

Code of Conduct Incident Response Training

**Please change your Zoom name
to include your pronouns
(if you're comfortable sharing them)**

It's under Participants, hover over your name,
click rename

CC NC-BY-SA
Otter Tech LLC
sharp@otter.technology

Workshop Format

- Slide presentations
 - Please ask questions!
 - Use "raise hand" in Zoom
- Breaks:
 - 5 min break at 1:30 in
 - 15 min break at 2:30 in



Public domain:
U.S. Department of Agriculture

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

Vocabulary

- Incident
- Reporter
- Reported person
- Incident Responder



CC BY U.S. Army Africa

Incident Responder Duties

- Workshop covers:
 - Taking an incident report
 - Protecting reporter privacy
 - Evaluating a report
 - Encouraging a change in behavior
 - Deciding consequences
 - Following up with reported person
- Off topic:
 - Responding to impacted people
 - Documenting the incident



CC BY Open Knowledge

When taking a report

- Do:
 - Listen
 - Ask clarifying questions
 - Acknowledge emotions
 - Thank the reporter
 - Next steps and timeline
- Don't:
 - Judge the reported person
 - Promise any particular action
 - Ask how to handle the situation



CC BY painteverything

Acknowledging Reporter Emotions

- **You felt** (emotion) **when** (behavior)
- "You felt scared when their raised their voice."
- Feels too direct? Try:
 - **"So you felt** (emotion) **when** (behavior)?"
 - **"I'm hearing that you felt** (emotion) **when** (behavior)."

"Nonviolent communication" by Marshall B. Rosenberg, PhD

Common Reporter Emotions

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



Emotion CC BY 2.0 Osamu Kaneko

Handling Privacy Concerns

- Report will be confidential
- Take an anonymous report
- Tell reported person
a witness overheard / saw



Locked CC BY 2.0 montillon.a

Report Template

- Most important:
 - How to identify the reported person
 - Reporter's contact info
 - Key points of the incident
- [Link to download report template](#)

Taking an Incident Report: **QUEST**

- **Quiet place** - offer a private room / private chat
- **Unsafe** - call another incident responder
- **Emotions** - "You felt (emotion) when (behavior)"
- **Security** - how to protect reporter privacy & safety?
- **Trust** - help the reporter feel more welcome

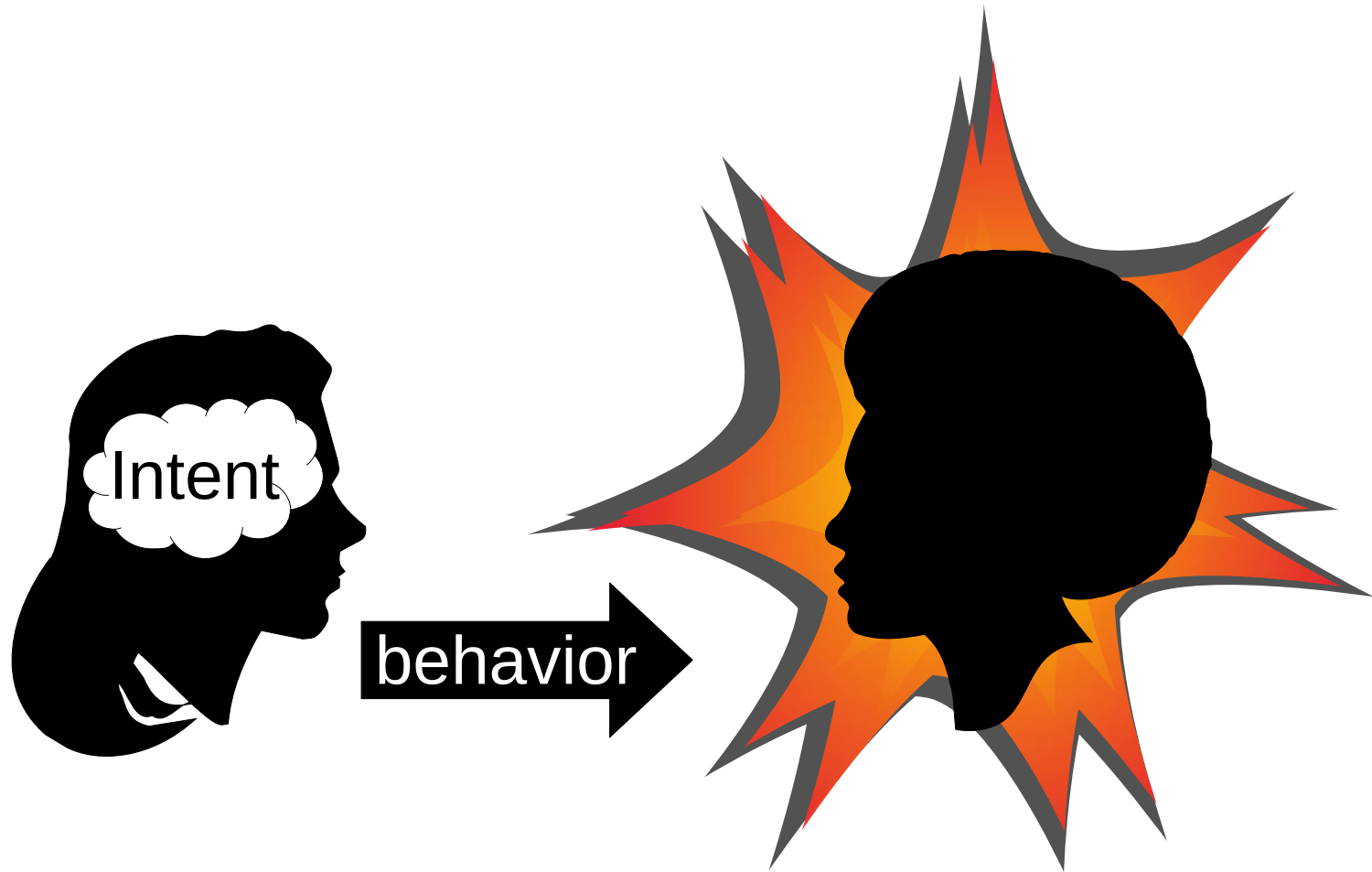
Thank the reporter. Get their contact info.

Practice Receiving Reports

Discussion

- Any questions that came up?
- For the incident responder:
 - What was hard, complex, or complicated?
- For the reporter:
 - What did the incident responder do well?
 - What techniques did they use?
 - Any effective phrases?

Intent vs. Impact

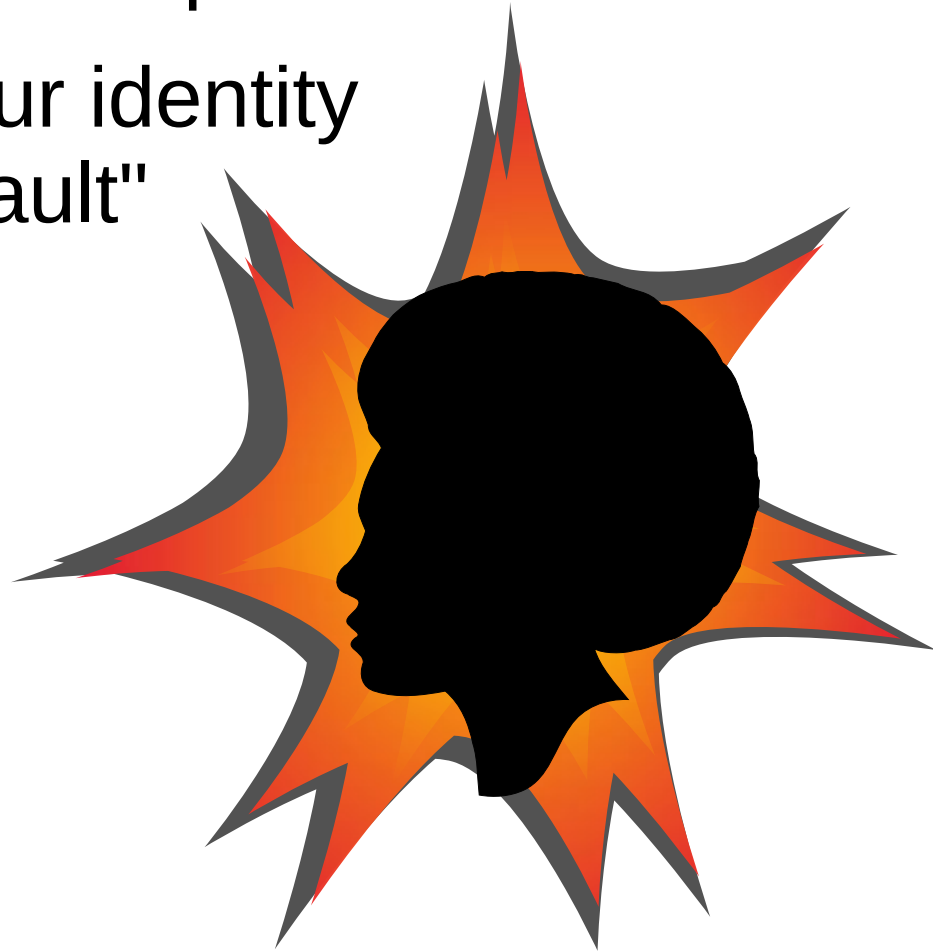


When does intent matter?

- **Goal: Stop the inappropriate behavior**
- After following up, does the reported person:
 - Understand why their behavior was inappropriate?
 - Agree to change?
- Does the reported person **intend** to continue the behavior?

Microaggressions: Constant Inequality

- Microaggressions are under-reported
- Harm caused because your identity is not considered "the default"
 - e.g. disability, race, gender
- Can be traumatic
- Can be smaller harm that builds up over time



Microaggressions: Constant Inequality

- Microaggression examples
- **Interpersonal:** a sexist joke
- **Lack of representation:**
there are no Black or Asian
community members
- **Policy:** no live captioning
for conference talks
- **Structural:** websites are
not accessible to a screen reader



What about False Reporting?

- What does a reporter have to lose?
 - Community
 - Career
 - Safety & mental health
- Society favors reported person
 - less likely to face consequences
- Microaggressions & sexual harassment are under reported
- Believe reporters by default



CC BY Adam Lehman

Reversed Power Dynamics

- Be cautious of when the power dynamic is reversed:
 - "racism against white people"
 - "sexist discrimination of men"
 - other "reverse-isms"
- Reporting process can be used to harass minorities
- "Our CoC Committee determined this was not a Code of Conduct violation"



CC BY Jesper Sehested
Pluslexia.com

(Break)

Once you're back,
write "Back" in the chat

Following up on
Incident Reports

Potential Consequences

- Warning
- Final Warning
- Do not interact with reporter
- Do not talk about specific topics
- Removal of inappropriate material
- Removal from leadership positions
- Temporary Ban
- Permanent Ban

Evaluating Reports

Risk vs. Impact

- Risk:
 - physically unsafe?
 - impacts mental health?
 - risk of behavior being repeated?
- Impact:
 - number of witnesses
 - authority / leadership of reported person
 - impact to people from marginalized groups

Evaluating Risk: Examples

| | Low Risk | High Risk |
|-------------|--|---|
| Low Impact | Inappropriate comment in private conversation | Repeated inappropriate comments after warning |
| High Impact | Racist "joke" during a presentation or in public channel | Stalking Sexual assault |

Deciding Response: Examples

| | 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 | Permanent Ban |

Before Speaking to a Reported Person

- Write down:
 - Their behavior and impact
 - A plan to change their behavior
 - Consequences for their behavior (?)
- What will happen if they don't agree to modify their behavior?
- Who can they appeal the decision to?

Common responses to being reported

- Defensiveness
- Denial
- Blame shifting
- Seeking reassurance
- Apology
- Manipulation



Emotion CC BY 2.0 Osamu Kaneko

"Calling in" vs "Calling Out"

- Minimize number of incident responders
- Use teaming language:
 - our community
 - we need your help
- Shared community goals:
 - collaboration
 - constructive communication
- Practice new skills privately



Blame CC BY 2.0 周小逸 Ian

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

Go to a private place / private message or video chat

Have an exit plan. Bring another responder if a ban is likely.

- State what their **Behavior** was without judgment words
- State the **Impact** on the reporter or community
- Allow the reported person to **Respond**
- **Don't** reassure or allow the reporter to be contacted
- **Set** a plan to change their behavioral

Offer to relay any apologies

Practice:
Following up with
the Reported Person

Discussion

- What questions came up?
- For the incident responder:
 - What was hard, complex, or complicated?
- For the reported person:
 - What did the incident responder do well?
 - What techniques did they use?
 - Any effective phrases?

Following up after an incident

- Try to talk to everyone impacted
- May need a public statement
- Transparency reports
- Whisper networks exist
- Document the incident
- May need to notify volunteers

Q&A

Advanced Topics

Systemic Inequality

- Collective lack of action
- Biased harmful policies or systems
- Negatively impacts marginalized groups
- Example: No 'religious symbols' policies
 - Must choose between a headscarf & education/jobs
 - 2x more Muslim girls don't go to secondary school in France
 - Source:
<https://www.washingtonpost.com/politics/2019/06/03/how-will-austrias-new-headscarf-ban-affect-muslims/?noredirect=on>

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



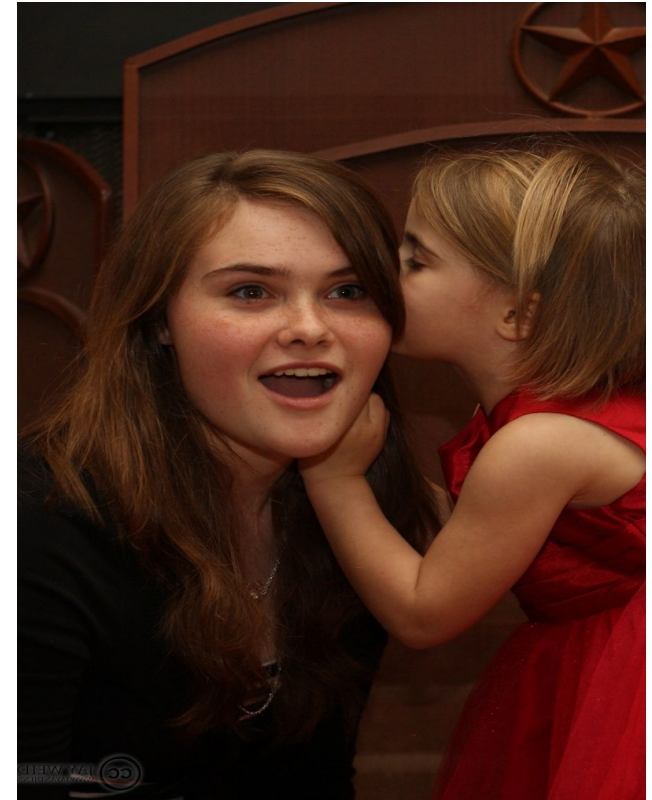
CC BY Mike Mozart

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

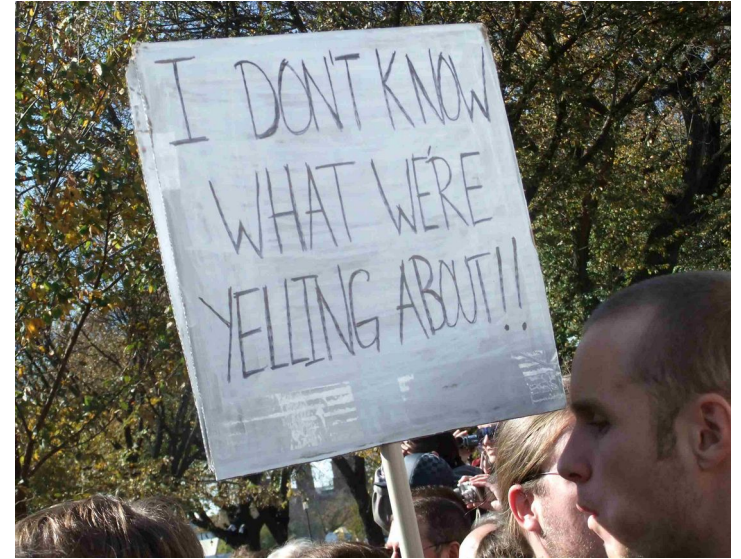
- Is anyone a friend or coworker?
 - conference staff or volunteers
 - incident response team
 - papers committee
 - sponsors
- Review leadership positions for potential leaks:
 - other incident responders
 - volunteers & staff
 - papers committee
 - board members



CC BY Jay Weldenbach

Personal Conflicts

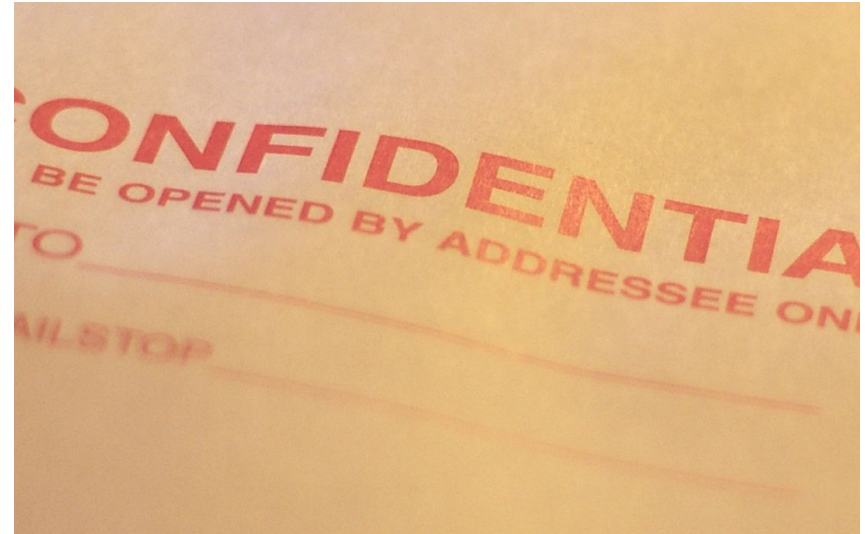
- Not all conflicts will be a Code of Conduct violation
- Communication breakdown
- Is this a pattern?
- Know emotional and verbal abuse behaviors:
<http://outofthefog.website/traits/>



CC BY Martha Soukup

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