

The educational approach of responsible adults

Listening and communication

- ☐ Practice active listening: look at the person, rephrase their words to show understanding.
- ☐ Avoid hasty judgments and labels ('weak', 'provocative', 'born aggressor').
- ☐ Ask open-ended questions to encourage expression.

Relationship of trust

- ☐ Ensure the confidentiality of discussions, except in cases of serious danger.
- ☐ Create a reassuring environment where everyone's voice is heard.
- ☐ Value even small efforts to strengthen self-esteem.

Educational approach

- ☐ Respond promptly to inappropriate behavior in order to set an example.
- ☐ Avoid excessive authoritarian reactions: prioritize mediation and education.
- ☐ Demonstrate consistency: apply rules fairly and equitably.

Prevention and training

- ☐ Undertake regular training on harassment issues and mediation techniques.
- ☐ Participate in awareness workshops to stay up to date.
- ☐ Engage with colleagues to harmonize educational practices.