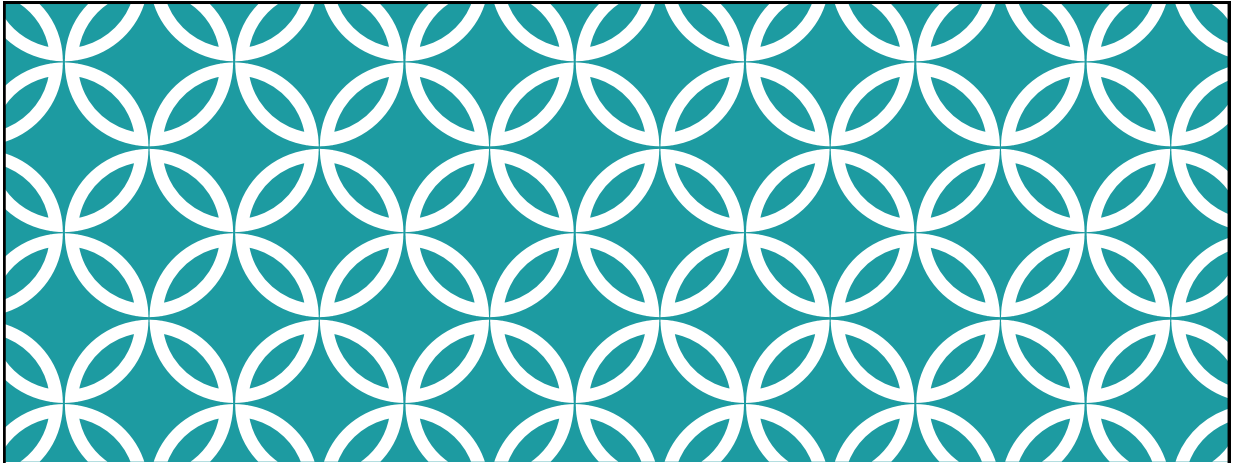
## QLS – WORKPLACE CONDUCT ADVISORY SERVICE

Confidential advice on discrimination, sexual harassment & workplace bullying for QLS members and small firms

See QLS website for more details



# Your toolkit: Being a bystander and first responder



**THANK YOU**

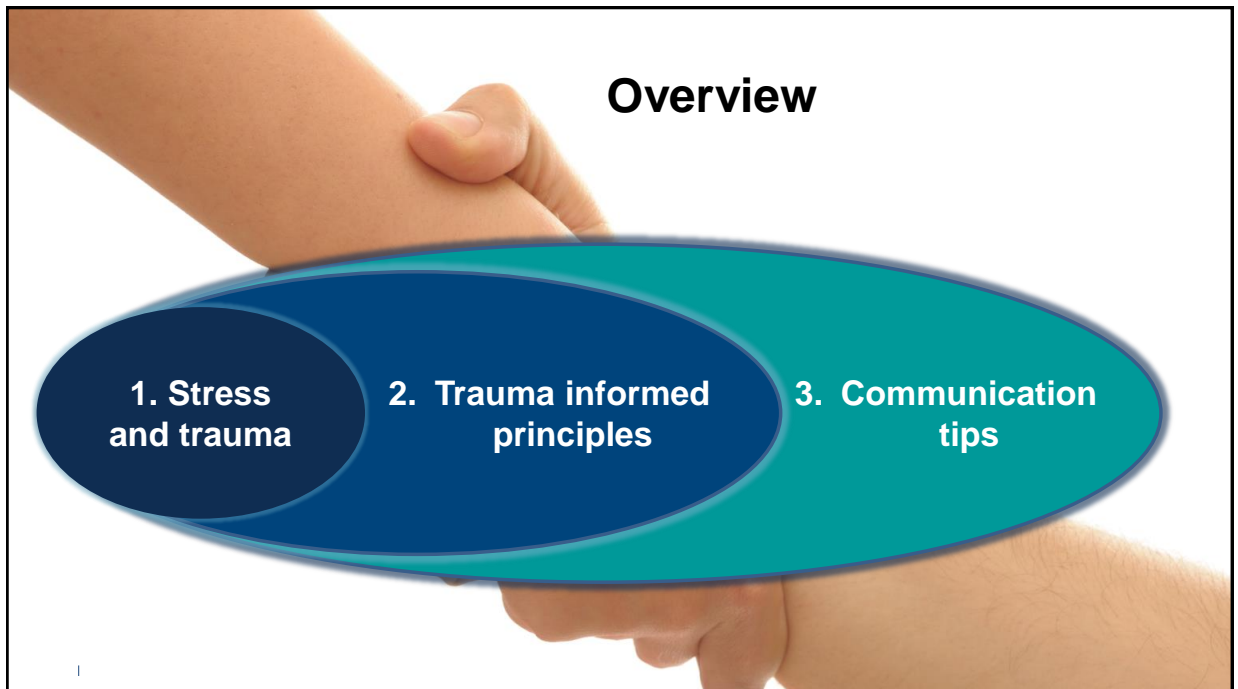
Lisa Stockwell  
Camben HR Consulting

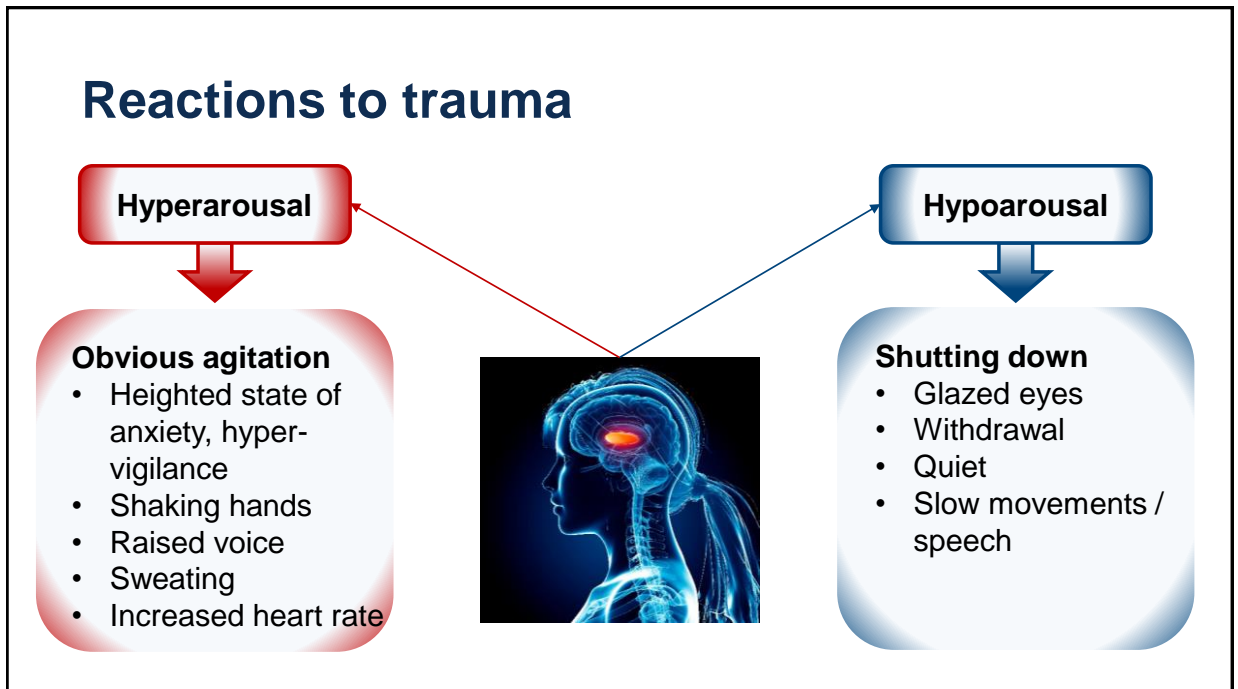
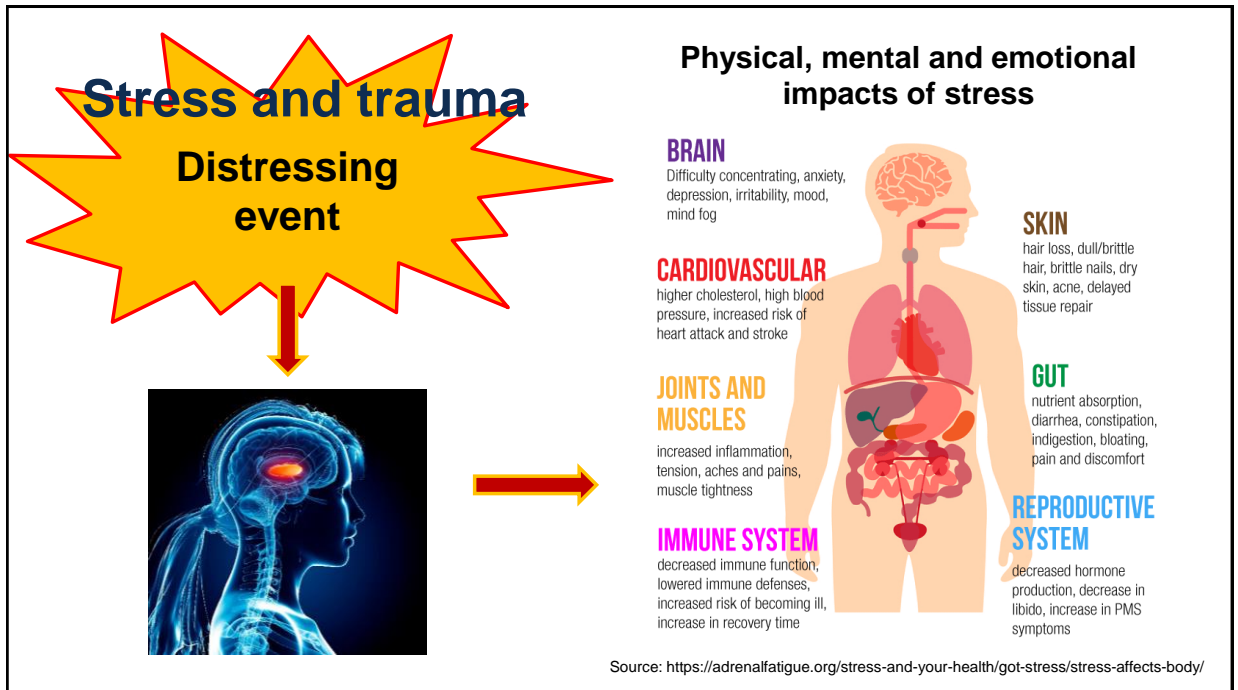


# First responder training

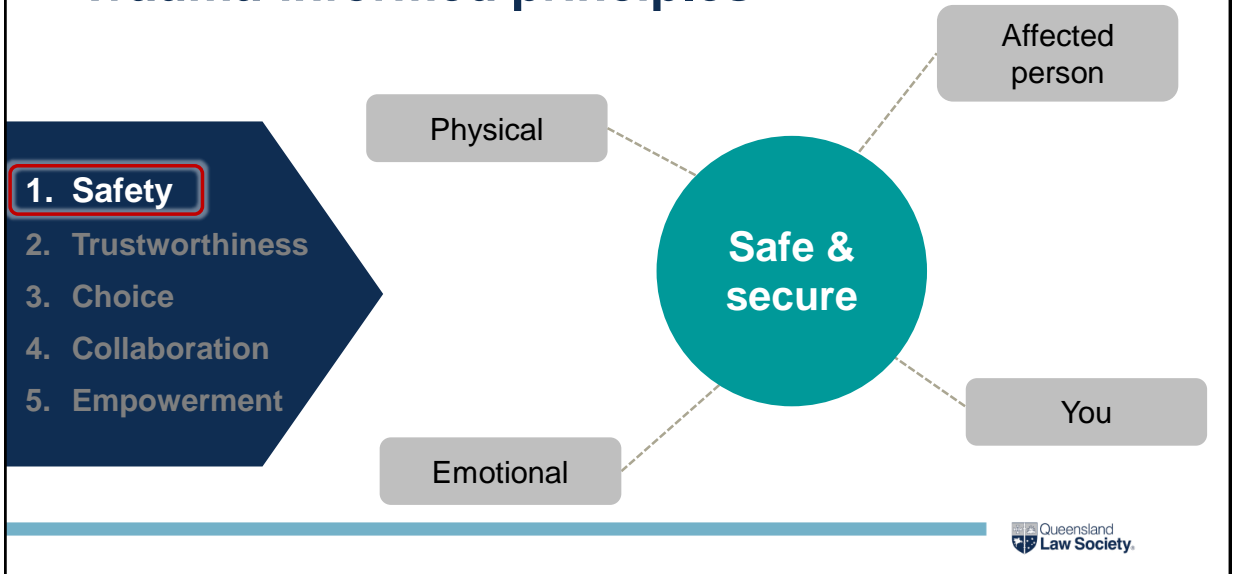
## How to support victims of sexual harassment or bullying

Rebecca Niebler

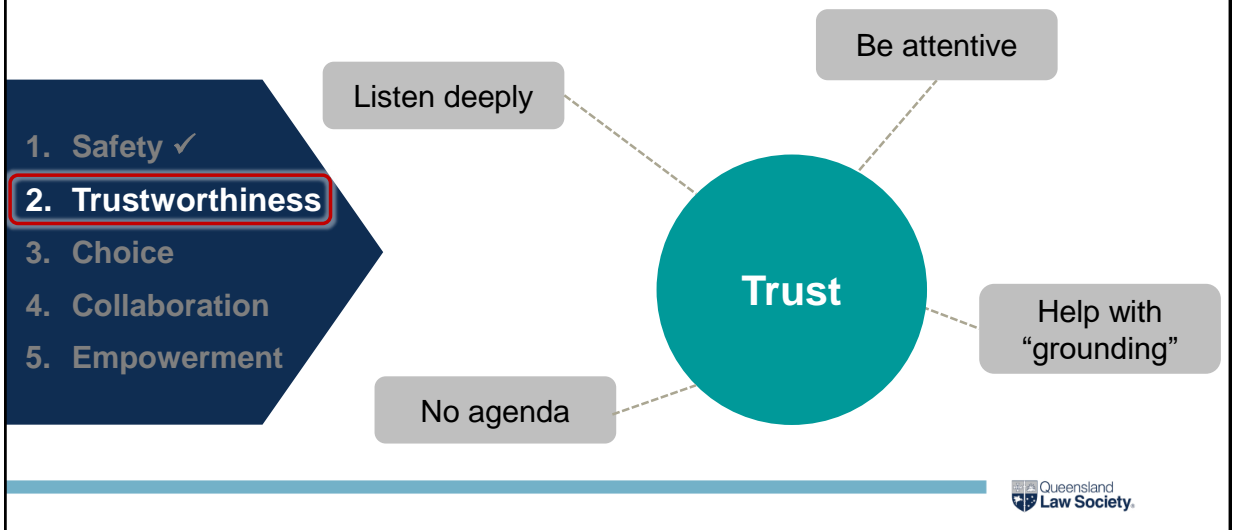




## Trauma-informed principles



## Trauma-informed principles





## Trauma-informed principles

1. Safety ✓
2. Trustworthiness ✓
3. Choice
4. Collaboration
5. Empowerment

Options

Date, time, venue

Ending conversation

Level of detail

## Trauma-informed principles

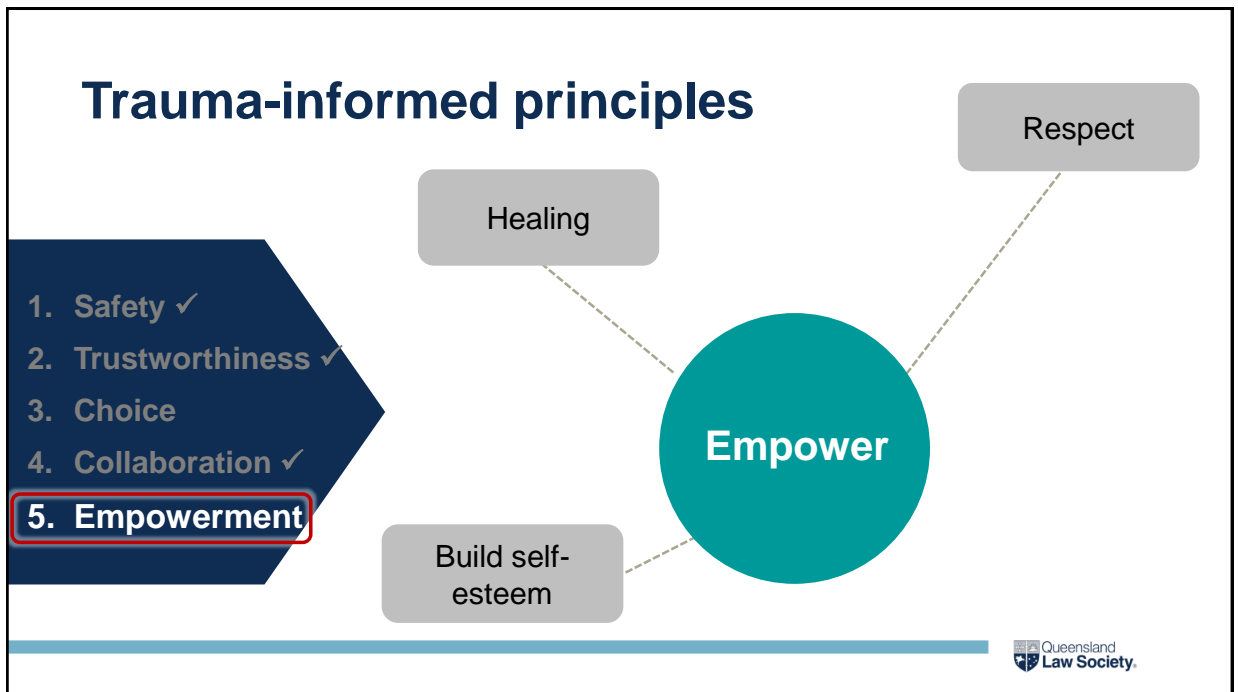
1. Safety ✓
2. Trustworthiness ✓
3. Choice ✓
4. Collaboration
5. Empowerment

Autonomy

Equal partner

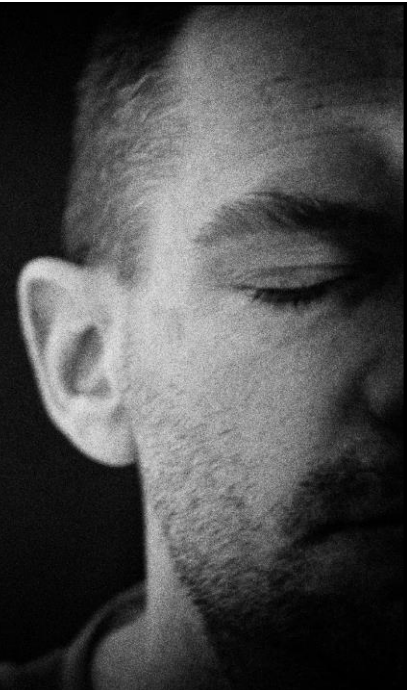
Support, not control

“With” rather than “to”



## Deep listening

- **Listen** ↔ Talk
- Body language
- Withhold judgement
- No easy fix
- Ask
- Prepare yourself



## What they need to hear

Not necessarily in these words...

“I believe you”

“It’s not your fault what happened”

“I am **sorry** this happened to you.”

“You are **not alone.**”



## Useful communication techniques

Name or reflect back

Affirm strengths

Ask open questions

Focus on their experience

Validate

Demonstrate engagement



## Keeping yourself safe



Queensland  
**Law Society**