

UPSTANDING: what to do if someone on the bus/train/street is being shouted at or receiving horrible comments

with thanks to artist Maeril

- 1 Engage conversation.**
Go to them, sit beside them and say hello.
Try to appear calm, collected and welcoming.
IGNORE THE ATTACKER.



- 2 Pick a random subject and start discussing it.**
It can be anything: a movie you liked, the weather, saying you like something they have and asking where they got it...



- 3 Keep building the safe space.**
Keep eye contact with them and don't acknowledge the attacker's presence : the absence of response from you two will push them to leave the area shortly.



- 4 Continue the conversation until the attacker leaves & escort them to a safe place if necessary.**
Bring them to a neutral area where they can recollect themselves; respect their wishes if they tell you they're ok and just want to go.

