Incident Response Training

CC NC-BY-SA
Otter Tech LLC
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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
- Paired Practice
- Responding to a report
- Paired Practice
- ...and more paired practice :)

Who is an incident responder?

- Takes incident reports

- Protects reporter privacy

- Assesses the situation

- Finds additional help

- Resolves the incident

- Responds to those impacted

- Documents the incident

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: Evaluate reporter privacy. Thank them for their report.
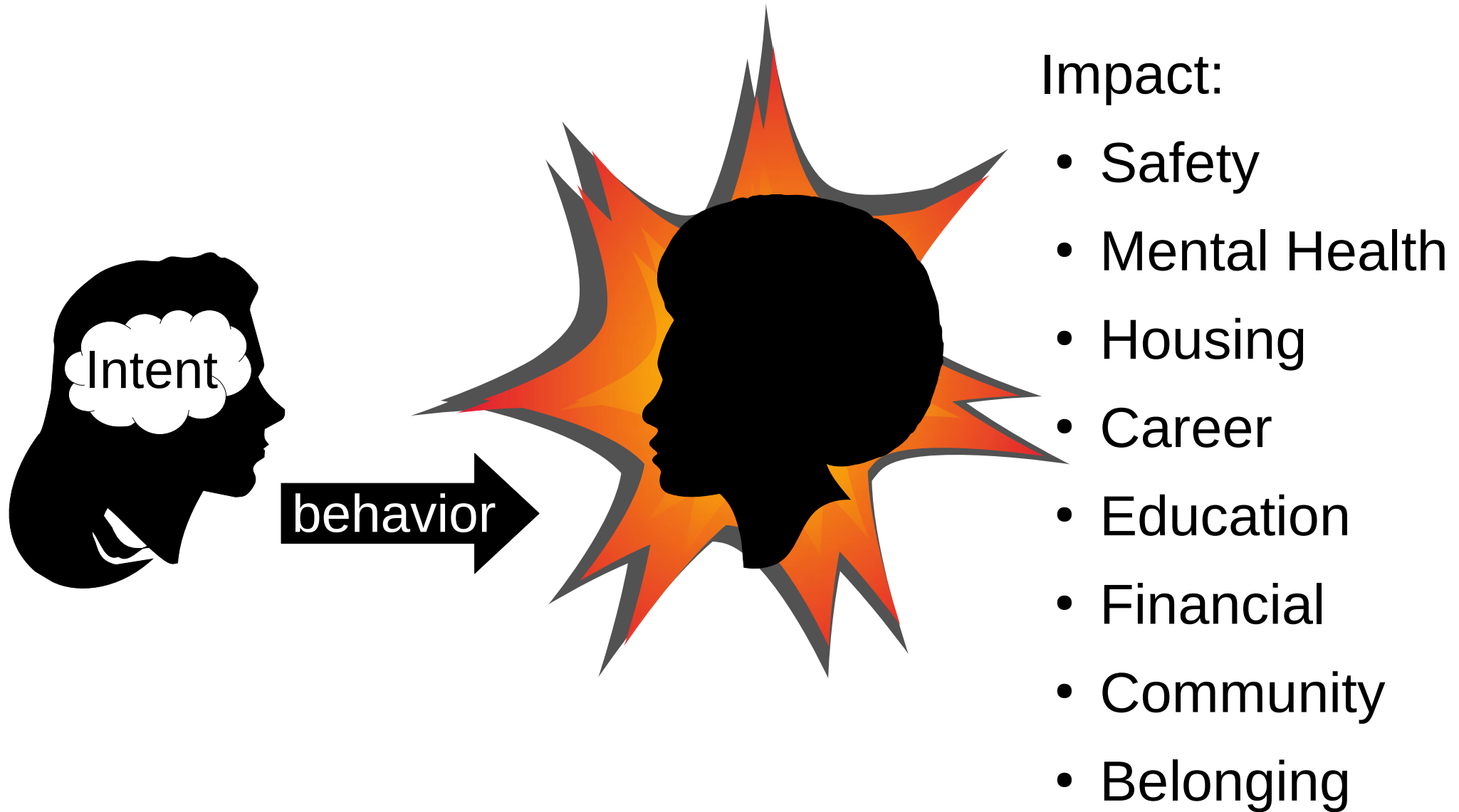
Instructor modeling
taking a report

Questions

Practice
Receiving Reports

Bias in Receiving Incident Reports

- Record the behavior & impact

- Don't use "judgment" words

- Watch yourself for defensiveness

- Be cautious about
  empathy for reported person

Intent vs. Impact

Intent

behavior →

Impact:
- Safety
- Mental Health
- Housing
- Career
- Education
- Financial
- Community
- Belonging

Intent is Not Magic

- Action or inaction has impact

- Good intent still causes harm

- Harm causes strong emotions

- Goal: Stop the behavior

- Ensure reported people understand their impact

- Allow reporters to express their emotions

CC BY Fabricio Zuardi (modified)

Microaggressions / Micro-inequities

- Harm caused because your identity is not considered "the default"
  - e.g. disability, race, gender
- Lack of knowledge / support
- Invisible to the "default" identity
- Death by 1,000 paper cuts
- Brings up strong emotions
- Emotional labor of education

CC BY Andrew McGill

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

False Reporting: Power Dynamics

- What does a reporter have to lose?
    - Career
    - Financial support
    - Safety
    - Mental health

- What does the reported person have to lose?

- How likely is it the reporter will 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
  - "racism against white people"
  - "sexist discrimination of men"
  - "tone policing" the reporter

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 Pattern of verbal or emotional 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	Manipulation

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**

- Focus on the **Impact** of their behavior

- Call them **iN**, "I need your help making this a welcoming/safe/inclusive event/community"

- **Give** them a plan to modify 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 after an incident

- Try to talk to everyone impacted
- May need a public statement
- Whisper networks exist
- 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
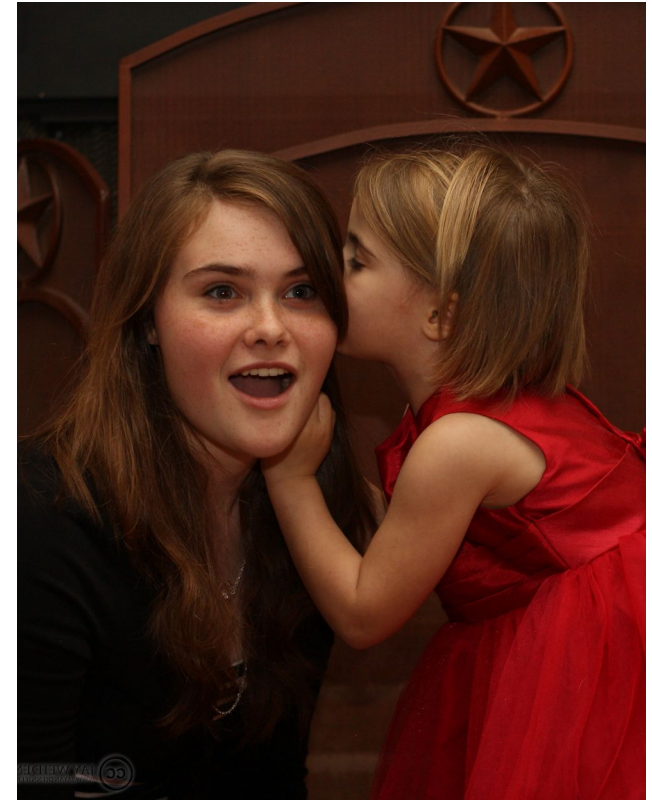
CC BY Jay Weldenbach

Confidentiality Issues

- Reporter fears retaliation

- NDAs & severance

- Police Investigation

- Limit incident docs access

- Ask around (discretely)

- Often multiple incidents

- Other grounds to dismiss
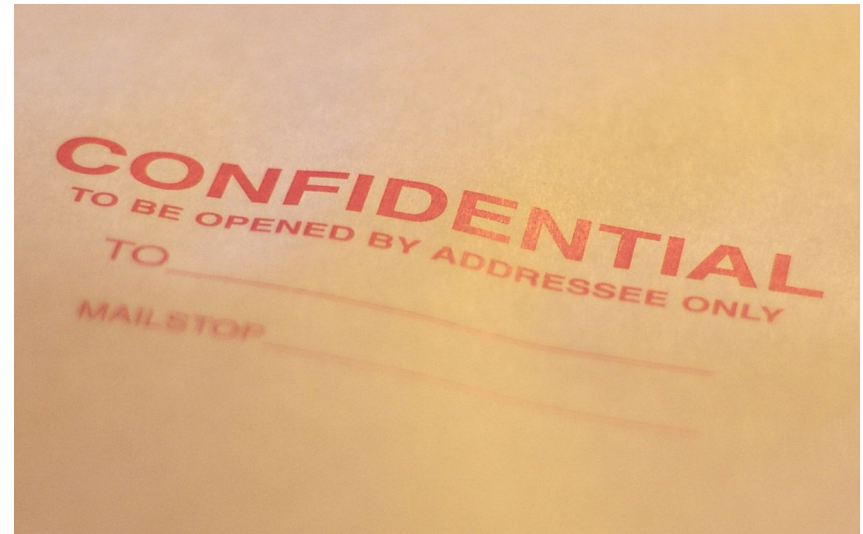
CC BY Casey Marshall

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