

OFFICIAL



**Scottish
Ambulance
Service**

Working in Partnership with Universities

Organisational
Development



Active Bystandership: Safe Spaces for Clumsy Conversations

Time to Learn Sprints

ELEVATE
your learning

OFFICIAL

Aim

The aim of the session is to empower participants to confidently navigate and facilitate discussions in the workplace, fostering a culture of respect, understanding, and inclusion while creating safe spaces to speak up against discrimination.

Objectives

- **Discuss what makes a safe space** and why speaking up matters
- **Recognise common barriers to intervention** and understand the emotional dynamics involved
- **Apply the 4 D's of Active Bystandership** to take safe, realistic action in challenging situations

Session time: 90 minutes

Session context

"Active Bystandership: Creating safe spaces for clumsy conversations" is a workshop designed to equip participants with the skills and confidence to address sensitive topics and moments of discrimination in the workplace. By exploring real-life scenarios and practicing constructive dialogue techniques, participants learn how to create a culture of respect, empathy, and inclusion. This session is essential for fostering healthier work environments where all voices are heard and valued, empowering allies to navigate challenging conversations with courage and compassion.

Through interactive discussions, break-out groups and reflective activities, participants will develop the skills and strategies necessary to address inappropriate remarks and behaviours with empathy, assertiveness, and kindness, ultimately creating safer and more inclusive work environments.

Creating Safe Spaces or clumsy conversations	
Session – Objectives Resources - Timings	
Session Welcome & Objectives Total time 90 minutes Objectives • Provide colleagues with a warm welcome • Set expectations for session Timings 0 hours 08 minutes Running total 0 hours 08 minutes	PPT1-4, (08 minutes total), roughly 2.5 mins each (total session time 90 minutes). Slide  • Introduce self and role • Thank them for attending • Advise group you are looking forward to providing an interactive session Slide 

Getting the most from the session

- This session works best when it's a conversation, not a lecture.
- Use the chat box, take part in group discussions, and feel free to make notes — especially on anything you want to try in real life.
- Remember: attending training gives you ideas — but real change comes from practice.

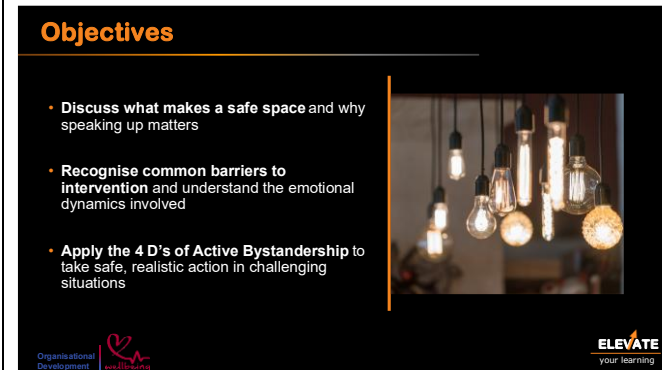
Explain

Today's session is about building your skills and confidence to create a safe, inclusive environment — where everyone feels able to address inappropriate behaviour with respect and clarity.

We'll explore small but powerful actions you can take when clumsy or uncomfortable moments arise, and how to respond in ways that support a positive culture.

Our focus is helping you feel empowered to speak up safely, using practical tools — whether that's addressing behaviour directly, distracting, seeking support, or following up later.

Together, we can help create workplaces where respect, inclusion, and psychological safety are part of everyday conversations.

Slide


Objectives

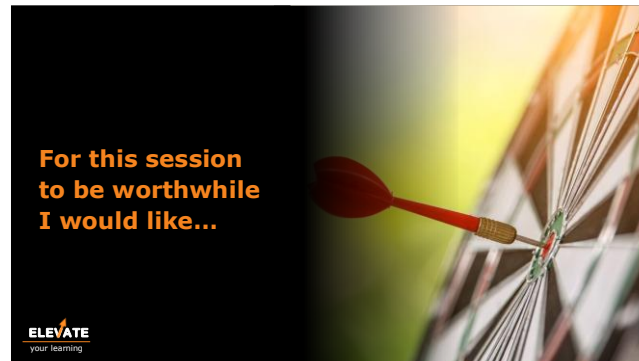
- Discuss what makes a safe space and why speaking up matters
- Recognise common barriers to intervention and understand the emotional dynamics involved
- Apply the 4 D's of Active Bystandership to take safe, realistic action in challenging situations

Organisational Development  **ELEVATE**
your learning

During todays session we will:

- **Discuss what makes a safe space** and why speaking up matters
- **Recognise common barriers to intervention** and understand the emotional dynamics involved
- **Apply the 4 D's of Active Bystandership** to take safe, realistic action in challenging situations

State: Now that you've heard the objectives of the session, I'd love to hear what you would like to get out of todays session.

Slide

Explore participants objectives where necessary

Ask

Ask the group if they have any additional questions deal with then move on.

Session Why speaking up matters! Objective • Discuss what makes a safe space and why speaking up matters • Recognise common barriers to intervention and understand the emotional dynamics involved Session timings 0 hours 15 minutes Running total 0 hours 23 mins	Session Positioning (this is for the facilitator only) This session explores why speaking up can feel uncomfortable — and how we can make it safer and easier to challenge inappropriate behaviour, even in clumsy moments. Slide What does a safe space mean to you in practice? • Encouragement to speak up — even if it feels clumsy or uncomfortable • Permission to make mistakes — learning is more important than perfection • Respect for all voices — especially when we see or hear something inappropriate • Support for taking action — even small actions make a difference • Empathy and listening — we assume positive intent when conversations are hard • Freedom from fear of retaliation — speaking up is valued and protected Organisational Development   Ask Before we dive into today's session, I want us to think about what a 'safe space' actually means in the context of this conversation — not just any safe space, but specifically when we're talking about being active bystanders and navigating clumsy conversations. • When you think about a space where you could speak up about something clumsy, uncomfortable or difficult — → What would need to be true for you to feel safe enough to do that? State: (then cover slide points) You've touched on a lot of what we'll be focusing on. Here's what we mean by a safe space in today's session: • Encouragement to speak up: We want people to feel safe to try — even if it feels clumsy, even if you're unsure. Speaking up isn't about being perfect; it's about being willing.
---	--

- **Permission to make mistakes:** It's okay to get it wrong sometimes. That's how learning happens. Mistakes are treated as opportunities to grow, not reasons for shame.
- **Respect for all voices:** Everyone's input matters. Even if you experience things differently, your voice is valued here.
- **Support for taking action:** Even small actions matter. We're not aiming for heroics — we're aiming for small, doable steps that can make a real difference.
- **Empathy and listening:** We assume good intent whenever we can, especially when conversations get difficult or emotions come up.
- **Freedom from fear of retaliation:** Speaking up is respected and protected here — not punished. We're building a space where people can feel confident to try.

Summary So in this session, bravery matters more than polish. We're here to practice, to explore, and to learn together — not to get everything right the first time.

Slide video 3 min 43 seconds



Explain

Before we move on, I'd like to share a short video from Wolverhampton University called Different Voices.

As you watch, imagine yourself as a bystander in these situations.

- How would you feel witnessing these interactions?
- What, if anything, would you want to do in that moment?

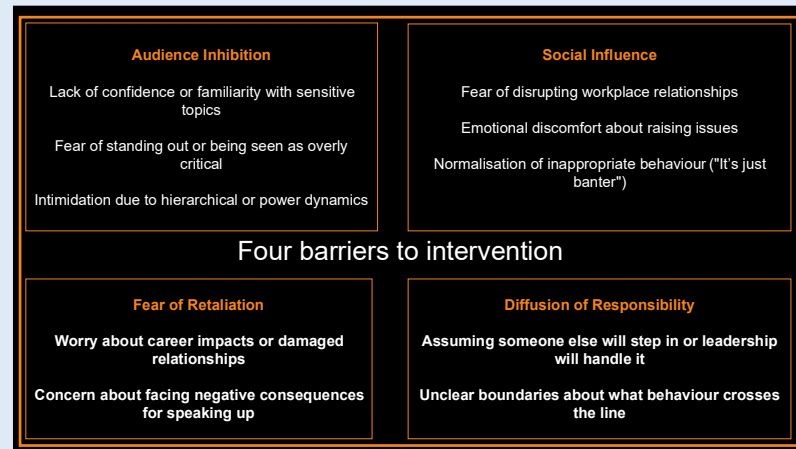
- Would you feel comfortable speaking up — or would you hesitate?**

(Show video)

[Link if needed: <https://youtu.be/mf8SrUOxfKE>]"

<https://youtu.be/mf8SrUOxfKE>

Slide



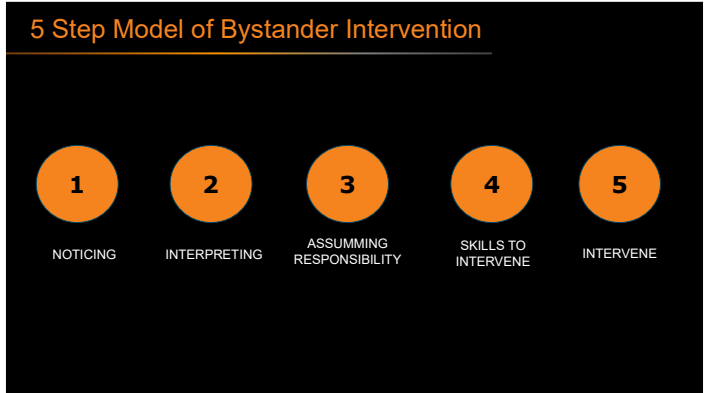
Ask

Before we get into what we can do when we see something wrong, I want to pause and ask you a question:

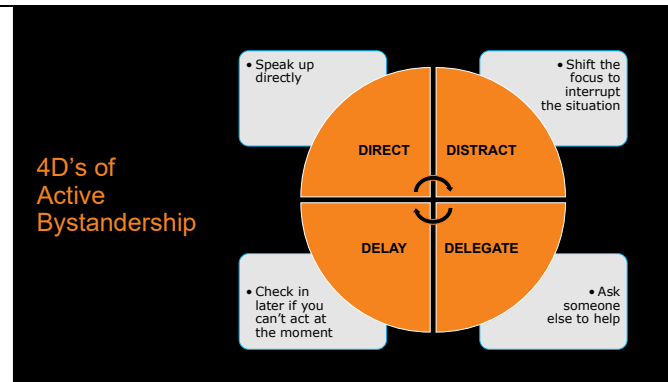
- What do you think might make it difficult for someone to speak up?

Feel free to shout out, or just share a word or phrase.

	Suggested responses Social Influence: The culture around us — what's seen as 'normal' — can make it feel risky to challenge behaviour. We worry about disrupting relationships or being seen as overreacting. Audience Inhibition: We might lack confidence, or fear standing out. Especially if we're unsure how to say something the right way — or if power dynamics are at play. Diffusion of Responsibility: It's easy to assume that someone else — a manager, HR, or a 'more confident' person — will step in. Sometimes we're just not sure it's our place. Fear of Retaliation: And of course, we might fear backlash — worrying about our career, our reputation, or even just feeling isolated afterwards. Wrap-up So if you've ever hesitated, that's completely normal, mostly everyone has. The good news is, there are lots of ways to step up safely — you don't have to confront everything head on – and you don't have to do it alone.
--	--

Session The 4D's Learning outcome • Apply the 4 D's of Active Bystanderism to take safe, realistic action in challenging situations Session timings 0 hours 55 minutes Running total 1 hours 23 minutes	Session positioning (This is for the facilitator only) This session has been designed to provide the participant the opportunity to explore real life examples of discrimination within the workplace and discuss the potential impact of this, what actions they could take to address this and the response they may get when they do so. Slide  Explain This model is based on research into bystander intervention, including work by psychologist Dr. Alan Berkowitz and others. It shows that stepping in isn't just a decision — it's a process. At each stage, something needs to happen, we need to notice the issue, recognise it as a problem, feel a sense of responsibility, and believe we have the skills to act. If any step is missed, intervention often doesn't happen. That's why today we're focusing on building awareness and skills — so that in real life, taking action feels not just possible, but doable.
---	--

	Slide notes: • Notice the event: First, we have to actually notice that something is happening — whether it's a comment, a joke, an action, or even a small microaggression. If we're distracted or uncertain, we might miss it. • Consider it a problem: Next, we need to register that what we've seen or heard is actually a problem — not just 'banter' or something to ignore. ○ This can be tricky — especially if others are laughing or brushing it off. • Feel responsible for dealing with it: Then, we must move from 'someone should say something' to 'maybe I need to say something.' ○ Diffusion of responsibility — thinking someone else will step in — is a huge barrier. • Possess the necessary skills to act: And finally, even if we feel responsible, we need to believe we can act. ○ That's where tools like the 4 D's come in — giving you different options depending on the situation. • Intervene— Finally, it's about taking action. ○ That might be direct, it might be more subtle — but any step you take can make a big difference. State So, we've talked about how stepping in is a process — noticing, recognising, feeling responsible, having skills... The final piece <i>is</i> actually taking action. To help with that, there's a simple, practical tool that gives you a choice of ways to respond depending on the situation." Slide
--	--

**Ask**

Has anyone heard of the '4 D's of Active Bystandership' before?

Explain

The 4 D's give you four different ways you can intervene when you see something inappropriate or harmful happening.

Not every situation calls for a big, direct confrontation — and not every person feels comfortable with the same approach.

- **Direct** – Speak up in the moment.
- **Distract** – Shift focus to interrupt.
- **Delegate** – Ask someone else for help.
- **Delay** – Follow up later if needed.

The 4 D's offer choices, so you can find an action that feels safe and manageable for you.

Slide

DIRECT ACTION

Taking immediate, visible steps to challenge the behaviour

- **Speak up:** Clearly name the behaviour and explain why it's not acceptable
- **Acknowledge the impact:** Point out if something feels uncomfortable or inappropriate
- **Show public support:** Stand visibly with the person affected
- **De-escalate strong emotions:** Help keep the conversation respectful and open
- **Use non-verbal signals:** Show disapproval through body language if speaking feels too risky
- **Withdraw approval:** Avoid laughing along with inappropriate jokes or comments
- **Use humour carefully:** Light humour can defuse tension — but use it thoughtfully
- **Seek backup:** Ask for help if you feel unsafe or if you need support addressing it

Explain

Sometimes, the most powerful thing you can do is take immediate, visible action to challenge inappropriate behaviour.

Direct action doesn't always mean a big confrontation — it can be small but still very clear."

Talk through the points briefly:

- **Speak up:** Name the behaviour. Say what you saw and why it's not okay.
- **Acknowledge the impact:** Highlight how it might make others feel, not just what was said.
- **Show public support:** Standing visibly with someone can send a strong, silent message that they are not alone.
- **De-escalate strong emotions:** Keep your tone respectful. Sometimes just staying calm can calm the whole situation.
- **Use non-verbal signals:** If you can't speak up safely, a frown, a shake of the head, or moving closer to the person affected can still make a difference.
- **Withdraw approval:** Don't laugh at offensive jokes. It quietly signals you don't agree.
- **Use humour carefully:** A well-placed joke can sometimes defuse tension — but be cautious.
- **Seek backup:** If you feel unsafe or unsure, it's okay to involve others who have more authority.

State to group:

"Direct action doesn't mean you have to be confrontational. It's about taking *any* visible step that makes it clear:

'This isn't okay, and we care about creating a respectful workplace.'"

Slide

DISTRACT

Shifting focus to interrupt the situation safely

- **Change the subject:** Steer the conversation somewhere else to break the moment
- **Create a diversion:** Interrupt with a new question, comment, or task
- **Move the target away:** Gently give the person being affected an exit from the situation
- **Diffuse tension:** Use humour or redirection carefully to lower the emotional heat
- **Use when direct action feels risky:** Distraction can help protect the target — or yourself — without confrontation

Say:

Sometimes, speaking up directly isn't the safest or most effective option in the moment — and that's where *distraction* comes in.

Talk briefly through the points:

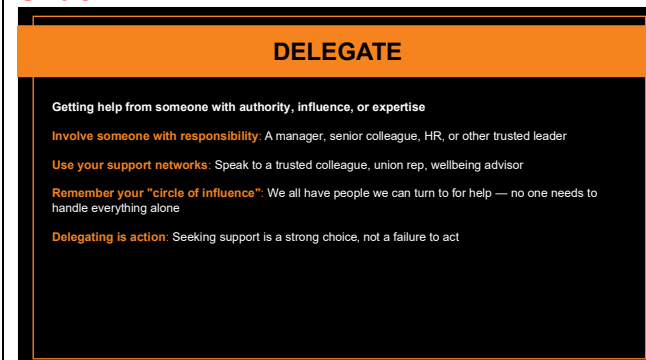
- **Change the subject:**
You can shift the conversation naturally onto something neutral — like a task, a deadline, or even a completely different topic — to break the momentum.
- **Create a diversion:**
Sometimes simply asking a question, introducing a new task, or creating a distraction can interrupt behaviour without any confrontation.

- **Move the target away:**
If you can, give the person being targeted a way out — invite them to join you for a task or a break.
- **Diffuse tension:**
Light humour or calm redirection can lower the emotional temperature in the room — but only if it feels safe and appropriate.
- **Use when direct action feels risky:**
Distraction is a powerful option when speaking up directly might escalate the situation or feel unsafe — it's still active bystandership, just in a different form.

State to group:

Distraction is a really valuable tool — it gives you an option that protects yourself and others, without needing to challenge someone head-on in the moment.

Slide



Say

Not every situation is ours to fix alone — and that's absolutely okay. Delegating is action — asking for help is a positive, powerful step, not a failure."

Talk briefly through the points:

- **Involve someone with responsibility:**
If you feel out of your depth, or if the situation needs more authority to address properly, involve a manager, senior colleague, HR, or another trusted leader.
- **Use your support networks:**
Don't forget the wider circle of support around you — a trusted colleague, union rep, wellbeing advisor — they're there to help.
- **Remember your "circle of influence":**
We all have people we can turn to. You're not expected to handle every situation by yourself. It's about knowing who you can involve and when.
- **Delegating is action:**
Speaking up and seeking help is still taking action. It shows that you're taking the situation seriously — and it can be the safest, smartest option depending on the circumstances.

State to group:

"Sometimes the bravest thing we can do is to *ask for help*. You're still being an active bystander — you're just bringing the right people into the conversation."

Slide



Say:

"Not all action has to happen in the moment. Sometimes, the safest or most effective intervention

	happens after things have calmed down. This is where Delay comes in — taking thoughtful action when you feel ready." Talk briefly through the points (in this recommended order): 1. Follow up later "Taking action once you feel safe or ready — whether it's later that day, the next week, or even beyond." • The key thing is that timing doesn't erase impact. Even delayed action can show support and shift future behaviours. • Some situations need space first — that's okay. 2. Support the person affected "Check in privately. Acknowledge what happened and ask how they are feeling." • It can be powerful simply to say, "I saw what happened — are you okay?" • Even if you didn't step in publicly, private support still matters. 3. Address the behaviour privately "Have a quiet conversation with the person who caused harm, if appropriate." • You might choose to privately explain why something was inappropriate once emotions have settled. • This can be less confrontational and more effective for reflection. 4. Share concerns with someone you trust "If needed, escalate the issue later through the right channels." • If direct action doesn't feel possible, or if the situation is serious, it's important to involve someone with authority. • You're not alone — escalation is sometimes the right and safest choice. 5. It's never too late to act "Even delayed support can make a real difference."
--	---

- Delayed action still sends a clear message:
 - "This behaviour is noticed."
 - "It's not acceptable."
 - "People are supported."
- It's better to act late than not at all.

Ask the group if they have any questions or comments then move on

Slide

Activity: What would you do?

In your groups: Read your scenario.

Discuss:
What's happening here?
Why might this be uncomfortable or inappropriate?

Choose one (or more) of the 4 D's to respond:
 → **Direct** – Speak up directly
 → **Distract** – Interrupt or shift the situation
 → **Delegate** – Get support from someone else
 → **Delay** – Follow up later

Plan:
 → What might you say or do?
 → What challenges might you face?
 → How could you manage them?

Be ready to share one idea back with the group



ELEVATE
your learning

Activity: What would you do?

Introduce the Activity:

- "Now we're going to put everything we've talked about into practice."
- "You'll work together in small groups. Each group will be given a real-world scenario — based on the kinds of clumsy, uncomfortable, or inappropriate moments that can happen at work."

Explain Instructions:

- "Start by reading your scenario carefully."

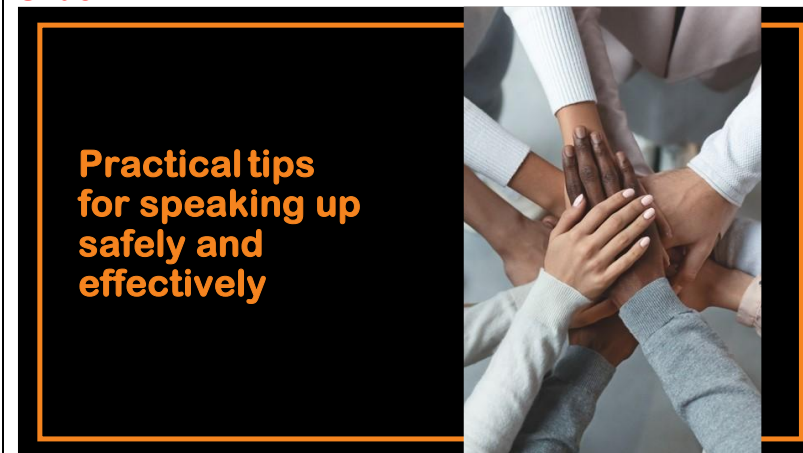
- "Then have a discussion: What's happening here? Why might it be inappropriate, uncomfortable, or harmful?"
- "Once you've discussed that, choose one (or more) of the 4 D's — Direct, Distract, Delegate, or Delay — that could be a good way to respond."
- "Think practically: what exactly could you say or do?"
- "Consider what might make it challenging to act and how you could manage or overcome that."

Set Expectations:

- "Each group will be asked to share *one idea* back to the wider group."
- "Don't worry about having a 'perfect' answer — the focus is on practicing how to think through these situations."

Timing Guidance:

- Allow **12–15 minutes** for discussion and planning, depending on how much time you have left.
- Give a **2-minute warning** before asking them to wrap up.

Slide

Explain

Thank you for the brilliant conversations — it's clear there are lots of ways to approach these situations depending on the context.

What's important is that there's no 'one size fits all.' Sometimes speaking up directly feels right, sometimes it's safer or more effective to distract, delegate or delay.

Now that we've explored the 4 D's in action, I'm going to share some final practical tips you can take away — tools you can keep in your back pocket whenever you need them.

Slide**Bystander toolkit: Direct Action****Body language matters:**

Use calm, non-verbal signals like frowning, raising an eyebrow, or standing up if seated to show quiet disapproval. (Avoid pointing or aggressive gestures.)

Use their name to get attention:

Calmly say the person's name before raising your concern. Using a name first helps make people more likely to listen and take you seriously.

Ask a question to open a conversation:

Example: "Can I just check — do you think that comment is appropriate? Maybe we can talk about that?"

Option to State your points clearly and up front:

Example: "There are a couple of things I'd like to raise.

Firstly... Secondly..." Structuring your points helps you stay calm and makes it harder for others to interrupt.

Explain:

Sometimes the simplest and most effective way to intervene is to be direct — but direct doesn't have to mean aggressive or confrontational. It's about being clear, respectful, and calm.

Body Language Matters

"Sometimes it's what we don't say that speaks the loudest. Calm, non-verbal cues like frowning slightly, raising an eyebrow, or simply standing up if you're seated can show disapproval without needing words.

	Avoid pointing or aggressive gestures, as these can escalate a situation rather than de-escalate it." Use Their Name to Get Attention "Using someone's name first helps focus their attention. It gives you a natural way to pause the conversation and lets the person know you're serious, without needing to raise your voice." Ask a Question to Open the Conversation "You don't always have to come in with a heavy statement. Sometimes asking a genuine question can invite reflection and open the door to a more productive conversation. For example: 'Can I just check — do you think that comment is appropriate? Maybe we can talk about that?'" Option to State Your Points Clearly and Up Front "If you have more than one concern, it can help to structure it clearly at the start. Saying something like: <i>'There are a couple of things I'd like to raise — firstly... secondly...'</i>, keeps you calm and organised, and makes it harder for others to interrupt or derail the conversation." State So remember — being direct doesn't mean being harsh; it's about being calm, clear, and giving the other person a respectful chance to reflect or change." "Of course, not every situation feels safe enough for direct action — and that's where distraction can be a really useful tool."
--	--

Slide

Bystander toolkit: Distraction**Shift focus onto work tasks:**

- Calmly redirect the group's attention back to the task or project.
- This breaks the moment without confrontation.

Example: "Let's just bring our focus back to the project for a second — where are we all up to?"

Use "let's" to sound inclusive and natural:

- Saying "let's" makes it sound like a group action rather than a personal challenge.
- It encourages cooperation without sounding like an order.

Example: "Let's have a quick look at this before we move on to anything else."

Use "why don't we..." for a softer lead:

- "Why don't we..." sounds like a gentle suggestion — great if people are feeling tense or confused.

Example: "Why don't we just check in quickly on where we're at?"

Explain:

Sometimes a direct challenge might feel too risky — especially if emotions are high or power dynamics make it hard to speak up safely.

In those moments, distraction offers a safer way to interrupt and protect either the target — or yourself — without causing confrontation.

Cover slide points:

- **Shift focus onto work tasks:** Calmly redirect the group's attention back to the task or project at hand. This helps break the moment without escalating tensions.
Example you could say: "Let's just bring our focus back to the project for a second — where are we all up to?"
- **Use "let's" to sound inclusive:** Saying "let's" frames it as a group action, not a personal criticism. It sounds natural and encourages cooperation.
Example: "Let's have a quick look at this before we move on to anything else."

- **Use "why don't we..." for a softer lead:** If people seem tense or confused, "why don't we..." sounds like a gentle suggestion rather than a demand.
Example: "Why don't we just check in quickly on where we're at?"

Summary:

Distraction is a really valuable tool. It doesn't confront the person directly, but it still protects the culture and gives you a way to take action safely.

Slide

Bystander toolkit: Delegate

When speaking up directly isn't safe or possible:

- You can ask someone with more authority, influence, or experience to step in.
- It's not "telling tales" — it's helping to keep people safe and respectful.

How to raise it carefully:

Example:

- "I'm not sure if I'm doing the right thing here, but I thought it was better to say something than say nothing."
- "If you feel it's not something I should have raised — just let me know. But here's what happened..."

Advanced technique — Make it sound obvious:

Start with phrases like:

- "You and I both know that..." or
- "I'm sure I don't need to tell you that..."

This frames your point as shared common sense — not up for debate.

Explain:

Sometimes speaking up directly isn't the safest or most effective option — and that's okay. Delegation means recognising when someone else is better placed to act, and using the support networks available to you.

Cover the slide points:

- **When speaking up directly isn't safe or possible:**
You can ask someone with more authority, influence, or expertise — like a manager, senior colleague, HR, or union rep — to step in.

And crucially: **it's not telling tales**. It's about keeping people safe and maintaining a respectful environment.

- **How to raise it carefully:**

You can frame your concern gently to show you're trying to do the right thing.

Example you could say:

"I'm not sure if I'm doing the right thing here, but I thought it was better to say something than say nothing. If you feel it's not something I should have raised, just let me know — but here's what happened..."

- **Advanced technique — Make it sound obvious:**

You can also make your concern feel like shared common sense by using phrases like:

→ "You and I both know that..." or

→ "I'm sure I don't need to tell you that..."

This frames the issue as something that isn't really up for debate — it just needs to be addressed.

Summary:

Delegating isn't a weakness — it's a **smart action**. It shows you're taking the situation seriously and protecting others, even if you're not the one intervening directly.

Slide

Handling Reactions and Emotions

When you speak up, emotions are normal — for you and others

- Some people may get defensive, minimise what happened, or shut down.
- You might feel frustrated, anxious, or disappointed — and that's okay.

Tips for Managing the Moment:

Stay calm and respectful — even if others don't.

Focus on your purpose — a respectful and safe environment.

Give people space — not everyone can respond immediately.

If needed, redirect or set boundaries — it's okay to protect yourself.

Remember:

Speaking up isn't about being perfect — it's about making a positive difference

Explain

So far, we've focused on building the confidence and skills to take action. But the truth is, even when we act thoughtfully, emotions can still run high — for us, and for others.

Before we finish, I want to spend just a minute on what can happen emotionally — and how you can manage that if it does."

Slide Notes (for presenting what's on screen):

When you speak up, it's completely normal for emotions to surface — from the person you're speaking to, the person affected, and even yourself.

- "You might see defensiveness, minimising, or even people shutting down."
- "You might *feel* things like frustration, anxiety, or disappointment — and that's okay. It doesn't mean you've done something wrong."

Managing the Moment:

- "The key is to stay calm and respectful, even if others don't."
- "Keep focused on your purpose: creating a respectful, safe environment."
- "Give people space. Sometimes people need time to process feedback — they might not respond positively right away."
- "And if needed, it's okay to redirect the conversation, or set clear boundaries to protect yourself or others."

Final Message to Emphasise:

"Remember: This is not about being perfect.

It's about making a positive difference — one small action at a time.

Slide

Silence is the
voice of
complicity

State

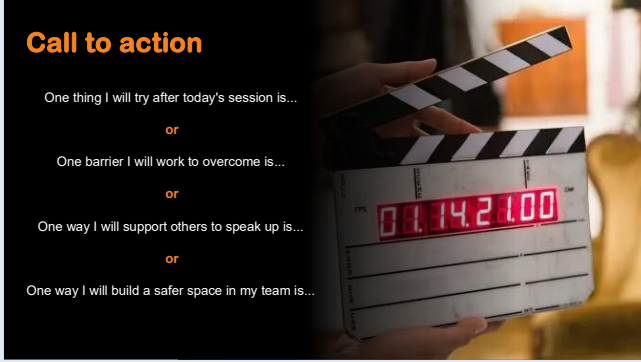
As we near the end of today's session, I want to bring us back to something we talked about at the very start:

Creating safe spaces doesn't happen by accident — it happens when we *choose* to take action, even when it's uncomfortable."

Slide Notes for Delivery:

- We know speaking up isn't always easy. It takes bravery, practice, and a willingness to be clumsy sometimes.
- That's why we spent time today building your options — with the 4 D's toolkit — because even a small action is powerful.
- When we stay silent, even unintentionally, it can be seen as acceptance. Silence can allow inappropriate behaviour to continue unchallenged.
- You don't need the perfect words or a perfect moment — you just need to choose *some* form of action that feels safe for you.
- Whether it's Direct, Distract, Delegate, or Delay, every small step you take helps create safer spaces for everyone.

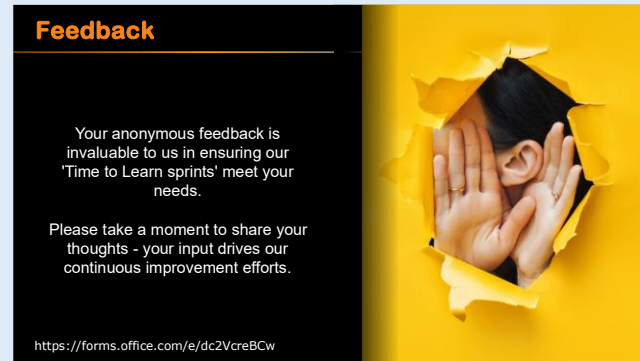
Speaking up isn't about confrontation — it's about connection, courage, and creating change, one conversation at a time.

Session Feedback, summary, Close Session timings 0 hours 7 minutes Running total 1 hours 30 minutes Resources Feedback e-mail prepared and ready to send.	Slide  Call to action One thing I will try after today's session is... or One barrier I will work to overcome is... or One way I will support others to speak up is... or One way I will build a safer space in my team is... Full session summary & Check-out In today's session, you've explored the challenges and emotions involved in speaking up when something isn't right. We've looked at practical approaches — using the 4 D's — to take action safely and realistically, even when it feels uncomfortable. By empowering ourselves and supporting each other to speak up, we can build an environment where everyone feels respected, included, and valued. Together, we can help create a workplace culture that embraces diversity, promotes fairness, and ensures dignity for all. Before we finish, I'd like to give you a moment to reflect. On the screen, you'll see a few check-out prompts. Take a minute to choose one or two that stand out to you — and think about what action you want to commit to after today's session.
---	---

You don't need to share your answers out loud unless you want to — this is mainly for you to capture what feels meaningful.

Remember: even small actions help create change.

Slide



We value your feedback, can you please open the link provided and complete the feedback for the session. There are only 4 questions and we would love to hear what you thought, and what could make the session ever better

Action

Copy and paste the link to our MS Forms site and ask the delegates to complete this prior to closing the session. **Thank the group and close the session.**