

DELEGATE

The Delegate approach involves finding someone else in a position of authority to intervene. This is a good option when you don't feel comfortable addressing the situation directly or the harasser is someone with more power within the hierarchy.

PRINCIPLES OF DELEGATE

- **Identify the right person:** Choose someone with the authority and responsibility to address the issue (e.g., supervisor, HR representative).
- **Provide context:** Briefly explain the situation and the bias you witnessed, ensuring the target feels comfortable with your involvement.
- **Offer support:** Let the target know you're available to provide any additional support needed.

"Excuse me, but I think this might be a good time for HR to get involved."

"I'm not comfortable in this situation, can you step in and address it?"

"I think this situation could benefit from a more objective perspective, can we involve someone from management?"

DELAY

The Delay approach involved offering support to the target of bias after the incident has occurred. Even if you weren't comfortable intervening directly, you can still make a difference by acknowledging the situation and offering help.

PRINCIPLES OF DELAY

- **Sensitivity and timing:** Wait for a calm and private moment to approach the target. Let them know you're there to listen without judgement.
- **Offer support and resources:** Acknowledge the bias they experiences and express your support.

"Hey, are you okay after what happened earlier? Would you like to talk about it?"

"That comment was disrespectful, is there anything I can do to support you?"

DOCUMENT

The Document approach involves recording details of the incident, if it's safe to do so. This can be helpful if the target decides to report the incident formally or if you need to report it yourself.



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Fair*

THE 5DS

This brochure offers practical strategies and tools to help individuals to recognise, address, and prevent inappropriate behaviour, creating a more inclusive and respectful environment for all.

By using the 5Ds of Bystander Intervention, you can find a method that suits the situation and your comfort level, and let's you take action against bias effectively.

DIRECT | involves addressing the situation head-on by speaking up against the inappropriate behaviour.

DISTRACT | aims to defuse the situation by diverting the attention of those involved.

DELEGATE | encourages seeking help from a third party, such as a manager or authority figure, to intervene.

DELAY | suggests checking in with the target of the harassment after the incident to offer support.

DOCUMENT | focuses on recording the incident to provide evidence if needed.



DIRECT

The direct approach involves confronting the harasser directly. This is a powerful way to challenge bias in the moment, but it can feel risky. Use it when the situation feels safe and allows for a private conversation.

PRINCIPLES OF DIRECT

- **Confidence and clarity:** Speak with confidence and clarity, avoiding accusations or personal attacks. Focus on the behaviour, not the person.
- **Safety first:** Assess the situation beforehand. If you feel unsafe, choose a different approach or enlist the help of others.
- **Be respectful:** even when challenging bias, maintain a respectful tone. The goal is to educate and promote change, not escalate the situation.

"Hey, that comment wasn't appropriate. Women in aviation are just as capable as men."

"Let's not make assumptions based on gender."

"I'm surprised to hear you say that. Everyone deserves respect in the workplace."

"This type of language isn't acceptable here, we need to be professional."

DISTRACT

The distract approach aims to de-escalate or disrupt the situation subtly. This is a good option when directly confronting the harasser feels risky or the situation already seems heated. The goal is to divert attention and create a chance for the tension to dissipate.

PRINCIPLES OF DISTRACT

- **Subtle shift:** Aim for a smooth transition that doesn't draw undue attention to the incident.
- **Focus elsewhere:** Introduce a new topic of conversation or suggest an activity that takes everyone's attention away from the bias.
- **Create space:** If possible, use the distraction as an opportunity to create space between the target and the harasser.

"Speaking of skills, did you see that incredible landing yesterday?"

"Let's take a quick break and come back to this with fresh minds."

"Have you seen the updated schedule for next week's flights?"