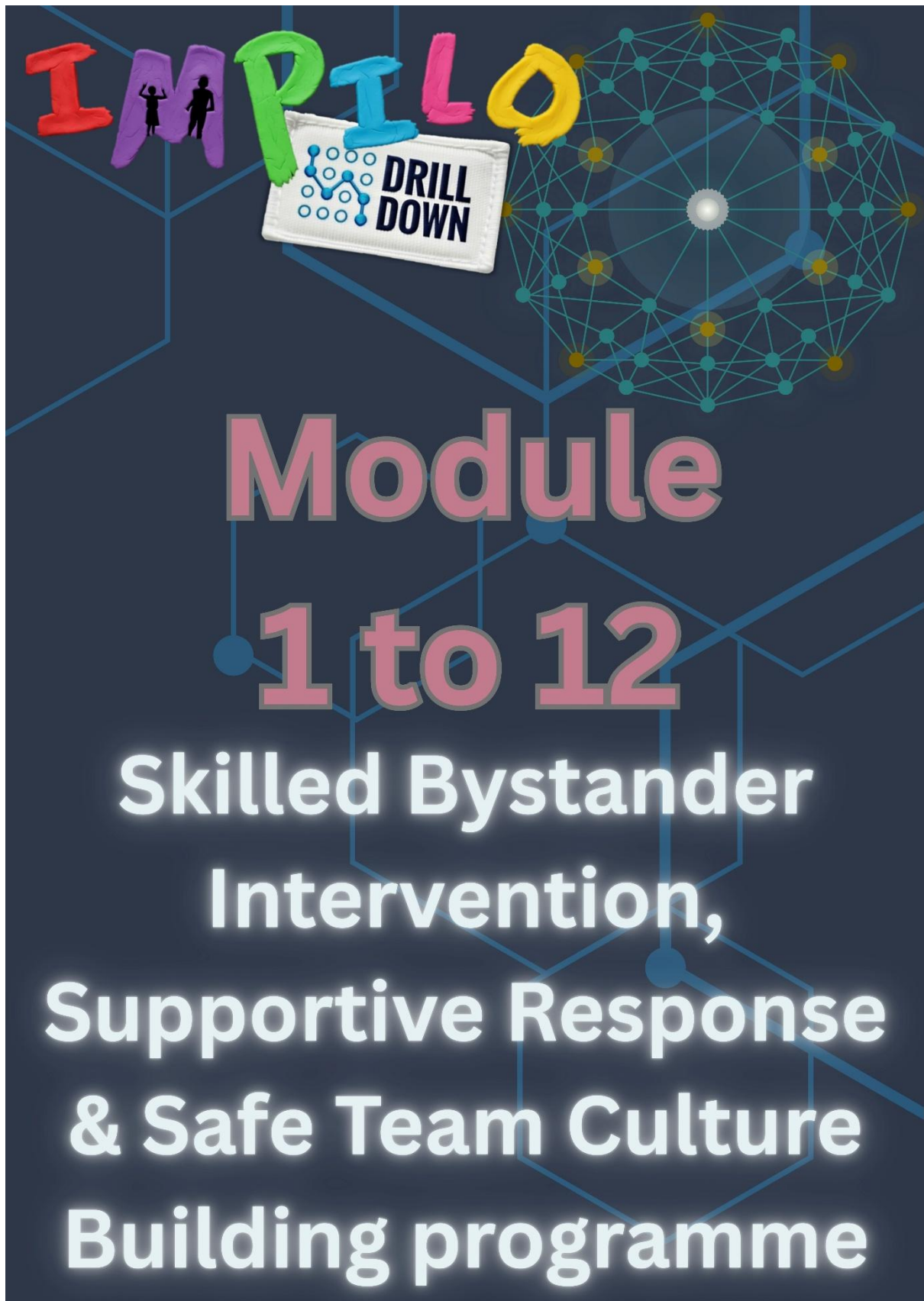


IMPACT



Quiz

PRACTICAL SKILLS FOR SAFER WORKPLACES AND STRONGER FAMILIES



Module

1 to 12

Skilled Bystander
Intervention,
Supportive Response
& Safe Team Culture
Building programme

WELCOME.

You have completed all twelve modules of the Skilled Bystander Intervention, Supportive Response & Safe Team Culture Building programme. That is a real achievement.

You have learned how to recognise harmful patterns early, build psychological safety, shift into an Upstander mindset, respond with care when someone discloses, use practical tools like the 5 D's, support colleagues and families, and look after yourself so you can keep going.

These skills matter. They help create safer workplaces and stronger families. When you take what you have learned and use it with kindness and courage, you protect dignity, build trust, and give others the support they need.

This short quiz simply checks the most important points from each module. Answer Yes or No. There is no pressure, just a chance to lock in what you already know so you can carry it forward with confidence.

You are ready. Let's begin.

QUIZ QUESTIONS (YES / NO ONLY)

QUESTION 1 – MODULE 1: RECOGNISING THE DYNAMICS

Is recognising both subtle and overt signs of gender-based violence, bullying and coercive control in everyday banking interactions an essential first step toward creating safer workplaces?

Correct Answer: Yes

Explanation: Early recognition is the foundation of the entire programme. Noticing the patterns, including everyday language and behaviours that reveal control, positions you as a capable colleague who can act before harm escalates and contributes to safer workplaces and stronger families.

QUESTION 2 – MODULE 2: BUILDING PSYCHOLOGICAL SAFETY

Can small, everyday actions by any colleague, regardless of role or level, help build or erode psychological safety in banking teams?

Correct Answer: Yes

Explanation: Psychological safety is created (or broken) by ordinary behaviours. Anyone can strengthen trust, encourage speaking up, and reduce the cost of silence through consistent, low-risk actions that make the team safer for everyone.

QUESTION 3 – MODULE 3: THE UPSTANDER MINDSET

Does becoming an Upstander mean you must always intervene in the most direct or confrontational way?

Correct Answer: No

Explanation: The Upstander mindset focuses on safe, proportionate responses matched to the situation and your role. Practical mindset tools help you move from hesitation to values-based action without taking unnecessary risks.

QUESTION 4 – MODULE 4: RESPONDING TO DISCLOSURES – CREATING SAFETY

When a colleague begins to disclose experiences of harm, should your first priority be creating immediate psychological safety, listening actively, and believing them?

Correct Answer: Yes

Explanation: The first moments matter most. Creating safety, listening without judgement, and using belief statements protect the person's dignity and agency while preventing unintentional harm.

QUESTION 5 – MODULE 5: SUPPORT, REFER & FOLLOW THROUGH

Is offering warm referrals to internal EAP services or external resources such as TEARS, while respecting the person's choices and your own professional boundaries, an important part of supportive follow-through?

Correct Answer: Yes

Explanation: Helpful support continues beyond the first conversation. Warm referrals, sensitive follow-up, clear boundaries, and care for yourself as the supporter turn initial empathy into reliable, sustainable action.

QUESTION 6 – MODULE 6: PRACTICAL TOOLS FOR ADDRESSING BULLYING

Can the 5 D's Framework (Distract, Delegate, Document, Delay, Direct) be used to address bullying and low-level harassment in a safe, graduated way?

Correct Answer: Yes

Explanation: The 5 D's give you clear, practical options that match the risk level. Combined with "I noticed" language and factual documentation, they allow you to intervene early while protecting psychological safety for yourself and the team.

QUESTION 7 – MODULE 7: LEADERSHIP & DUTY OF CARE

Do managers and team leaders have a duty of care to respond effectively to disclosures, address bullying, set clear team norms, and model the behaviours that prevent harm?

Correct Answer: Yes

Explanation: Leaders translate individual skills into team culture. Their duty of care under policy and law includes creating psychologically safe teams, enforcing norms, and modelling the supportive behaviour that protects colleagues and strengthens families.

QUESTION 8 – MODULE 8: APPLYING SKILLS IN REAL BANKING CONTEXTS

Should skilled Upstander responses be adapted to the specific pressures and risk levels of different banking environments (branch counters, call centres, back-office, hybrid meetings)?

Correct Answer: Yes

Explanation: Context matters. The same principles are applied differently depending on pace, visibility, isolation, and team dynamics so that your actions remain natural, safe, and effective in real daily work.

QUESTION 9 – MODULE 9: WORKPLACE–HOME CONNECTION

Can experiences of GBV, bullying or coercive control at work spill over into family life, and can positive workplace behaviour help strengthen protective factors for families and help break intergenerational patterns of harm?

Correct Answer: Yes

Explanation: Workplace dynamics do not stay at work. They affect home relationships and the next generation. Modelling respectful, psychologically safe behaviour at work is one practical way to protect families and interrupt cycles of harm.

QUESTION 10 – MODULE 10: SHARED TEAM NORMS

Do clear, shared team norms help turn individual Upstander actions into collective accountability and a sustained culture of psychological safety?

Correct Answer: Yes

Explanation: Norms move the responsibility from one person to the whole team. When everyone helps establish, maintain, and celebrate respectful behaviour, safety becomes the everyday expectation rather than an individual effort.

QUESTION 11 – MODULE 11: SELF-CARE FOR THE SUPPORTER

Is looking after your own wellbeing, through healthy boundaries, grounding techniques, and sustainable self-care, essential if you want to remain an effective Upstander over time?

Correct Answer: Yes

Explanation: Supporting others carries an emotional cost. Boundaries, simple grounding, and self-care protect your capacity so you can continue contributing without burnout and keep the whole system of support sustainable.

QUESTION 12 – MODULE 12: SUSTAINING CHANGE

Does lasting culture change depend on both personal commitments and simple, repeatable team rituals that keep the skills alive in daily banking work?

Correct Answer: Yes

Explanation: Skills fade without practice. Personal commitments plus small team rituals create the momentum that turns learning into lasting habits, safer workplaces, and stronger families.

WELL DONE.

You have completed the quiz and shown real care for what you have learned.

Take these teachings with you into every interaction. Play them forward with kindness. Your small, consistent actions, noticing early, creating safety, responding with respect, looking after yourself, and helping your team keep the norms alive, protect dignity and offer hope.

Safer workplaces and stronger families grow from the choices we make every day. You are already part of that change. Keep going. You are making a difference.

You are making a real difference.

