

Incident Response Training

CC NC-BY-SA
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Introductions:

Name

Pronouns you use

and what events you organize
or what community you lead

Ground Rules



CC BY Steve Johnson

- This is a safe(r) space
- If you are asked to stop, you will stop
- You may leave at any time
- Be open to new knowledge
- Acknowledge different lived experiences

Agenda

- Who is an incident responder?
- Taking an incident report
- Practice 1
- Responding to a report
- Practice 2
- Advanced topics, questions,
and/or more practice

Who is an incident responder?

- Takes incident reports
- Assesses the situation
- Finds additional help
- Resolves the incident
- Responds to those impacted
- Communicates incident to other staff



CC BY Open Knowledge

Common Reporter Needs

- + Be heard
- + To be respected
- + Feel safe
- ~ To create meaning
- To be "right"
- Justice or vengeance

Common Reporter Emotions

- Repeating themselves
- Becoming flustered
- Talking fast
- Mistrust
- Judgment words
- Anger



Emotion CC BY 2.0 Osamu Kaneko

Taking an Incident Report: **LASER**

Before: Ask if they want to go to a quiet, private place
(or encourage them to use private message/email)

- **Listen** and summarize
- **Acknowledge** emotions with "You" statements
- **Seek** assistance or resources as needed
- **Ensure** everyone is safe
- **Report** or **Respond** to the incident

After: Thank reporter for reporting the incident

Example:
Receiving Reports

Practice Receiving Reports

Instructor modeling
taking a report

Questions

Bias in Receiving Incident Reports

- Record the facts
- Don't use "judgment" words
- Watch yourself for defensiveness
- Be cautious about empathy for reported person

Microaggressions & Trust

- Unconscious bias made invisible by privilege
- Death by 1,000 paper cuts
- Emotional labor
- Brings up strong emotions
- Different lived experiences



CC BY Andrew McGill

Intent is Not Magic

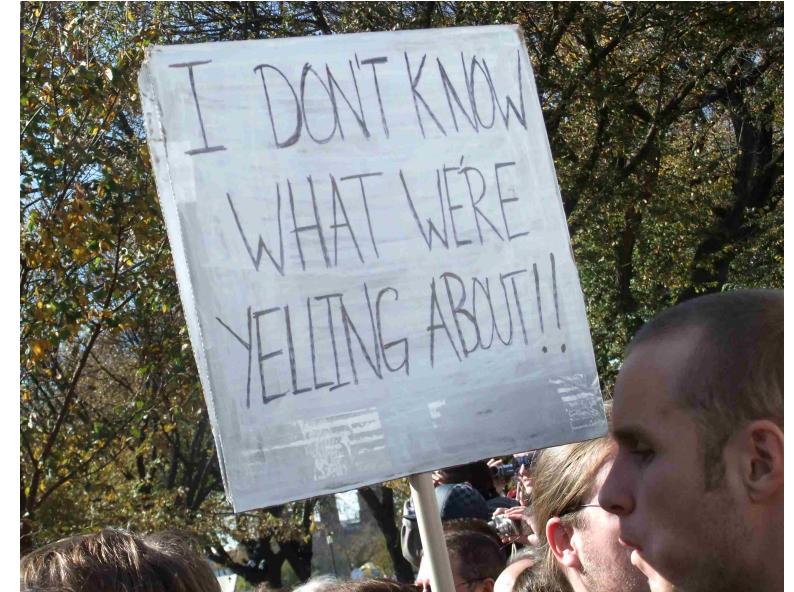
- Ignorance is no excuse
- Actions have impact
- No tone policing victims
- Reverse racism isn't real
- No “I'm sorry if I hurt you”



CC BY Fabricio Zuardi
(modified)

Personal Conflicts

- Not all conflicts will be a Code of Conduct violation
- Is this part of a larger pattern of behavior?
- Other examples of emotional or verbal abuse?
- Possible resolutions:
 - Ask not to contact each other
 - Assign different areas of work
 - Assign different evening events
 - Attend on different years



CC BY Martha Soukup

False Reporting: Power Dynamics

- What does a reporter have to lose?
 - Reputation
 - Career
 - Financial support
 - Safety
 - Mental health
- What does the reported person have to lose?



CC BY Adam Lehman

Review All Reports Carefully

- Microaggressions are under reported
- Does a report “punch up” or “punch down”?
- Assume good intent
- Don't victim blame
- Don't assume a friend is innocent or had good intent



CC BY Adam Lehman

(Break?)

Following up on
Incident Reports

Evaluating Risk

	Low Risk	High Risk
Low Impact	<p>Microaggression in conversation</p> <p>Microaggression in private message</p>	<p>Attendee has past sexual assault allegations</p> <p>Contributor repeatedly pushes boundaries</p>
High Impact	<p>Racist or sexist joke during presentation</p> <p>Inappropriate joke on a public channel</p>	<p>Ongoing harassment or stalking</p> <p>Online harassment campaign or doxxing</p>

Deciding Response

	Low Risk	High Risk
Low Impact	<p>“That's not appropriate.”</p> <p>“You will be removed if you continue”</p>	<p>Create safety plan</p> <p>Monitor and document patterns of behavior, possibly warn or ban</p>
High Impact	<p>Reprimand or removal</p> <p>Public response from staff or organization</p>	<p>Coordinated planning</p> <p>Additional resources</p> <p>Reach out to others</p>

Common Emotions for People who have been reported

Emotion	Action
Disgust	Self blame
Anxiety	Seek reassurance
Fear	Denial
Anger	Defensiveness
Humiliation	Blame shifting
Abandonment	Gas lighting

Following up with the reported person: **RACING**

Find a private place (or send a private email/message)

RACING:

- **Repeat** the facts with specific examples
- **Allow** them to respond
- Focus on the **Consequences** of their behavior
- Focus on the **Impact** of their behavior
- It's **Not** your job to reassure them
- **Give** them a concrete plan of action for modifying their behavior

Don't let them contact reporter

Practice: Following up with the Reported Person

Instructor modeling
following up with
a reported person

Questions

Following up with reporters

- Follow up is optional
- Try to talk to everyone impacted
- May need a public statement
- Whisper networks exist
- Don't justify your actions
- Document the incident
- May need to notify volunteers

Advanced Topics

Dealing with Unwelcome Attendees

- “You aren’t permitted to attend the conference”
- Don’t provide details
- Ask them to leave
- “This is a private venue”
- Get onsite help
- Report for trespassing
- Know your local trespassing laws



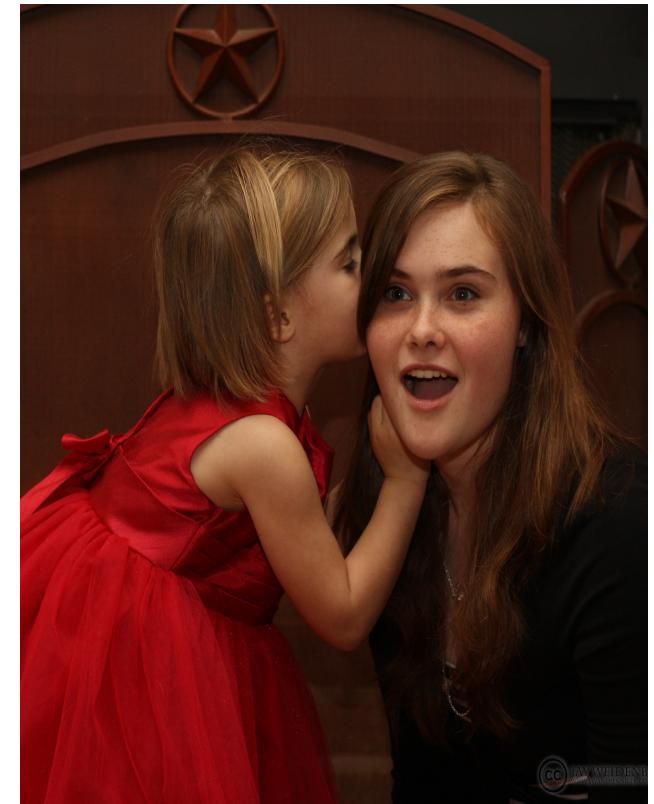
CC BY Mike Mozart

Dealing with Weapons Policy Violations

- “Weapons are not allowed at our conference”
- Ask them to leave
- Come back without the weapon
- Do not argue, be firm
- Ask staff, response team, security to help
- If there is a safety risk, call 911

Conflicts of Interest

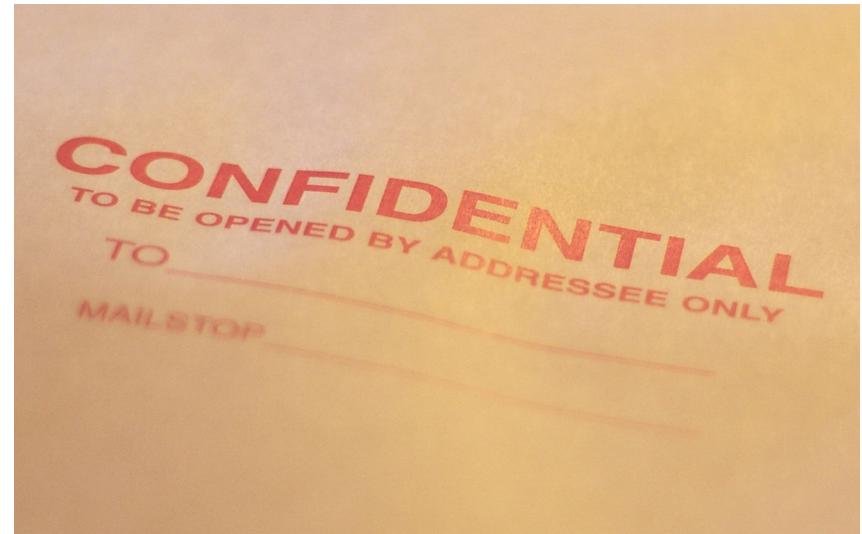
- Is anyone a friend or coworker?
 - conference staff or volunteers
 - incident response team
 - papers committee
 - sponsors
- Review leadership positions for potential leaks:
 - other incident responders
 - volunteers & staff
 - papers committee
 - board members



CC BY Jay Weldenbach

Confidentiality Issues

- Reporter fears retaliation
- NDAs & severance
- Police Investigation
- Limit incident docs access
- Ask around (discretely)
- Often multiple incidents
- Other grounds to dismiss



CC BY Casey Marshall

Known Harassers

- Not just internet trolls
- Stalkers do show up
- Power plays & disruption
- Have a mitigation plan
- Strict confidentiality plan
- Ensure attendee safety



CC BY Paul VanDerWerf