

Bystander Interventions:

To witness a harm (or a potential harm) being done to a worker and take action to challenge, de-escalate, or halt it.

5 Ds of Bystander Interventions

1. Direct: An assertive and immediate approach that addresses the harm being done in the moment. For example:

- “I didn’t find that funny.”
- “Woah. Not okay.”
- “Come on, gotta do better than that.”
- “I may not have all of the context here, but that comment felt off.”

2. Distract: An immediate, indirect and less confrontational approach that interrupts and derails a harm in the moment and includes a follow-up after the fact. For example:

- Change the subject
- Ask coworker to speak elsewhere
- Deflect with a self-inflicting joke
- Intentionally spill a drink

3. Delegate: Whether in the moment or after the fact, an approach centered around reaching out for guidance or assistance from someone else in addressing a harm. For example:

- Coworker directly responsible for conflict management
- Coworker with different relationships to parties involved

- Union shop steward
- Emergency services via phone/panic button

4. Delay: Checking in or addressing the issue after the problematic interaction. For example:

- One-on-one seemed more safe/appropriate
- Seek out advice/permission/policy research first
- Sleep on it so response is rational vs. reactive
- Take time to process personal, indirect harm

5. Document: Documenting, collecting and organizing evidence and information related to the incident/ parties involved to support and protect yourself and your coworker(s) in need. An approach to include when utilizing any of the other Ds, when possible. For example:

- Incident reports (whether to submit or not) that include dates, times, locations, parties involved, and harm descriptions
- Voice recordings, photos, videos, screenshots, text messages, social media direct messages/comments, email threads, phone records, voicemails