

# Developing an Active Bystander Training Programme



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# Naomi

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**NHS**  
Health Education England



**NHS**

**Bolton**

NHS Foundation Trust



# Plan for today

- Understanding the need
- What we did
- The training
- Developing a strategy



# The Need

- Personally:
  - Lived experiences as a trainee
  - Ideas of how to improve, but no support or guidance
  - Feelings of isolation around dealing with these issues - wellbeing
  
- Network and projects:
  - People sharing their experiences – cathartic, building community
  - BUT...these things shouldn't be happening; how can we change behaviors?

# The Need

- NETS Survey EDI analysis report

# Results

## Q22.1 – Bullying and Harassment

The following characteristics would make you more likely to answer these questions as ‘Once or Twice’, ‘Occasionally’, ‘Frequently’ vs ‘Never’.

- Medics: 44.7%
- Women: 25.0%
- Not white/Caucasian: 94.9%
- Disabled: 53.2%
- Not being heterosexual: 60.6%

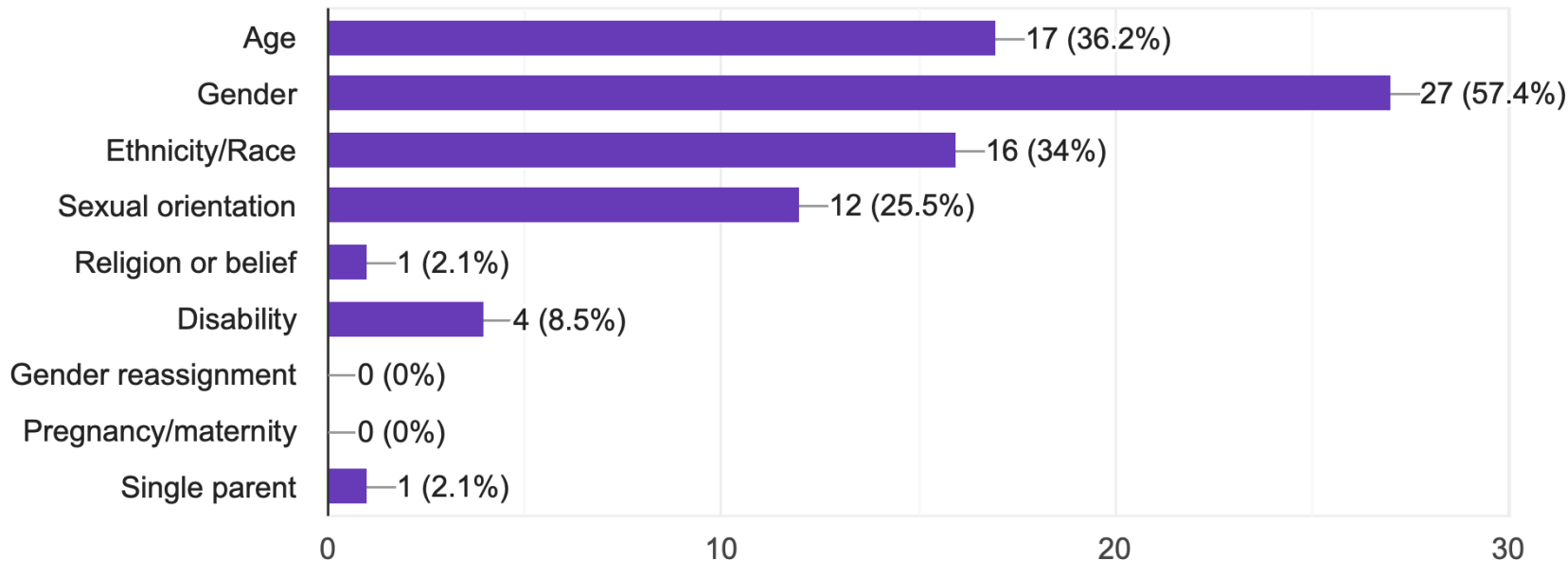
# The Need

- NETS Survey EDI analysis report
- NW Foundation School EDI Survey



Please tick any box if you have ever experienced microaggressions against you based on any of the following protected characteristics (a microagg...rd stigmatized or culturally marginalized groups")

47 responses

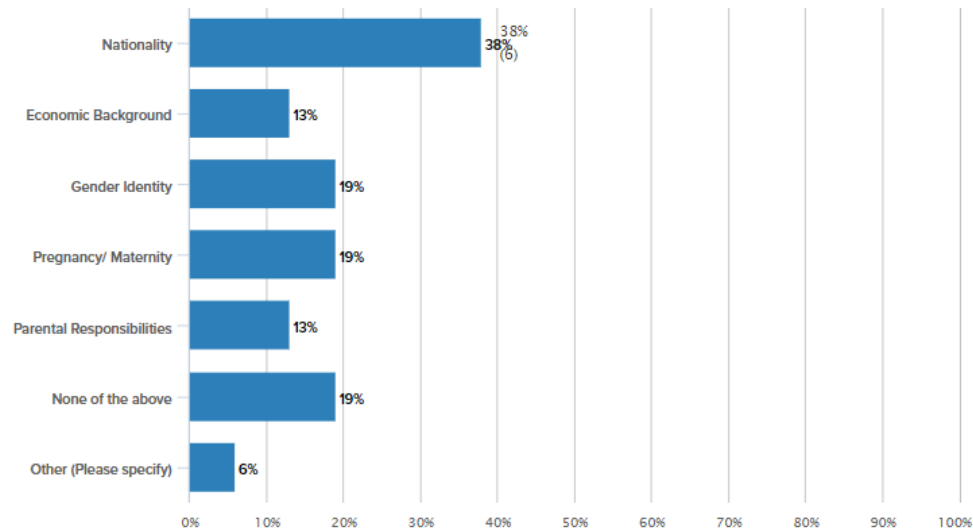
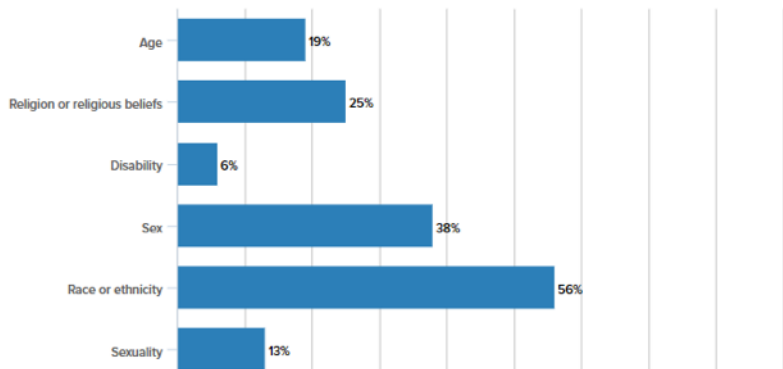


# The Need

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- School of Psychiatry Survey

# The Need

10. I have observed negative comments or abusive behaviour at work relating to my own or someone else's (Tick as many as apply):



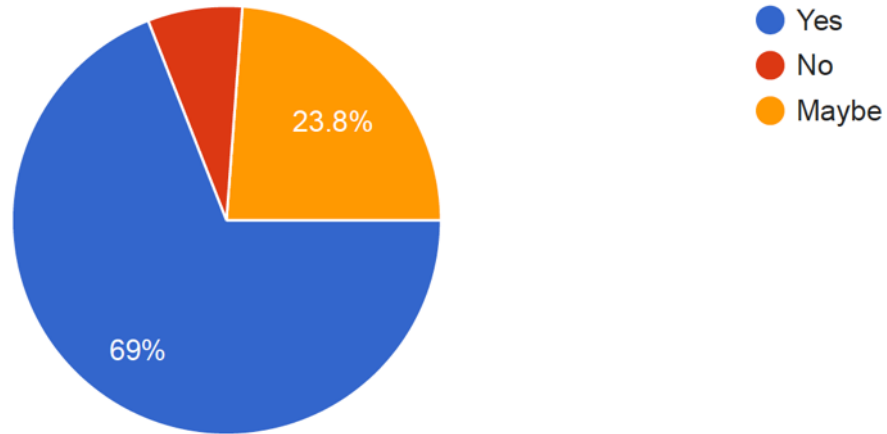
# The Need

- NETS Survey EDI analysis report
- NW Foundation School EDI Survey
- School of Psychiatry Survey
- Trust survey on trainees' experiences of racism

# The Need

Do you think [REDACTED] has an issue with attitudes towards international trainees?

42 responses



# The Need

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“Where are you REALLY from”



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“You have an English accent, surprisingly”

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Failure to use patients preferred pronouns in clinical documentation

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Failure to use patients preferred pronouns in clinical documentation

“You’re the first pretty F1 I’ve seen” (male nurse to female doctor)

- **What is a microaggression?**

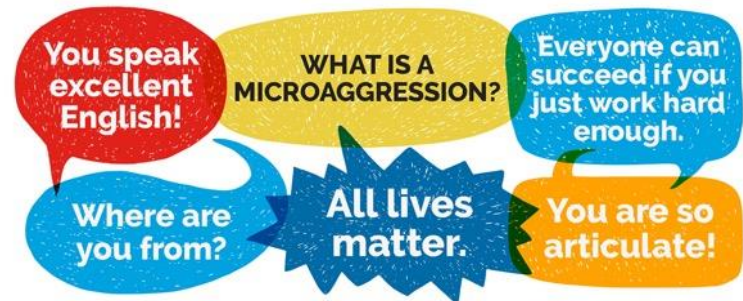
# Definition of Micro Aggression

A micro aggression is a term used for brief and common place daily verbal, behavioural, or environmental indignities, that communicate hostile, derogatory or negative prejudicial slights and insults towards any groups.



# What are micro aggressions?

- Insults, gestures and insensitive comments rooted in stereotypes
- Remarks, questions or actions
- Intentional or unintentional
- Often appear to be a compliment or a joke
- Contain a hidden insult about a group of people
- They happen casually, frequently and often
- Can be seen as a 'small incident' and brushed under the carpet



# Micro Aggression Terms

"I don't see colour"

"You speak so well"

"Where are you actually from"

"Wow you're transgender – you don't look it"

"Sorry wrong person"

"You don't look gay!"

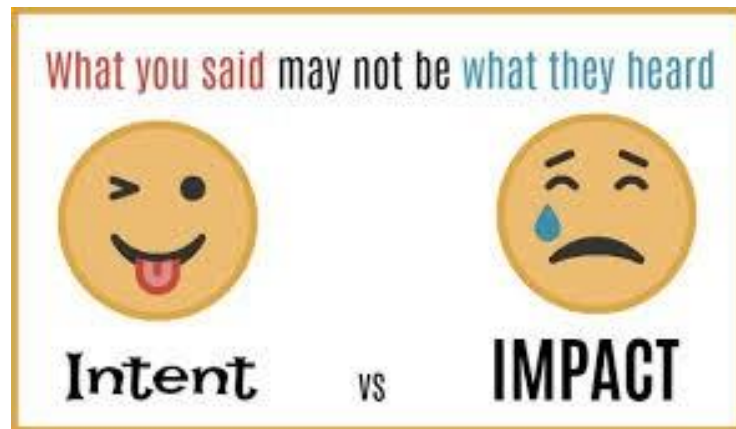
"Your name is hard to pronounce – can I call you this instead?"

"The way you've overcome your disability is so inspiring"



# Intention vs Impact

- Micro aggressions can be intentional or unintentional
- ‘I didn’t mean to upset you – I’m not racist’ ‘Why are you being so sensitive’
- The intention doesn’t change the effect
- **The focus should be on the impact**
- **Intent doesn’t supersede impact**
- **Communication and empathy**



# I've Committed a Micro aggression....

- Don't be defensive or make excuses
- Understand the hurt you have caused
- Actively Listen
- Let the other person talk first before you respond
- Offer a genuine apology **'how did I offend you because I don't want to do it to you or anyone else again'**
- 'Thank you for trusting me enough to bring this to my attention'
- Don't villainise a person for pointing it out
- Apply what you learn to similar circumstances in the future



- **What does active bystanding mean?**

- **What stops people intervening?**

# What we did

- Initial small pilot with The Active Bystander Company
- Commissioned an Educator Development and Cascade package
- Company backed out at last minute – copyright issues
- Developed our own training session (Naomi)

# Active Bystander

- Being aware of inappropriate behaviour then choosing to challenge it
- Developed on university campuses
- Providing skills and confidence to challenge and variety of methods



# Strategies

- “I” statements
- Use body language or appropriate uses of silence
- Appeal to social behavioural norms
- Get the rest of the team onboard, group intervention
- Appeal to empathy
- Appeal to friendship
- Create distractions

# Phrases to help you out

“The team needs you and expects more from you”

“I know you are better than that”

“You know that’s not ok”

“I’m happy to work with you to (care for this patient), but I won’t accept (derogatory language being used)”

“I’ve noticed ....., is there anything the team can do to help?”

“....., as your friend, I’ve got to tell you that lots of people don’t like.....”

“I know you wouldn’t intentionally offend anyone....”

“I wonder if you realise how that comes across”

“How would you feel if...”

“Most people I know don’t think its ok to...”

“People just don’t say that kind of thing anymore”

“It upset me earlier when I heard...”

“I don’t like (racist jokes), please don’t say that anymore”

“I don’t want you to....., I’m here to....”

“I don’t think that’s (funny)(respectful)(a kind thing to say)”

“Could you say more about what you mean by that?”



# Adopting a growth mindset

This is tough... So am I

This is challenging... Challenges help me develop new skills

This is getting frustrating... I'll keep trying, what could I do differently?

This has failed so far... Failures help me learn

I can't do this, I'm just one person... Find your team, engage key stakeholders

Maybe I'm no good at this, I don't like confrontation... Find inspiration, I can learn anything I put my mind to

# What we did

- Initial small pilot with The Active Bystander Company
- Commissioned an Educator Development and Cascade package
- Company backed out at last minute – copyright issues
- Developed our own training session (Naomi)
- Ran a Training the Trainer course – two days, anaesthetic and surgery trainees
- Planned cascade pilot

# The programme

- Pilot started this year across two sites – operating theatres
- Trainees delivering courses in pairs
- Diversity of trainees key to effective facilitation – lived experiences
- Trainee leadership and delivery – cascading learning
- Linking into trust programmes on incivility, bullying, harassment, wellbeing and cultural transformation
- Cultural audits before and after
- Trainees will deliver the full training the trainer course in wider pilot / rollout



# In summary...

- Culture in the learning environment is an increasing concern for many trainees
- Prejudice, stereotyping and “banter” are harmful, even when the intent was not to harm
- Being an active bystander, as well as being willing to be corrected can promote an inclusive, healthy culture
- Leadership is important
- Cascaded training involves trainees in developing solutions and provides valuable leadership and education experience

Any questions, thoughts or ideas?

