

ACTIVE BYSTANDER INTERRUPTION SKILLS TRAINING

The tools listed here elaborate on the WAKE acronym used in the cards to provide a variety of practical examples to share with your team.

W = Work with who you are: What are my strengths? What tools am I most comfortable actually doing? What common ground do I have with the other person involved? What is important to me? What is my connection to this issue? Remember, you don't have to be a superhero to make a significant difference, just yourself.

A = Ask Questions/Direct statements

- (Direct question) *What do you mean? Are you ok? Can you explain?*
- (Assume the best with empathy) *I know you didn't really mean that, but it seems to come across that way. This can be so hard. How can I help?*
- (Call someone IN) *Can we talk about what just happened? It seemed to me that...*
- (Call someone OUT) *That's not cool. We have to do better.*
- ("It's just a joke") *I know that you think it's just a joke, but I don't think it's that funny.*
- (Empathy with lesson) *You know I used to have a hard time understanding "X", but then I learned...*
- (Honest) *You know, the truth is that (assumption, stereotype, label) makes me uncomfortable. Thanks for your understanding. OR if you aren't sure how you feel you can simply say, I don't know how I feel about that.*
- (Direct communication) *When we do "x", I wonder if we are not being fair to them. Can we make sure to...*
- (Best interest in mind) *I know you're a good person who cares about others. As your friend I wanted you to know that what you said could be interpreted as...*
- (Curiosity) *I wonder if we could provide better care if we did "x"?*
- (Play dumb) *I'm not sure I understand, how does that work?*
- (Reference objective info) *You know, I was just reading about this, and I was surprised to find that "x" is actually true!*
- (Address and acknowledge wrong to person on the receiving end) *I see what's happening here and I feel bad about it.*
- (Contrasting statement) *I don't want you to think I don't respect you as my attending doctor. However, I do have some concerns about.... OR The last thing I want to do is come across like a jerk, but I do want you to know...*

K = Key People: Who else could help?

- Recruit a fellow colleague/ally who you know will say something or brainstorm with them about how to respond.
- Share the situation that made you uncomfortable with a supervisor.
- Go to the Dean of Curriculum and express concern about a content area that is not being covered in the medical school.
- Express your concerns in an evaluation.
- Ask to speak with a compliance officer or employee relations person about what is concerning you.
- Document when possible the incident you witnessed.

E = Employ Distraction Techniques/ Indirect

- Interrupt through humor or sarcasm (Gosh we are really nailing our commitment to diversity today, aren't we?)
- In response to a joke that crosses the line (Wow- that was really hilarious.)
- Redirect to another topic (So, how about those Demon Deacons?)
- Use body language (Go stand near the person on the receiving end of the comment/behavior, leave the room, shake head)
- Interrupt by asking the person who is causing the problem to help you with something (remove them from situation)
- Break into song or movie references!

KEY REMINDERS: Interrupting Through Respectful Conversation

1. It's usually preferable to have the conversation one on one.
(Focus on "I statements".)
2. Separate facts from stories
3. Find empathy with the other person (common ground)
4. The more you do it, the easier it gets!
5. Address shared purpose (We both want....)
6. Tell another person and ask them for advice