

## The Four D's of Bystander Intervention

The following interventions are taken from the 'Unconscious Bias - Active Bystander' training provided by the NHS Grampian Staff Equalities Network. If you would like to find out more about this training, including further strategies for intervention, you can contact [gram.staffequalities@nhs.scot](mailto:gram.staffequalities@nhs.scot) for further information and to get involved.

### Direct

**Only intervene directly if it is safe to do so. Ask yourself:** are you physically and psychologically safe? Is the person being harassed physically safe? Does it seem unlikely that the situation will escalate? Direct intervention is only the correct response if you can answer yes to all these questions. Ultimately, you don't want to make the situation worse, or cause anyone to get hurt, including yourself.

**Use your voice or your body language to demonstrate disapproval of the behaviour:** Call it out by telling the person to stop, say 'that's not appropriate' or 'I don't feel comfortable when you say that'.

### Distract

**If it isn't safe to intervene directly, causing a distraction can be an alternative intervention** Interrupt the person or situation by -

- Changing the subject
- Interrupting the situation – 'Excuse me, can you tell me where the train station is'
- Creating a diversion – Shout - 'Hey Sally, we will be late for our coffee!'

In doing so, you ideally cause the perpetrator to leave, or find a way to safely remove the person being victimised from the situation,

### Delegate

In this scenario, you are simply delegating the responsibility, by calling in, or raising the alarm to a more appropriate authority. This could be a line manager, the police, or someone who has a relationship with the individual that would be better able to manage the situation.

### Delay

**If for any reason you are unable to intervene, or you hesitate – Then we can 'delay' and delaying is still an intervention.**

**Delaying doesn't mean doing nothing**, inform a manager or senior colleague or report through the appropriate channels afterwards.

**Create bystander allies** if others witnessed the incident, reflect and consider a joint plan to deal with what happened

**Check in with the person** afterwards. Even if they say they are fine, recognise the situation wasn't OK and offer support if they want or need it.



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