

# Bystander Intervention for Today's Workforce

GoSkills online course syllabus

**Skill level**

Beginner

**Lessons**

19

**Accredited by**

Verified by GoSkills

**Pre-requisites**

No prior experience needed

**Video duration**

57m

**Estimated study time**

57m 50s

**Instructor**

Jennifer Tenorio

## Introduction

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- 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?

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- 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

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## 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

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## 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

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## 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

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## 19 Authentic and compassionate intervention

Thanks for watching this course!

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