

# Incident Response Training

CC NC-BY-SA  
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Introductions:

Name

(Optional) Pronouns you use

# 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

# 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
- Different lived experiences
- Death by 1,000 paper cuts
- Brings up strong emotions
- Emotional labor of education



CC BY Andrew McGill

# Intent is Not Magic

- Ignorance is no excuse
- Actions have impact
- No tone policing victims
- No "reverse"-isms
- 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
- Communication breakdown?
- Peers raising old grievances?
- Is this a pattern?
- Know emotional and verbal abuse behaviors:  
<http://outofthefog.website/traits/>



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 & sexual harassment are under reported
- Examine the power dynamics
- Be cautious of "reverse"-ism reports



CC BY Adam Lehman

(Break?)

Following up on  
Incident Reports

# Evaluating Risk

	Low Risk	High Risk
Low Impact	Microaggression in conversation Microaggression in private message	Repeated borderline incidents History of subtle verbal abuse
High Impact	Racist or sexist joke during presentation Inappropriate joke on a public channel	Ongoing harassment or stalking Online harassment campaign or doxxing

# Deciding Response

	Low Risk	High Risk
Low Impact	Issue warning	Monitor and document patterns of behavior, warn or temporary ban, remove from leadership
High Impact	Reprimand, removal of offensive material  Public response from staff or organization	Coordinated planning  Additional resources  Reach out to others

# 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: **JARRING**

- State what happened with **no Judgment** words
- **Affirm** the impact on the reporter
- Allow the reported person to **Respond**
- Your job is **not to Reassure** or accept excuses for their intent
- Focus on the **Impact** of their behavior and your Code of Conduct
- Call them **iN**, "I need your help making this a welcoming/safe/inclusive event/community"
- **Give** them a concrete plan of action for modifying their behavior

Don't let them contact reporter, but offer to relay the apology

# 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



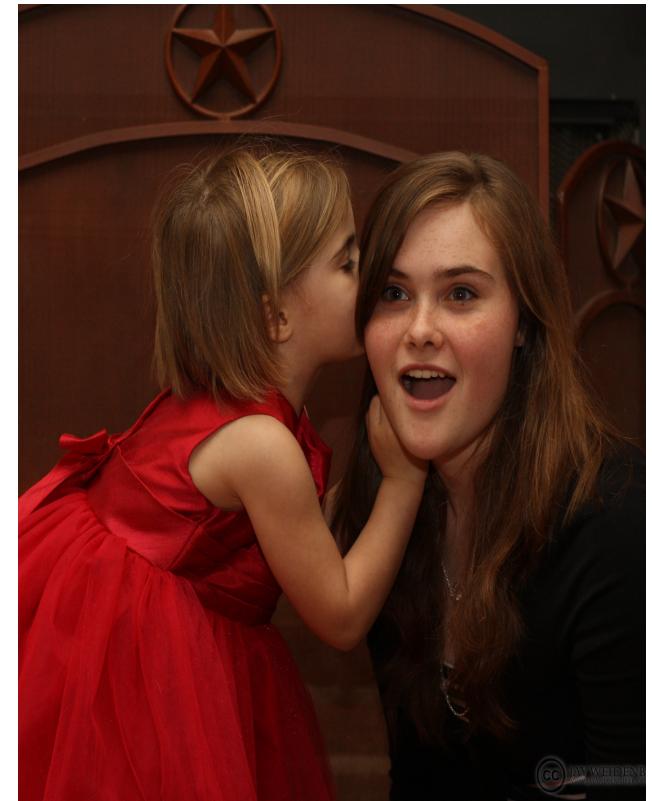
CC BY Mike Mozart

# 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

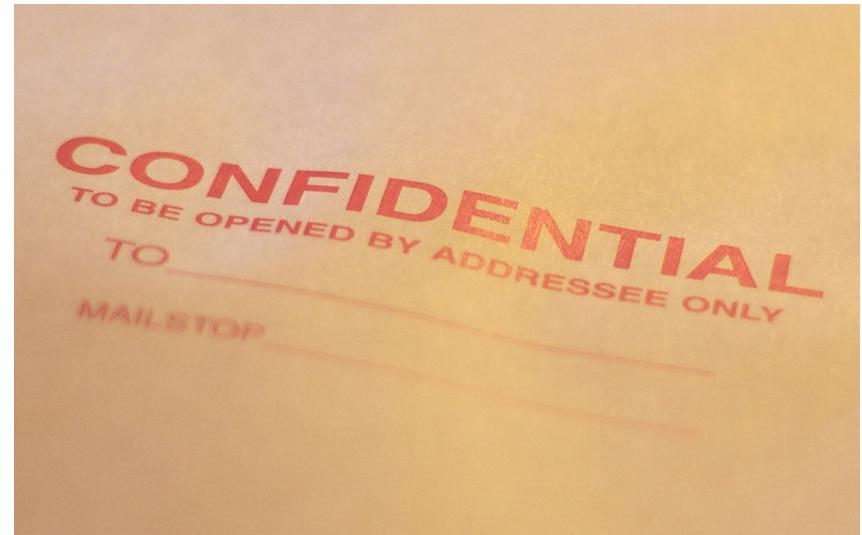
- Is anyone a friend or coworker?
  - conference staff or volunteers
  - incident response team
  - papers committee
  - sponsors
- Review leadership positions for potential leaks:
  - other incident responders
  - volunteers & staff
  - papers committee
  - board members



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