



HUMAN CENTRIC

Dealing with inappropriate behaviour

English

Basic principles

What is social safety?

Utrecht University (UU) aims to provide a **pleasant and safe study and working environment** for all students and staff. We treat each other with respect. Social safety is a theme that requires constant attention, from all of us. If we work together to create a socially safe UU, we can **prevent the continuation and normalisation of inappropriate behaviour.**



Source: <https://www.uu.nl/en/organisation/about-us/social-safety>

What constitutes inappropriate behaviour?

Intimidation

Bullying

Aggression & violence

Discrimination

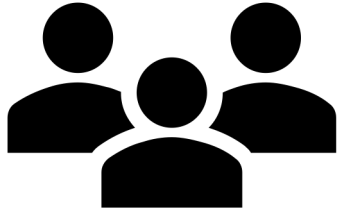
Sexual intimidation

Important:

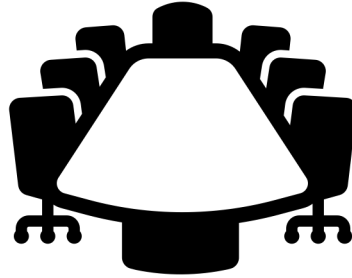
It matters how the behaviour was experienced, not the intention.



What role can you have?



Bystander



Board member



**Confidential
contact person**

How to act? What to do?

How can you intervene? The Bystander Intervention model

STEP 1: Noticing & recognizing behaviour

STEP 2: Determine that intervention is necessary

STEP 3: Take responsibility

STEP 4: Knowing how to intervene

STEP 5: Decide to intervene

Knowing what it is and paying attention

Interpreting the situation correctly and acting actively

Taking risks (physical, social, emotional)

Have knowledge and experience

...

What barriers will you face to take these steps?

When and how can you intervene?



In the moment

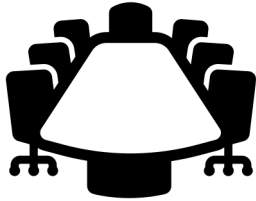
- Respond immediately
 1. Give feedback when there is room for growth
 2. Set a boundary if it is transgressive
- Change the direction of the conversation
- Show your disapproval



After the event

1. Contact those involved and discuss the situation.
2. Inform the supervisor or an authority figure and ask them to act. Please note: make specific agreements!
3. Call in external help (HR, coach, mediator, confidential advisor)
4. Make a report or file a complaint

What are your roles?



Board member

- Sets code of conduct
- Enforces code of conduct
- Handles complaints

Includes judgement



Confidential contact person

- Talks to people confidentially
- Guides them towards a next step

Does not include judgement

What support structures are there within the UU?

Confidential contact person

- By faculty and association
- Low-threshold entrance
- First contact point: limited advisory function
- Not yet present everywhere

Confidential advisor inappropriate behaviour

- UU-wide
- (Former) students and (former) employees
- Is on the side of the reporter
- Advice, support, referral

Committee Interpersonal Integrity

- UU-wide
- Investigating complaints regarding inappropriate behaviour
- Neutral and independent
- Exploratory meeting
- Anonymous reports
- Investigative powers

See the selection guide (<https://www.uu.nl/en/organisation/speak-in-confidence-report-or-file-a-complaint/selection-guide>) for more information and other roles within UU.



Contact

There are two confidential advisors for inappropriate behaviour: Marian Joseph and Diederik Gussekloo. You can contact them directly if you would prefer to speak to a specific person, or send an email to the email address that they both read.

- Contact: vertrouwenspersonen-ongewenstgedrag@uu.nl



mr. Marian Joseph

Email: m.joseph@uu.nl



mr. Diederik Gussekloo

Email: d.gussekloo@uu.nl



Bestuurlijkactief & VIDIUS have a lot of information

Assignment: take 5 min. to scroll through the selection guide website and the site of Bestuursactief.

The website of bestuurlijkactief contains a lot of useful information for student board members and confidential contact persons.
https://bestuurlijkactiefutrecht.nl/en/learn-more-about/social_safety/

See the selection guide (<https://www.uu.nl/en/organisation/speak-in-confidence-report-or-file-a-complaint/selection-guide>) for more information and other roles within UU..



Centre for sexual violence

Confidential advisor

Mediator or coach

Where can you go / send people for **help**?

Police

Suicide prevention

Doctor or psychological support

Victim support

Tips & tricks

Three essential techniques for effective interventions

1. Talk from “I”

By speaking from your own point of view, you come across as less hostile.

- I think...
- This strikes me as...
- I don't feel comfortable with this because...
- I want to come back to this later...
- For me, you're crossing a line here...
- Stop!

2. Address people specifically

By calling people by their names, it is clear that they are being addressed.

- [Name] you're saying this now, but what do you mean by that?
- [Name] I think what you're saying may be inappropriate because [reason]. Could you elaborate on what you mean?

3. Ask a question

Questions are very effective in bringing unintended effects into focus and shifting attention.

- [Name] what do you mean?
- Shall we come back to this later?

Three steps for the confidential contact person

1. Preparation

- Your own state of mind
- Prepare the environment
- Prevent interruptions

2. Start the conversation

- Explain your role and limitations
- Talk about confidentiality and privacy
- Practicalities, such as time
- Listen actively, summarise and ask questions
- Create space for emotions

3. Guide to the next step

- Empower the person that comes to you
- Explore desired outcomes
- Guide towards next step