



Bystander Intervention Focus Group Questions

Note: The following questions have been developed to assist leaders in identifying the knowledge, understanding, and skills related to bystander intervention within the organization. Select those that fit your situation and modify or add to them as desired.

Introduction:

- What does bystander intervention mean to you?
- What are some examples of bystander intervention?
- How important do you believe bystander intervention is in achieving team success? Why?
- What are the potential benefits of bystander intervention in the workplace?
- Do you think bystander intervention is well understood in your organization?
- What does bystander intervention look like in your work environment?
- What do you believe are the main obstacles that prevent bystander intervention in the work environment?
- What role do you think individual accountability plays in promoting bystander intervention?
- How does bystander intervention impact a team?
 - Performance and innovation?
 - Trust and safety?
 - Team morale and cohesion?
 - Job satisfaction?

Individual Experiences:

- What is an example of a time when you experienced or witnessed bystander intervention?
 - Was this experience positive? How?
 - Was this experience negative? How?
- Have you ever experienced a situation where you felt you should maybe intervene but chose not to?
 - What factors influenced your decision?
 - What specific behaviors from colleagues or leaders encouraged or discouraged intervention in those instances?
- How has bystander intervention (or the lack of it) affected your sense of trust or safety within your team?
- What personal steps do you take to promote bystander intervention within your team?
- What training have you received related to bystander intervention?
- How often do you receive training related to bystander intervention?
- How effective do you believe training on practicing and promoting bystander intervention is?
 - For facilitating understanding?
 - Providing practical strategies for intervention?
 - Addressing barriers to intervention?
 - Empowering you to act confidently?

Climate and Impacts:

- In your opinion, how well does your current work environment promote bystander intervention?
 - How is it promoted?
- Are there particular areas or situations where you feel support for bystander intervention is lacking in your unit or organization?
- What are some examples of promotion and support for bystander intervention you have observed in your team or organization?
- How does the overall team climate affect your willingness to intervene as a bystander?
- What do you see as the most significant opportunities for improving support for bystander intervention in your workplace?
- What impact does bystander intervention have on reducing conflicts and misunderstandings in your team?
- In what ways do you think the organization supports or hinders bystander intervention?

Leaders and Policies:

- In your perspective, what is the role of leaders in promoting bystander intervention within:
 - Your team?
 - The work climate?
 - The organization or larger environment?
- What do leaders within your direct working environment do well to promote bystander intervention?
- In what ways do you feel leaders could better support bystander intervention?
- What changes or improvements do you think would help leaders to promote bystander intervention better?
- How well do you feel leaders in your organization model bystander intervention?
- How do leaders respond to bystander intervention within your team or organization?
- From your perspective and experience, how effective are current policies in promoting bystander intervention?
- From your perspective and experience, how effective are current policies in fostering a climate that supports bystander intervention?
- What are some ways your organization could better support bystander intervention within your organization?

Other Questions:

- What training or resources should be added or changed to improve bystander training?
 - How would these changes support individual bystanders?
 - How would these changes support reporting?
- What barriers do you see that prevent bystander intervention in your team or organization?
- How can team members support each other to promote bystander intervention?
- What additional steps can be taken to ensure that all team members feel a responsibility to intervene?
- What additional steps can be taken to ensure that all team members feel confident intervening as a bystander?
- How has bystander intervention changed over time?

- Since you began your service?
 - Since you first learned what bystander intervention is?
- How can technology or communication tools be used to support bystander intervention?
 - Promote awareness and increase skills?
 - Promote confidence in taking action?
 - Provide essential knowledge for how to effectively intervene?
- What metrics or indicators can be used to measure the effectiveness of bystander intervention in your team?