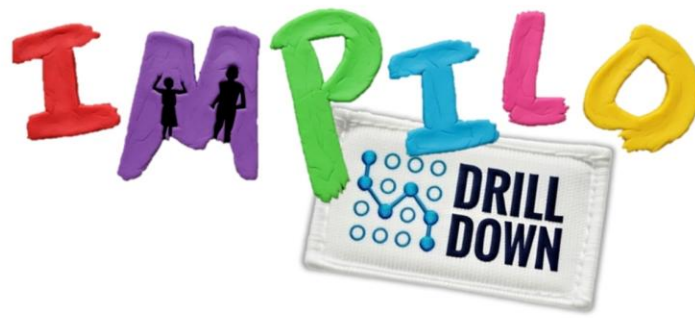




RESILIENT FAMILIES, SAFER WORKPLACES & COMMUNITIES

One-Day Practical Skills Workshop

Together, we always find a way.



STEPPING UP SAFELY

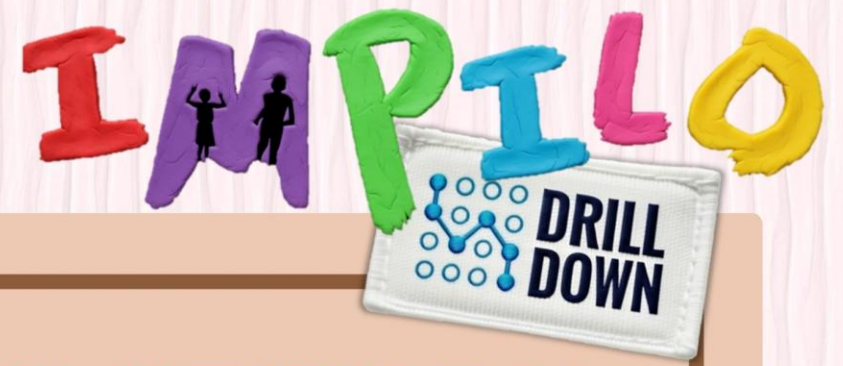
The 5 D's Upstander Framework



Session 2



RESILIENT FAMILIES, SAFER WORKPLACES & COMMUNITIES



BY THE END OF THIS SESSION YOU WILL BE ABLE TO:



- Explain the five options in the 5 D's Upstander Framework.



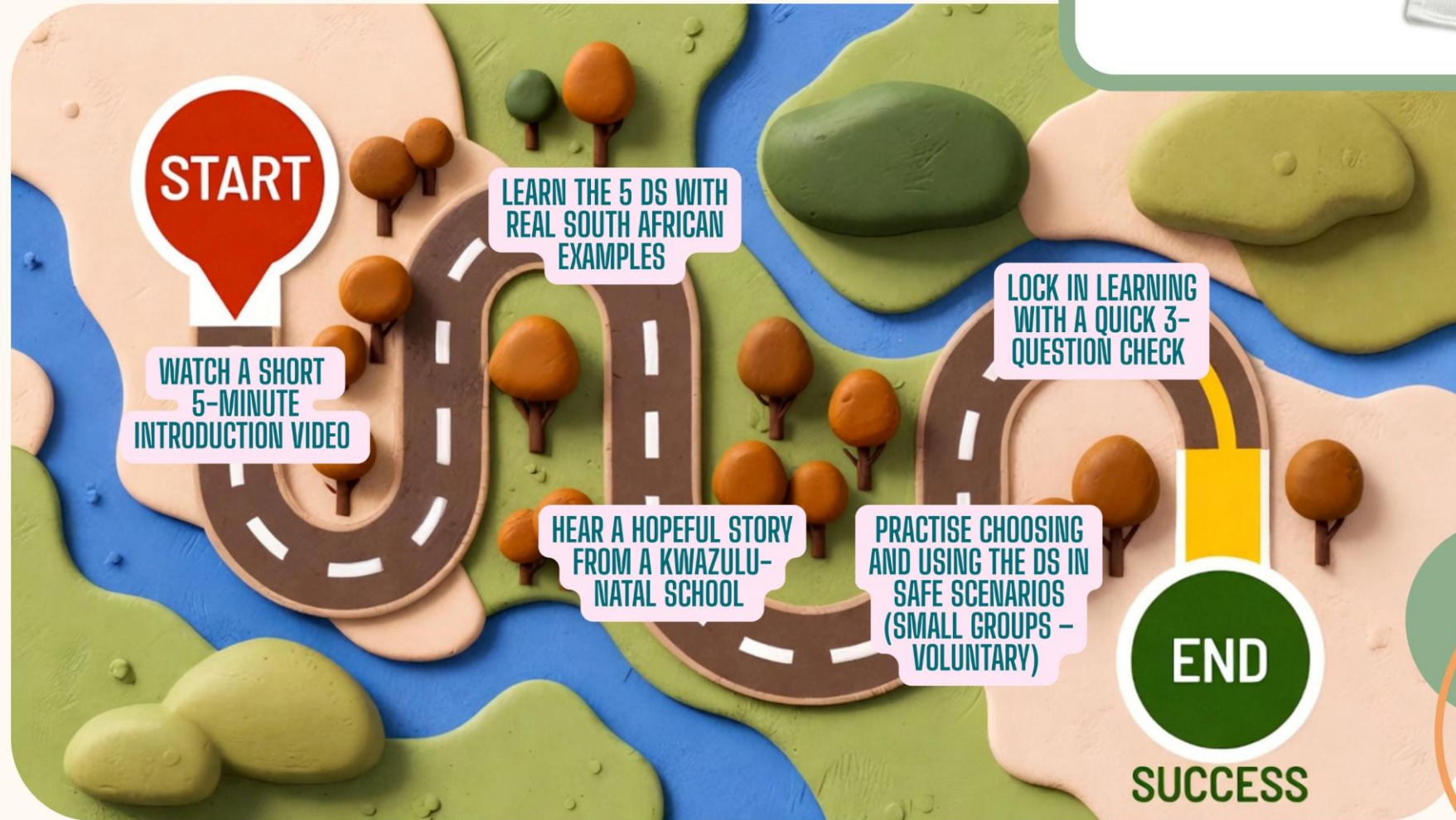
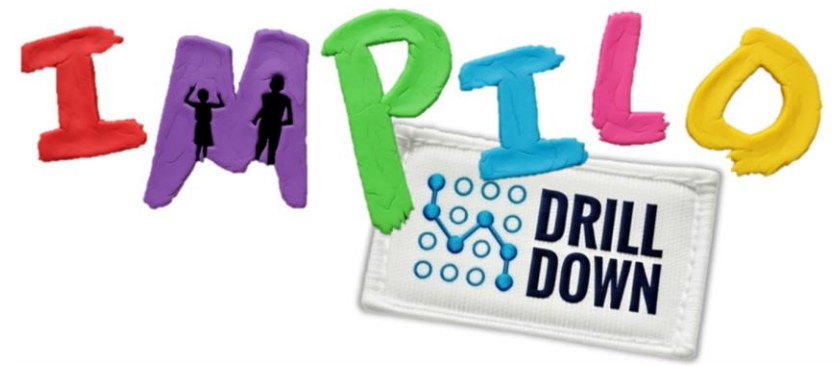
- Choose the safest and most appropriate D for different real-life situations.



- Practise at least two intervention approaches in a safe setting.



SESSION ROADMAP

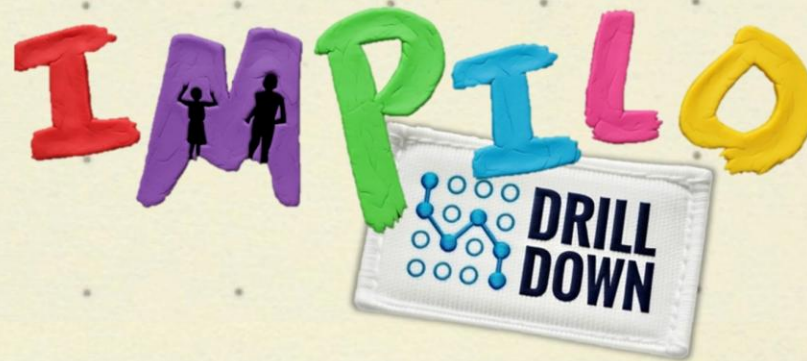


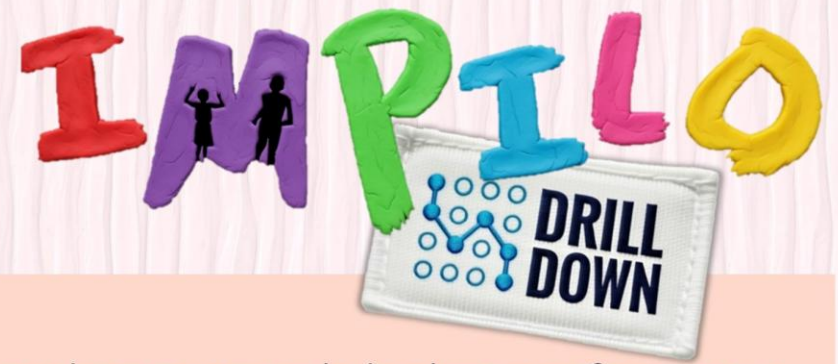


PLAY VIDEO

WHAT STOOD OUT TO YOU?

Turn to the person next to you for just 30 seconds and share one thing that stood out in the video.





RECLAIMING AGENCY WITH CARE

We use the word Upstander because it is active and empowering. It says: I see something, and I can choose to act in a way that helps, without making the situation worse.

The most important rule is always safety - your safety and the safety of the person you are concerned about. You never have to use every D. You choose the D that fits the moment, your position, and what feels safest.

A stylized illustration of a purple silhouette of a person running towards the right. They are running through a large, multi-colored archway composed of segments in yellow, orange, red, pink, purple, blue, and green. The background features vertical blue and grey stripes and a large, light beige abstract shape. In the bottom right corner, there are concentric orange circles and a dark grey circle.

THE ENCOURAGING TRUTH

THE 5 D'S UPSTANDER FRAMEWORK

Five practical options. Safety first.

- **Distract** – Create a safe interruption.
- **Delegate** – Bring in someone better placed.
- **Document** – Record factually and safely.
- **Delay** – Check in later when safer.
- **Direct** – Speak up clearly when safe.



DISTRACT – CREATE A SAFE INTERRUPTION

Break the moment without direct confrontation.

Examples:

- “Sorry to interrupt, but can I borrow you for a quick second?”
- Starting a casual conversation that changes the energy.

When useful: Meetings, family gatherings, public spaces, workplaces.



DELEGATE – BRING IN SOMEONE BETTER PLACED

You are not abandoning the situation, you are getting the right support.

Examples:

- Speak privately to a manager, HR, security person, trusted elder or principal.
- Call a helpline or involve someone with authority or skill.

This is often the safest and wisest choice when you are unsure or alone.



DOCUMENT – RECORD FACTUALLY AND SAFELY

Keep a private note of times, what was said or done, and witnesses, if it is safe to do so.

This can be very helpful later if the person needs support or if formal steps are taken. You do not have to show it to anyone immediately.



DELAY – CHECK IN LATER WHEN IT IS SAFER

After the moment has passed, you can ask privately:

Examples:

“I noticed things seemed difficult earlier. Are you okay? I’m here if you want to talk.”

This is often very powerful and low-risk.



DIRECT – SPEAK UP CLEARLY WHEN IT IS SAFE

Use clear, calm words when you have position, backup or it feels safe.

Examples:

- “That’s not okay.”
- “Please stop.”

Direct action works best when you are not alone or when you have authority in the situation.



MRS DLAMINI & THANDI

PRIMARY SCHOOL IN KWAZULU- NATAL

One teacher's careful choice of the right D's protected both a colleague and a child. She did not try to be a hero — she chose what was safest and most effective.

Mrs Dlamini, a senior teacher, noticed that one of her colleagues, a younger teacher named Thandi, was receiving constant calls and messages during school hours. Thandi would step outside looking anxious and return looking smaller. Mrs Dlamini also saw Thandi's young son become very quiet and clingy when his mother was on the phone. Mrs Dlamini did not confront anyone directly. She chose to **Delegate** - she spoke privately to the principal and **Documented** the pattern of calls she had observed. Together they created a safe plan. They also offered Thandi a quiet check-in using **Delay**.

With the school's support and a referral to a local family organisation, Thandi received help early. Her son's confidence returned, and Thandi later said that knowing someone had noticed without making things worse gave her the courage to accept support.



THE BEAUTY OF THE 5 D'S

You do not have to do everything. You do not have to do it alone. You choose what is safe and what fits.



**That is real strength and it is how we build
safer workplaces and families together.**

BEFORE WE PRACTISE TOGETHER

Let's take one steady breath together,
in through the nose,
out through the mouth.

This simple pause helps us stay clear-headed and compassionate, just as many of our elders did before important family or community conversations.



THE FIVE D'S

-  **Distract** Create a safe interruption
-  **Delegate** Bring in someone better placed
-  **Document** Record factually and safely
-  **Delay** Check in later when safer
-  **Direct** Speak up clearly when safe

NOW WE WILL PRACTISE CHOOSING AND USING THE D'S

On the screen are two short, realistic South African scenarios. One from a workplace and one from a family or community setting.

ACTIVITY



- Work in small groups.
- Pick one scenario.
- Decide together which D or combination feels safest and most appropriate.
- Practise what you would actually say or do for 3–4 minutes.



Participation is completely voluntary. If you prefer to observe and listen, that is perfectly fine and very helpful. Observers often give the best feedback. No one has to act out anything that feels uncomfortable. We are practising skills, not real situations.

WORKPLACE SCENARIO

OFFICE / RETAIL MANAGEMENT SETTING



What signs do you notice?

In a busy office or retail management meeting in Johannesburg, you notice a more senior colleague repeatedly interrupting, undermining and controlling a team member.

They dismiss the team member's ideas publicly, check their work excessively and make decisions about their tasks without consultation.

The team member looks smaller each time and seems anxious. A junior colleague nearby also looks unsettled.

- Which D or combination feels safest?
- What would you actually say or do?



FAMILY / COMMUNITY SCENARIO

COMMUNITY / FAMILY SCENARIO – SCHOOL EVENT



What signs do you notice?

At a school prize-giving, sports day or family gathering (e.g., braai), you notice one adult being isolated and spoken to in a controlling way by their partner.

There is constant questioning about where they have been and who they spoke to, along with subtle put-downs.

Their young child nearby is very quiet, clingy and watching anxiously.

- Which D or combination feels safest?
- What would you actually say or do?

THE FIVE D's



Distract

Create a safe interruption



Delegate

Bring in someone better placed



Document

Record factually and safely



Delay

Check in later when safer



Direct

Speak up clearly when safe





BRINGING IT BACK TOGETHER

- What D or combination did your group choose and why did it feel right?
- What did you notice about how the words or actions landed?

The beauty of the 5 D's is that they give us choices. You do not have to do everything. You do not have to do it alone. You choose what is safe and what fits. That is real strength and it is how we build safer workplaces and families together.



THERE IS OFTEN MORE THAN ONE GOOD OPTION



QUIZ!

To help us lock in what we've learned



Can you name all five D's in the Upstander Framework?



Which D might be the safest choice if you are alone or unsure about the situation?



Why is documenting what you see (in a safe, private way) still valuable even if you choose not to intervene directly at the time?



**YOU NOW HAVE FIVE CLEAR,
PRACTICAL OPTIONS AND THE
WISDOM TO CHOOSE THE
SAFEST ONE FOR EACH
SITUATION.**

This is how we step up without making things worse and how we protect children and strengthen families in our workplaces and communities.



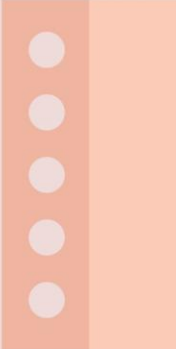
EXCELLENT WORK IN THIS SESSION



THE FULL RESOURCE PACK
WITH MORE EXAMPLES,
SCRIPTS AND NATIONAL
SUPPORT NUMBERS WILL BE
EMAILED TO YOU AFTER THE
WORKSHOP, ALONG WITH
YOUR CERTIFICATE OF
ATTENDANCE

LET'S TAKE A SHORT
COMFORT BREAK BEFORE
WE MOVE INTO SESSION 3

HOLDING SPACE WITH
HEART: SUPPORTIVE
RESPONSES TO DISCLOSURE



You now have five clear, practical options
and the wisdom to choose the safest one for
each situation.



WELL DONE, EVERYONE