

# Active Bystander skills



Part of your role as a Welfare Officer includes recognising harmful or inappropriate behaviour and choosing to respond in a way that's safe for you, supports club members, and promotes a positive, respectful club culture.

## FOUR STAGES OF INTERVENTION

- **Notice** the unacceptable behaviour or attitude
- **Interpret** it as a problem
- Take **responsibility**
- Have the skills and confidence to **take action**



There are valid barriers to speaking up when faced with unacceptable behaviours and attitudes such as sexism, sexual misconduct, racism, homophobia, etc. These barriers can include assuming others are okay with what's happening, fear of retaliation or embarrassment, worrying about standing out, or being concerned about making things worse.

As a Welfare Officer, you're in a position of trust and understanding the Active Bystander framework can help you support others more confidently.

The framework provides options for ways for you to act safely and appropriately, and when. Even reflecting or talking it through afterwards can be a valuable step and can help you feel more prepared next time.

## Remember:

- You can use the techniques together.
- Interventions can happen during and/or after a situation. It is **never too late to check in on someone** or plan for change next time.
- **Prevention is key.** Can you taking steps to create a welcoming and supportive environment to start with?
- **Offer grace and space**, if appropriate, for people to reflect and make changes following any intervention.
- If you are doubt about what to you, offer support to the affected person ('delayed' intervention). This is powerful and can make a big difference to the person.
- If someone opens up to you, listen and sign-post. The way you respond will impact their experience, so try to make it helpful.

## THE FIVE Ds

- **Distract:** Shift attention to interrupt the behaviour without confrontation.
- **Delay:** Check in with the person affected when it's safe to do so. This helps them feel less alone.
- **Direct:** Speak up clearly to challenge the behaviour (while de-escalating) and show support for the person affected. Use body language to convey disapproval if safe to do so.
- **Delegate:** Get help and advice from peers, or someone in a position of authority or influence.
- **Document:** Make a record of what you saw, in case it's needed later.

### If you've been direct, de-escalating phrases:

"Let's return to club matters. I need to check..."

"Let's put our energy into this practice now"

"Can we reset and focus on..."

"Let's park that for now and keep things moving"

"It feels like we've both shared our views – shall we move on for now?"

"I am here to support the club, including you. I'm sure you want to help me make others feel included"

ONLY ACT IN A WAY THAT IS SAFE FOR YOU TO DO SO.