



# Bystander Responses to Discrimination Training

**Duration :** Up to 2-day workshop (6.5 hours per day)

**Delivery methods:** Group exploration and discussion led by facilitator. Individual exercises and group exercises. Presentation, questions and answer, practical exercises, case studies, problem solving.

## **Overview :**

Bystander Responses to Discrimination training provides participants with a thorough understanding of their role in creating and promoting a safe and welcoming work environment. Participants will learn how to identify the different facets of discrimination at work, explore their own biases related to discrimination and know how to respond if they encounter discrimination at work. This training can be taken independently, however, we highly recommend taking OEO's Bystander Intervention training first, to better understand the basics of bystander intervention strategies.

## **Enabling objectives**

**By the end of this training course participants will be able to :**

- ✓ Identify their own biases related to discrimination
- ✓ Understand and be able to articulate the difference between actual and perceived discrimination
- ✓ Understand how to respond if they encounter discrimination at work
- ✓ Identify situations in which further discussion and planning needs to take place in their own workplaces related to inclusion
- ✓ Create a plan for taking action after completion of the training

## **Who is this course for?**

This course is for employees who wish to adopt and foster a rich, diverse and inclusive workplace. Supervisors are encouraged to participate in this training as well in order to fully understand their role as active bystanders in relation to discrimination and inclusion.

## **Outline of Topics & Activities**

### **Module One: Understanding Discrimination**

- Defining Discrimination
- What counts as Discrimination?
- How to Recognize Discrimination in the Workplace



- Addressing Signs of Discrimination
- Impact of Discrimination in the Workplace

### **Module Two: Understanding Diversity at a Deeper Level**

- What is diversity and how does it apply to the workplace?
- Activity: How to begin developing a diverse workplace today - actions to take

### **Module Three: Understanding Stereotypes in the Workplace**

- Identifying your own stereotypes
- Activity: Review of case studies to identify stereotyping issues in the workplace
- Working with biases in the workplace

### **Module Four: How to Break Down the Barriers to Intervention**

- Identify barriers and biases
- Activity: How to develop solutions with stakeholders in order to overcome biases in the workplace

### **Module Five: Improving Communication Skills in the Workplace**

- Verbal communication cues and triggers
- How to listen effectively
- Activity: Review of case studies to identify verbal triggers for inclusive behavior in the workplace

### **Module Six: How to Improve Non-Verbal Communication Skills in the Workplace**

- Taking ownership of your communication skills
- How to read others' communication skills
- Activity: Why you shouldn't rely on non-verbal communication during job interviews

### **Module Seven: Sensitivity in the Workplace**

- How much is too much?
- Where do you draw the line?
- Activity: Accommodation in the workplace

### **Module Eight: Discrimination and How to Handle it**

- What to do if you experience discrimination or have to facilitate issues related to discrimination
- Strategies to prevent discrimination



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- Activity: Identify instances of discrimination and create plans for prevention and reconciliation

### **Module Nine: Managing Discrimination and Inclusion Complaints**

- Gather the facts
- Determine solutions for a positive outcome
- Activity: Review of sample sheets and conducting interviews

### **Module Ten: Conclusion and Overview**

- Review of Modules
- Creating a plan for workplace inclusion goals
- Activity: Discuss and create takeaways for action items