

Dealing with Difficult Situations



What is an active bystander?

- It is being aware of when someone's behaviour is inappropriate, unacceptable or threatening, and **choosing to address or challenge it.**
 - It is not about being direct and challenge a person regardless of your own safety.
 - By making sure that this person's behaviour will be dealt with somehow, and / or that you were there for the person it happened to
- **You did something.**

Being an Active Bystander (4Ds) by

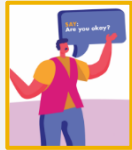
**RIGHT
TO
BE AAPI**



DISTRACT is a subtle way to intervene.
Purpose is to derail the incident by interrupting it.



DELEGATE is asking a third party for help
with intervening or handling an incident.



DELAY is to check in with the person after something
happened to them. Then work on your response afterwards.



DIRECT is to respond directly by confronting
the person doing harm.

Before we start...

- **No right or wrong answers.** We all have different comfort zones, lived experiences and backgrounds.
- **Be honest and open,** while always respectful of others.
- **You do not need to just choose one of the D's.** Your response to a situation can be a combination of several D's or all of them.

Scenario: You're helping on an event near a new local active travel project, along with Sustrans staff. **A member of the public** walks up to colleagues at their stand. **They start harassing them**, also saying that **“Sustrans is not welcome in this town...”**. Their tone and body language is slightly aggressive.

You are seeing this from afar. **What do you do?**

DISTRACT



DELEGATE



DELAY



DIRECT



Scenario: You are running a webinar attended by the public and colleagues, which discusses diversity in active travel.

A member of the public writes in the chat: 'White is also a colour'.

What do you do?

DISTRACT



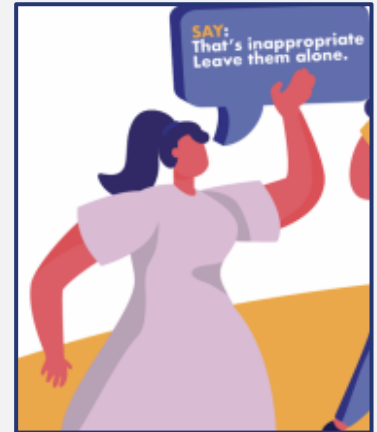
DELEGATE



DELAY



DIRECT



- Break -

“Culture is defined by the worst behaviour tolerated.”

“The act of doing nothing is what tells everybody it's okay. That's what defines what is possible in this culture.

People love to talk about the mode, the most common behaviour is the thing that defines an organisation. And it is not.

The bad stuff you're allowed to do, while still existing in the organisation, tells you what the standard is. That tells you what the culture is all about.

[...] If a certain type of behaviour is tolerated for long enough, it becomes the norm.”

Scenario: During a conversation with a **colleague**, they refer to a **community councillor using insulting language**; saying (as banter) that the person must be mentally challenged, because they are so slow at understanding what is being said. Nobody else hears this being said.

What do you do?

DISTRACT



DELEGATE



DELAY



DIRECT



Scenario: You are attending a practical workshop with members of a community, installing planters. An attendee says: “Women shouldn’t be invited to these days, as they don’t enjoy practical activities”.

The person leading the session does not challenge this comment.

What do you do?

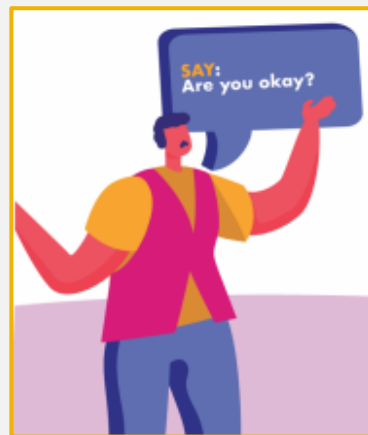
DISTRACT



DELEGATE



DELAY



DIRECT



Team support

- You do not have to or are expected to solve these things on your own in isolation.
- Your mental health and wellbeing matters and comes first.
- Make sure that your line-manager and others within your team knows, so you can help each other in these cases too.



Scenario: At a community steering group, someone asks the chair to please refer to them as ‘they’ and not ‘she’. The chair then makes a comment, saying “And what do you want to be referred to as next week” or “Why? You are clearly a woman”.

You are sat at the table with the full group of 12. **What do you do?**

DISTRACT



DELEGATE



DELAY



DIRECT

