

Bystander Training – How to Stop Disrespect

- What is a bystander? A bystander is a person who is present but is not taking part in a situation or event.
- Bystanders can play a crucial role in stepping up and speaking out when inappropriate behavior takes place at work.
- Challenging inappropriate behavior in a constructive way can be difficult, but there are all kinds of ways, direct and indirect, that you can intervene appropriately if you choose to do so.
- The best approach can depend on the situation.
- One option is to speak directly with the person on the receiving end of the inappropriate behavior. This option shows you care and are willing to help.
- As an example, if you witness a supervisor bully another associate in front of your team, afterwards, you could ask the associate privately if they are okay or if they need help which shows that you care and are prepared to support them.
- Another way to help is to indirectly approach the person who is engaging in the inappropriate behavior. In our bullying example, you could distract or interrupt the supervisor by raising your hand and asking a work-related question which can help to disrupt the bullying behavior.
- You also could use humor to help reduce the tension and make it easier to get your point or question across; but, when doing so, you should be careful not to minimize someone's experience.
- If you're comfortable confronting the person engaging in the inappropriate behavior directly, you could say something like, "that crossed the line" or "I don't find that funny."
- If you think stepping in will escalate an issue, or you do not feel comfortable or equipped to handle it, then you can simply report the incident to a supervisor, Human Resources, Legal, Compliance, or use RPM's hotline.
- Should you have concerns about making a report, know that the Company prohibits retaliation against associates who make reports in good faith.
- Overall, there are a few takeaway principles to keep in mind if you choose to intervene in any of the ways we discussed:
 - Be a good listener and avoid imposing your own views or interpretation of a situation.
 - Be honest and direct, but without being antagonistic.
 - Remain respectful at all times. Even if you feel provoked, it's never appropriate to use violence or abusive language.
 - Be aware of your limits as a helper.
 - And, finally, keep yourself safe, and if things get out of hand or become too serious, back away from the situation and, if necessary, enlist help from others.