



THE BYSTANDER CHALLENGE

CURRICULUM SUMMARY



One thing is certain in workplaces today: At some point, someone is going to make an inappropriate comment or behave in a cringy way. It's the kind of thing that, when left unaddressed, can escalate to the point where an individual feels harassed by their coworker.

In The Bystander Challenge, an interactive workshop developed by the National Conflict Resolution Center (NCRC), the bystander's role in changing this dynamic is explored. Increasingly, bystanders are being asked to become upstanders who stand up to "red-flag" behavior. As many recognize, it's easier said than done, as workplace dynamics can make it challenging to know the correct course of action. There are other factors that come into play, too, like long-term working relationships, workplace culture, lack of diversity on a team, or discomfort with the topic.

While notices and directives abound in workplaces to define and raise awareness of harassment, few programs teach people how to communicate with each other when they perceive red flags. NCRC equips people to have these challenging conversations in a way that demonstrates respect, inclusiveness, and dignity for everyone involved.

In a safe learning space, participants gain confidence using these skills. Concepts are further reinforced through thoughtful interactive exercises and reflective conversations. The training has a proven positive impact on workplace culture and perceptions of safety.

GOALS OF THE WORKSHOP

By the end of the course, participants will have the ability to:

- Identify the reasons for inaction on the part of bystanders;
- Reflect on their own values and how they may affect their decision to take action;
- Evaluate situations with clarity to decide what to do;
- Learn effective strategies to communicate concerns; and
- Consider ways in which their co-worker may respond.



CONTENT OUTLINE



Welcome and Introductions

- Introduction to the workshop
- Description of goals and commonly used terms: Bystander, Upstander, Person Responsible, Target, Microaggressions, etc.



Understanding Bystanders

- Participants discuss factors that prevent bystanders from speaking up.
- Research is presented on conditions that encourage people to voice concerns.



Bystander Interventions: Explanations and Exploration

- Participants learn and practice four intervention techniques that they might use with the person responsible for the concerning behavior:
 - Delegate
 - Distract
 - Direct
 - Dialogue
- Participants explore concerns associated with these approaches and tactics to overcome those concerns.



Communicating with the Target

- Participants discuss how and when communication with the Target of unwanted behavior is warranted.
- Participants gain a better understanding of the point of view of the Target, and practice supportive communication skills that are practiced.



Closing



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WHY PEOPLE LOVE THE BYSTANDER CHALLENGE

“ We engaged NCRC to come onsite and host multiple workshop sessions with all our managers, and have been delighted with the outcomes. There were lively debates in the sessions themselves, and after the training, you could hear people continuing to talk about the topics raised around the offices. ”

- Nicola Franklin, Sr. Director, Talent Management & Organizational Development, LA Times

21%

After taking the training, there was a 21% increase in participants who felt prepared to speak up when they saw microaggressions like discrimination in their communities.”

Clients Include



For More Information

Please contact Allison Patterson
(619) 394-7301
apatterson@ncrconline.com



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