

Ethical Upstander Tools: The 6 D's

Direct to the Target

- Do not confront or engage with the harm-doer
- Ask the target if they are OK or want help
- Strike up a conversation with the target about anything
- Change the perceived norm by demonstrating respect and appreciation of the target
- Offer to move to a new location with the target; evacuate when necessary

Direct to the Harm-doer

- Describe what you observed
- Calmly and respectfully explain your concern
- Appeal to the harm-doer's sense of justice and fairness and to their strengths
- Offer suggestions for addressing the situation/making amends
- Be clear about what you will or won't do (offer to support their efforts to change; stop inviting them over if they refuse to change behavior; notify HR, etc.)
- Listen to their response (this can inform your next steps); allow time to reflect; continue dialog
- Model appropriate, respectful behavior; do not escalate into insults or violence

Distract

- Re-direct attention away from the target
- Re-position yourself between the harm-doer and target
- Change the topic with the harm-doer
- Ask for help or find a reason to separate the harm-doer and the target

Delegate

- Speak to other bystanders about what you observed and your concerns
- Be direct, make eye contact if you don't know the other bystanders
- Discuss what is happening, consequences of doing nothing, options for action
- Make a specific plan and clarify who is doing what
- Ask for help from adults, person in charge, police when there is a serious threat

Document

- Video, audio, photo, journal and offer as evidence to the target
- Include when, where, who
- Ethical considerations: don't use documentation to harm/humiliate targets
- If others are already videoing, find another way to help

Delay

- Wait for an appropriate time and place to respond
- Research to get clarity about what is going on
- Check in with the target(s) before responding
- Wait for help to arrive or for the people causing harm to leave
- Wait for the harm-doer to cool down
- Wait for you or the target to get in a safer position