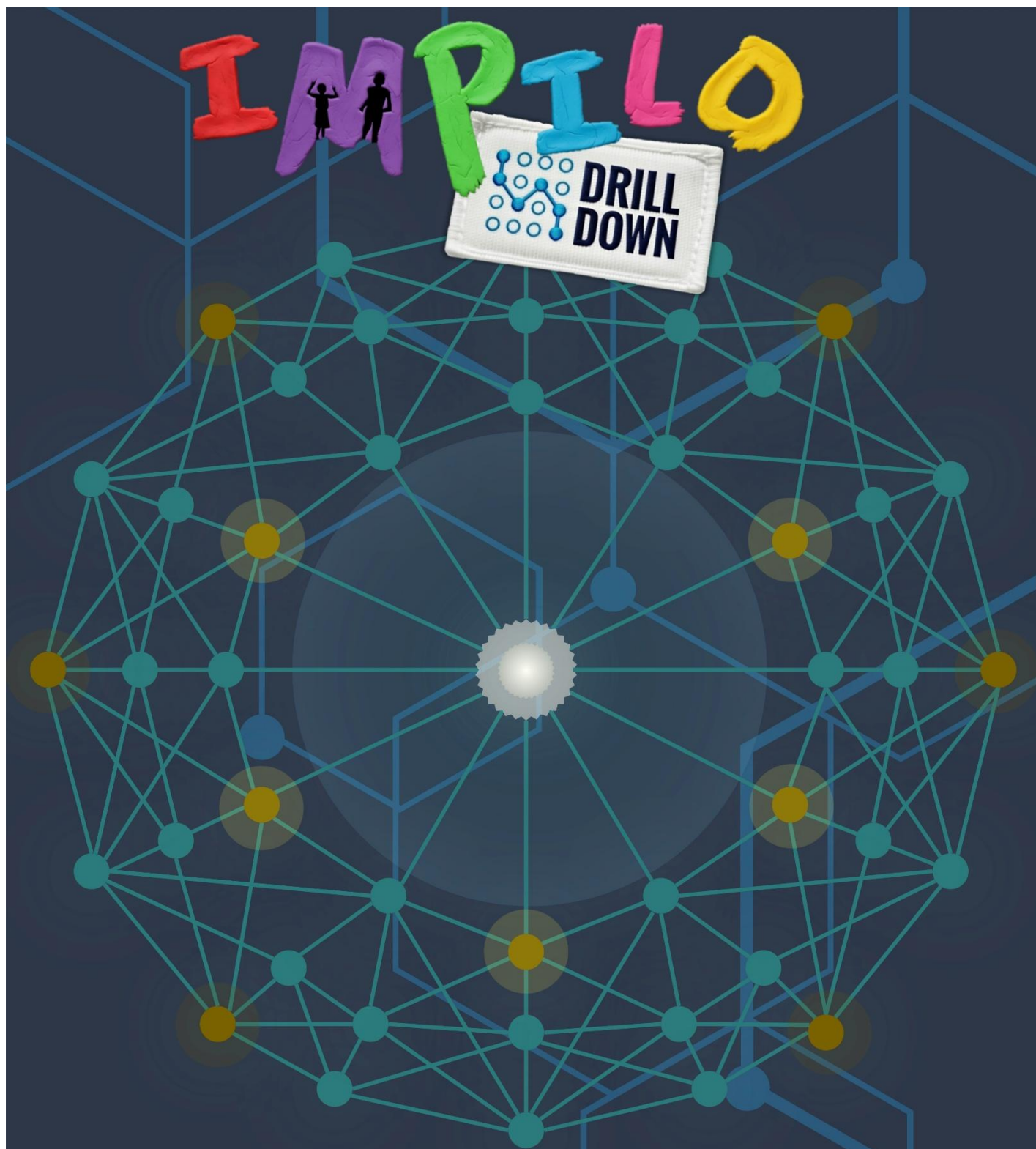
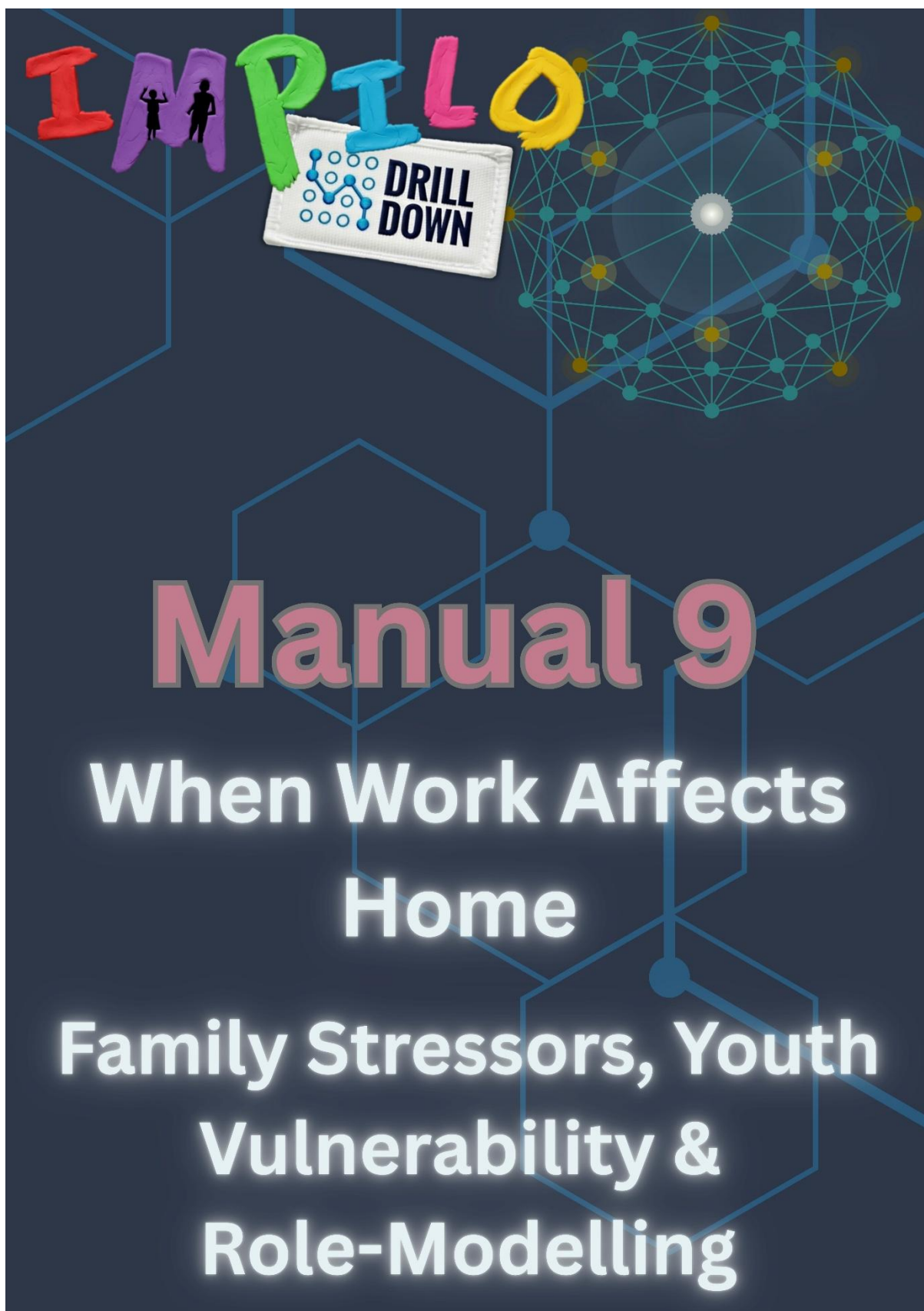




Module 9

PRACTICAL SKILLS FOR SAFER WORKPLACES AND STRONGER FAMILIES



SECTION 1: DESCRIPTION OF THE MODULE'S FOCUS

This module explores the powerful connection between workplace dynamics and home life, helping you recognise how GBV, bullying, and coercive control experienced or witnessed at work can spill over into family relationships. You will learn to identify signs that a colleague may be struggling with family stressors, understand how your own workplace behaviour influences children and youth in your life, and discover practical ways to strengthen protective factors for families. Through realistic banking scenarios and supportive tools, this module empowers you to respond with care and model the kind of respectful, psychologically safe behaviour that helps break intergenerational patterns of harm.

HOW THIS MODULE BUILDS ON PREVIOUS LEARNING AND CONNECTS TO THE OVERALL PROGRAMME

This module builds directly on the foundational skills developed in earlier modules — recognising harmful dynamics (Module 1), building psychological safety (Module 2), adopting an upstander mindset (Module 3), and responding effectively to disclosures and bullying (Modules 4–6). It also extends the leadership and scenario application from Modules 7 and 8 by focusing on the real-world ripple effects into employees' homes. In the broader programme, Module 9 bridges workplace safety with family wellbeing, reinforcing the programme's core goal of creating safer workplaces and stronger families across South Africa's diverse banking workforce.

BRIEF NOTE ON THE FIVE VIDEOS AND HOW THE MANUAL SUPPORTS THEM

The five videos in this module bring these concepts to life through relatable banking examples. Video 1 introduces the workplace–home connection; Video 2 helps you spot family stress signals; Video 3 shows supportive responses that strengthen families; Video 4 explores role-modelling for children and youth; and Video 5 focuses on breaking intergenerational patterns. This PDF Training Manual extends the videos by providing deeper scenarios tailored to banking roles, ready-to-use scripts and phrases (including culturally respectful options), expanded CBT/NLP/Mindfulness tools from the uKukhula approach, reflection questions, and practical job aids you can apply immediately with colleagues and in your own life.

SECTION 2: LEARNING OBJECTIVES

By the end of this module, you will be able to:

KNOWLEDGE

- Explain the connections between workplace GBV, bullying, coercive control and their impact on employees' family life and children's wellbeing.
- Identify common signs of family stress that may appear in banking colleagues across different roles and demographic groups.
- Describe how adult behaviour in the workplace serves as role-modelling that influences intergenerational patterns of safety and respect.

SKILLS

- Recognise subtle indicators of family stressors in everyday banking interactions (branch, call centre, hybrid) and respond supportively using appropriate 5 D's strategies.
- Apply practical, trauma-informed listening and support techniques that strengthen family protective factors without overstepping professional boundaries.

- Use culturally respectful language and CBT/NLP/Mindfulness tools from the uKukhula approach to model positive behaviour and initiate safe conversations about work–home balance.

ATTITUDES / BEHAVIOURS

- Adopt a values-driven upstander mindset that views workplace actions as opportunities to support safer families and break harmful intergenerational cycles.
- Demonstrate personal commitment to creating psychologically safe team environments that benefit both colleagues and their families.
- Approach family-related disclosures and role-modelling situations with empathy, cultural sensitivity, and hope, while maintaining healthy personal boundaries.

SECTION 3: KEY CONCEPTS SUMMARY

CORE CONCEPTS COVERED ACROSS THE FIVE VIDEOS

Here is a clear overview of the essential ideas covered in Module 9. These concepts connect your workplace actions to real impact on families and the next generation.

CORE CONCEPTS

- **Workplace–Home Spillover** Harmful dynamics at work (GBV, bullying, coercive control) do not stay at the office — they affect employees’ energy, mood, and relationships at home. Conversely, strong psychological safety at work builds resilience that protects family life.
- **Family Stress Signals** Observable changes in a colleague’s behaviour, concentration, or interactions that may indicate home pressures. Early recognition allows timely, supportive responses.
- **Supportive Responses That Strengthen Families** Small, appropriate workplace actions (using the 5 Ds) can reduce isolation and reinforce protective factors such as emotional safety and open communication at home.
- **Role-Modelling for Children and Youth** How you speak, listen, and handle conflict at work becomes a powerful example for young people in your life and your colleagues’ families.
- **Breaking Intergenerational Patterns** By choosing upstander behaviour today, you help create safer norms that can be passed on to the next generation, moving from harm to hope.

KEY DEFINITIONS AND PRINCIPLES

- **Psychological Safety at Home:** The feeling that family members can express themselves without fear of ridicule or harm — strengthened when adults bring calm, respectful energy from work.
- **Protective Factors:** Everyday strengths (warm relationships, clear boundaries, positive role-modelling) that help families weather stress.
- **Intergenerational Transmission:** The natural way children learn behaviours and values by observing adults — we can intentionally make this positive.
- **Upstander Role in Families:** Extending your workplace upstander mindset to support colleagues’ home lives without crossing professional lines.

SECTION 4: PRACTICAL TOOLS & SCRIPTS

This section gives you immediately usable tools to recognise family stressors, offer supportive responses, and model positive behaviour in your banking role. All phrases respect South Africa's diverse cultural contexts and professional boundaries.

DECISION FRAMEWORK: RESPONDING TO FAMILY STRESS SIGNALS

1. **Pause & Ground** (Mindfulness) – Take one calm breath using the 5-4-3-2-1 technique.
2. **Observe** – Note specific, non-judgmental signs without assuming causes.
3. **Choose Your D** – Select the safest 5 D's strategy (often Distract, Delegate or Delay).
4. **Respond Supportively** – Use one of the scripts below.
5. **Follow Up** – Check in later if appropriate and signpost resources.
6. **Self-Care** – Use a quick reframe and boundary reminder.

CBT THOUGHT REFRAME TOOL

Unhelpful Thought: "It's not my place to notice their family problems."

Helpful Reframe: "Noticing and offering quiet support protects our team and their families — that *is* part of my role as a colleague."

Try This Self-Talk Anchor (NLP):

"I choose calm strength. I can offer support without carrying their load."

YOU CAN SAY – READY-TO-USE PHRASES

Recognising & Gently Checking In (Video 2)

- "I've noticed you seem a bit quieter today. How are you holding up?"
- "Things look busy at home for many of us right now. Anything I can help with at work to lighten your load?"

Supportive Responses That Help Families (Video 3)

- "I'm here if you want to talk about what's going on. No pressure — just know you're not alone."
- "Would it help if I covered that report so you can leave a bit earlier today?"

Role-Modelling & Positive Influence (Video 4)

- "I've been trying to speak more respectfully in meetings — it helps me be calmer with my kids too."
- "Let's handle this disagreement the way we want our children to see adults resolve things."

Breaking Intergenerational Patterns (Video 5)

- "Every small choice we make at work ripples into our homes. I'm committed to making mine positive."

- “We can show the next generation what respectful workplaces look like.”

CULTURALLY RESPECTFUL CONVERSATION STARTERS

- “In our culture/family we value looking after each other — how can the team support you this week?” (Honours collectivist values)
- “As a parent/elder, I know how important it is to bring good energy home. Anything affecting that lately?”

MINDFULNESS GROUNDING TECHNIQUE (30 SECONDS)

“Bank Floor Reset”:

Feel your feet on the floor → Notice 5 things you can see → Take 3 slow breaths → Say silently: “I am present and safe. I offer support from a calm place.”

QUICK REFERENCE: SUPPORT WITHOUT OVERSTEPPING

- Listen and believe
- Offer practical work adjustments
- Warm referral to EAP / TEARS / GBV Command Centre
- Follow up with: “How are you doing since we spoke?”
- Respect “I’d rather not talk about it” and maintain normal professional warmth

You Can Say – Warm Referral

“I’m really glad you shared this with me. Our Employee Assistance Programme is excellent for family matters and completely confidential. Would you like the number?”

Practice one phrase or tool this week. Small, consistent actions create safer workplaces and stronger families. You’ve got this.

SECTION 5: EXPANDED SCENARIO LIBRARY

Here are six realistic banking scenarios that go beyond the videos. Each shows how work and home life intersect and how your skilled upstander actions can make a difference.

SCENARIO 1: BRANCH COUNTER – JUNIOR TELLER (BLACK AFRICAN WOMAN, JUNIOR MANAGEMENT)

Context: Busy Friday afternoon in a Rustenburg branch.

What happened: A young Black African female teller appears distracted, makes small errors, and mentions her teenage daughter “having problems at school again.” A senior colleague snaps, “Sort yourself out — this is not the place for home drama.”

Possible Responses

- *Less effective:* Ignoring it or joining in criticism (“We all have family issues”).

- *Effective:* Quietly using **Delay** and supportive response.

Recommended Language & Actions You gently say: “I can see today is tough. I’ll cover the next two customers so you can take a quick breath. When things quiet down, I’m here if you want to chat.” *Follow-up:* Later – “How is your daughter doing? Anything work-related I can help shift?” This models respect and strengthens family protective factors.

SCENARIO 2: CALL CENTRE POD – HYBRID ROLE (COLOURED MALE AGENT)

Context: High-volume call centre in Cape Town, open-plan pods.

What happened: A Coloured male agent sounds flat on calls and later mentions his partner’s controlling behaviour at home. A team member jokes about “marriage problems.”

Possible Responses

- *Less effective:* Laughing along or giving advice.
- *Effective:* **Distract** + gentle check-in using NLP rapport.

Recommended Language & Actions “I noticed the calls are heavy today. Let’s grab a quick water break together.” (Later) “You mentioned things at home — you don’t have to share details, but our EAP is really good with family stuff and it’s confidential.” This reduces isolation without overstepping.

SCENARIO 3: TEAM MEETING – MIDDLE MANAGEMENT (INDIAN SOUTH AFRICAN FEMALE TEAM LEADER)

Context: Hybrid Microsoft Teams meeting with branch and remote staff.

What happened: A White male middle manager dominates discussion and undermines a junior Black woman’s ideas. She looks visibly upset and later says her children “pick up on her stress.”

Possible Responses

- *Less effective:* Silence or direct confrontation in the meeting.
- *Effective:* **Delegate** to leader + private support.

Recommended Language & Actions In meeting (calm, using “I”): “I noticed we moved quickly past Thandi’s point — I think it’s valuable.” Privately: “I saw what happened. You’re doing great work. How are you and the kids coping with the pressure?” Reinforces positive role-modelling.

SCENARIO 4: BACK-OFFICE PROCESSING TEAM – HYBRID (AFRIKANER MALE SUPERVISOR)

Context: Open-plan back-office with hybrid workers.

What happened: A supervisor snaps at his team after receiving a stressful call from home about his son’s behaviour. Team morale drops.

Possible Responses

- *Less effective:* Avoiding or gossiping.
- *Effective:* Peer upstander using **Direct** with care.

Recommended Language & Actions “I can see the day has been heavy. We all bring home stuff sometimes. How about we reset as a team with a quick positive round?” Later self-reflection prompt for the supervisor: Use CBT reframe – “One bad moment doesn’t define my leadership at work or home.”

SCENARIO 5: BRANCH STAFF ROOM – MIXED GROUP

Context: Morning huddle in Johannesburg branch with diverse staff.

What happened: Conversation turns to “kids these days” and one parent shares worry about youth vulnerability to negative influences.

Possible Responses

- *Less effective:* Dismissive comments.
- *Effective:* Facilitate positive role-modelling discussion.

Recommended Language & Actions “We have a real opportunity here. The way we treat each other at work is what our children learn. Let’s commit to showing them respect and support.” This turns casual talk into collective upstander commitment.

SCENARIO 6: SENIOR LEADERSHIP HYBRID MEETING

Context: Executive-level strategy session with participants from multiple provinces.

What happened: A senior Black female leader appears exhausted after dealing with family GBV issues. A colleague notices but hesitates.

Possible Responses

- *Less effective:* Pretending not to notice due to hierarchy.
- *Effective:* Respectful, private **Delay** support.

Recommended Language & Actions Later private message or moment: “I’ve noticed the extra weight you’re carrying. You lead so strongly for all of us. Please know the team and EAP are here to support you and your family.” Honours hierarchy while offering care.

Use these scenarios in team discussions or personal reflection. Choose responses that feel safe and authentic to you.

SECTION 6: APPLICATION & REFLECTION

Take a moment to reflect in a kind, non-judgmental way. These prompts are designed to help you integrate learning gently and turn insight into positive action for yourself, your colleagues, and your families.

PAUSE AND CONSIDER

- How might the stress a colleague brings from home be affecting their work, and how does my own work behaviour travel home with me?
- In what ways do I already model respectful communication that children and young people in my life might notice?

- When I witness subtle family stress signals, what small upstander action feels safe and doable for me right now?

PERSONAL REFLECTION PROMPTS

1. Think of a recent situation at work where home pressures seemed to affect a colleague (or yourself). What signs did you notice, and how could a supportive response have strengthened their family protective factors?
2. What is one unhelpful thought you sometimes have about mixing work and family matters (e.g., “It’s not my business”)? Use the CBT reframe tool to turn it into a more helpful perspective.
3. How can I intentionally bring one positive behaviour from this module (calm listening, respectful language, boundary-setting) into my interactions this week — both at work and at home?

PERSONAL APPLICATION QUESTIONS

- What is one situation in your daily banking role (branch, call centre, meeting, or hybrid) where you could apply a supportive response to help a colleague’s family wellbeing?
- Which 5 D’s strategy feels most natural for you when noticing work–home spillover, and how will you practise it?
- What small ritual or self-talk anchor (Mindfulness or NLP) will you use to stay grounded when supporting others or managing your own family stressors?

TEAM DISCUSSION STARTERS (FOR MANAGERS & TEAM MEETINGS)

- “How can we as a team better notice and support each other when home life feels heavy, while keeping things professional?”
- “What workplace habits do we want to model for the young people in our families and communities?”
- “Share one small commitment each of us can make this month to create a team culture that strengthens families.”
- “How do we balance caring support with healthy boundaries in our diverse team?”

End your reflection with this empowering statement: “I am already making a difference. Every respectful interaction at work contributes to safer homes and a stronger next generation.”

You are a vital part of building safer workplaces and stronger families. Well done for investing in this growth.

SECTION 7: QUICK REFERENCE TOOLS

MODULE 9 POCKET GUIDE – WHEN WORK AFFECTS HOME

QUICK DECISION FLOW – SUPPORTING FAMILY STRESS AT WORK

1. **Pause** → Take one grounding breath (5-4-3-2-1).
2. **Observe** → Note specific signs (quiet, errors, irritability, mentions of home).

3. **Choose Safe Action** → Distract / Delegate / Delay (most common for Module 9).
4. **Respond** → Use a supportive phrase.
5. **Follow Up** → Check in later + signpost EAP/TEARS.
6. **Self-Care** → Reframe & reset.

KEY PHRASES SUMMARY (COPY & KEEP HANDY)

Check-In

- “I’ve noticed things seem heavy today. How are you holding up?”
- “Anything work-related I can help with so home feels lighter?”

Supportive Response

- “You’re not alone. I’m here if you want to talk — no pressure.”
- “Would it help if I covered that task for you?”

Role-Modelling

- “Let’s handle this the way we want our children to see adults behave.”
- “The respect we show here travels home with us.”

Warm Referral

- “Our EAP is confidential and excellent with family matters. Would you like the contact?”

CBT QUICK REFRAME CARD

Unhelpful: “I shouldn’t get involved in their family issues.”

Helpful: “Small supportive actions protect our team and their families — this is part of being a good colleague.”

MINDFULNESS GROUNDING TIPS (30–60 SECONDS)

- **Feet on Floor:** Feel your feet firmly planted. Breathe slowly.
- **Team Reset:** “I am calm. I offer support from strength. I protect my own energy.”
- **Hope Anchor:** Silently repeat: “My actions today help build safer homes for the next generation.”

Daily Self-Care Checklist

- ☐ Noticed a colleague’s stress signal today?
- ☐ Used one supportive phrase or 5 D’s action?
- ☐ Modelled respectful behaviour I want my children to see?
- ☐ Did a quick grounding exercise after a difficult interaction?

- ☐ Set a healthy boundary to protect my own family energy?

One-Page Tear-Out Reminder

You are a Skilled Upstander Colleague.

Small actions at work create big ripples at home. Protect dignity. Strengthen families. Break harmful cycles. You've got this — one conversation at a time.

Print or save this page for easy access during your workday. Review weekly to build lasting habits.

SECTION 8: RESOURCES & SIGNPOSTING

INTERNAL BANK RESOURCES

- **Employee Assistance Programme (EAP):** Confidential counselling and support for personal, family, and GBV-related matters. Available 24/7 — contact details are on the company intranet or your HR portal.
- **Harassment & GBV Policies:** Refer to your bank's Code of Conduct, Harassment Policy, and Psychological Safety Guidelines (accessible via the internal learning system).
- **Reporting Channels:** Use your branch/team leader, HR Business Partner, or the anonymous whistle-blower hotline.
- **Wellbeing & Transformation Teams:** Contact for team culture support or leadership guidance.

EXTERNAL SUPPORT SERVICES

- **TEARS Foundation:** Specialist support for GBV survivors and families. Helpline: 0800 00 1212 (24 hours).
- **National GBV Command Centre:** 0800 428 428 (24-hour helpline) or SMS "help" to 31531.
- **Lifeline South Africa:** 0861 322 322 — for emotional support and family counselling.
- **Local Community Resources:** Check with your nearest clinic, social worker, or faith-based family support services.

RELATED PROGRAMME RESOURCES

- Return to **Module 4 & 5** for deeper disclosure response skills.
- **Module 11** for advanced self-care and vicarious resilience tools.
- **Module 10** for team norm-setting conversations.
- Full programme PDF manuals and videos are available on your learning platform.

ENCOURAGING CLOSING MESSAGE

You have taken an important step toward creating workplaces where people can bring their whole selves and still feel safe — knowing their family life is supported and protected. Every time you notice, respond with care, and model respect, you help break harmful cycles and build stronger, safer families across South Africa.



Thank you for being a Skilled Upstander Colleague. Your daily actions matter more than you know. Keep going — we are in this together.

If you need support, reach out. You are never alone.

