Goskills

Bystander Intervention for Today’s Workforce

GoSkills online course syllabus

Skill level
Beginner

Lessons
19

Pre-requisites
No prior experience needed

Video duration
57m

Estimated study time
57m 50s

Instructor
Jennifer Tenorio

Introduction

1 Don't be a bystander
Your life is busy, fast paced, and focused largely on things that impact you directly.

2 Course disclaimer
Engaging in bystander intervention is a personal choice.

What is Bystander Intervention?

3 Definitions that matter
Studies on bystander behavior have taught us more about why we need to teach people to take ownership and take action.

4 Deciding to intervene
Conflict can arise in a variety of settings, and can be impacted by the surroundings, and the people who are involved.

5 Who has time for that?
Even though your life is busy, and you might feel you fall into a specific role, making time to intervene can make a world of difference.

6 De-escalation strategies
When you need to de-escalate a situation at work, there are several ways you can approach these types of intervention.

Building Your Authentic Toolbox

7 Know and love yourself
Self-love and understanding your emotional reactions to life's challenges will help you engage in bystander intervention.

8 The calm and centered colleague

Everyone can relate to feeling stress or pressure at work, but when you center your mind, you're able to handle that stress more effectively.

9 Put yourself on the shelf

While you can use your past experiences and understanding to help you intervene, the intervention is, quite frankly, not about you.

10 Authenticity is paramount

Bystander intervention takes compassion, empathy, and calm, but all of these things must be cultivated ahead of time in order to be fully authentic in the moment.

11 Cultivating empathy through active listening

Remaining empathetic towards someone who is escalated, belligerent, or rude can be extremely challenging, but not impossible.

Intervening at Work

12 Company culture and authentic intervention

Culture is an important part of who we are, and it influences how we operate in the world.

13 Navigating increased risk

In the 21st century, society continues to push towards equity among all people.

14 Leadership and intervention

Leaders are in a unique role to use bystander intervention to prevent conflict.

15 Peacekeeping is a team sport

What's better than one person intervening?

16 Conflict intervention and public safety

As we shift away from traditional policing, we have to find alternatives.

After the Intervention

17 Imposter syndrome and self-care

Imposter Syndrome is not feeling worth or adequate to fill a certain role, such as bystander intervention.

18 Imperfect outcomes

It is inevitable that you will feel like you could have done something differently, said something better, or taken things further.

Conclusion

19 Authentic and compassionate intervention

Thanks for watching this course!

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