

# Incident Response Training

CC NC-BY-SA  
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Ice breaker:

Name, pronoun, 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

# Receiving an Incident Report

- Goals:
  - Be a neutral third-party to gather data
  - Be an active listener and don't judge
  - Ensure the reporter's safety
- Procedure:
  - Talk in private messages or email
  - Clarify any confusion you have
  - Thank reporter, acknowledge the report
  - Ask how to contact the reporter for follow up
  - Get names and contact info
  - Seek additional resources for the reporter

Example:  
Receiving Reports

# Practice Receiving Reports

# Incident Report Practice

- Group discussion:
  - describe the incident
  - any additional witnesses?
  - any additional details?

# Bias in Receiving Incident Reports

- Responders gathered different information
- Reporters have different lived experiences
- 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
- People often over-react
- 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)

# False Reporting: Power Dynamics

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

# Following up on Incident Reports

# Evaluating Risk

	Low Risk	High Risk
Low Impact	Microaggression in private message	Contributor repeatedly pushes boundaries of Code of Conduct
High Impact	Racist or sexist joke on a public channel	Harassment campaign or doxxing

# Deciding Response

	Low Risk	High Risk
Low Impact	<p>“That's not appropriate.”</p> <p>“You will be removed if you continue”</p>	<p>Re-iterate CoC</p> <p>Gather information and monitor</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>

# Following up with the reported person

- Send them a private message or email
- Repeat the facts with specific examples
- Let them respond
- Focus on the impact on the reporter(s)
- Reiterate the consequences of their behavior
- Don't reassure
- Don't let them contact reporter
- Give them a concrete plan of action for modifying their behavior

**Example:**  
Following up with  
the Reported Person

# Practice: Following up with the Reported Person

# 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



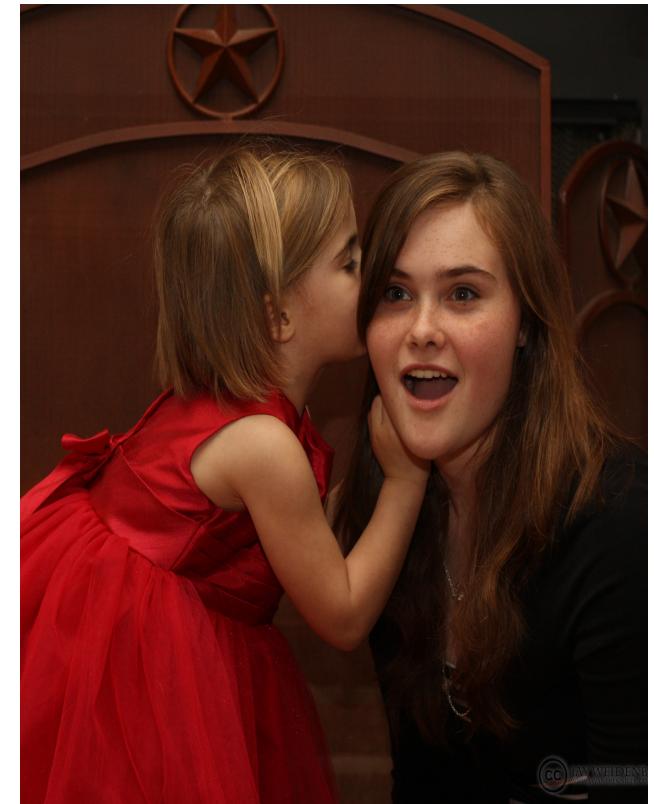
CC BY Mike Mozart

# 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

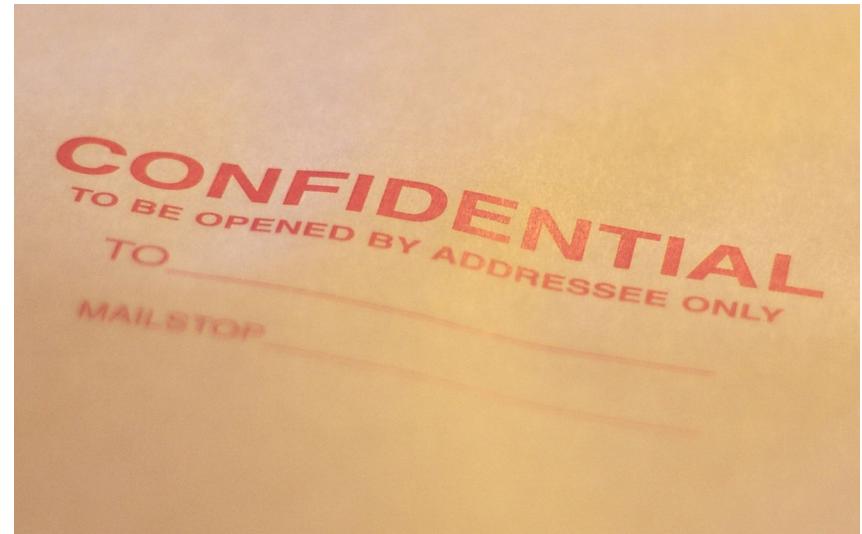
- Is anyone a friend or coworker?
  - conference staff or volunteers
  - incident response team
  - papers committee
  - sponsors
- Review leadership positions for potential leaks:
  - other incident responders
  - volunteers & staff
  - papers committee
  - board members



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

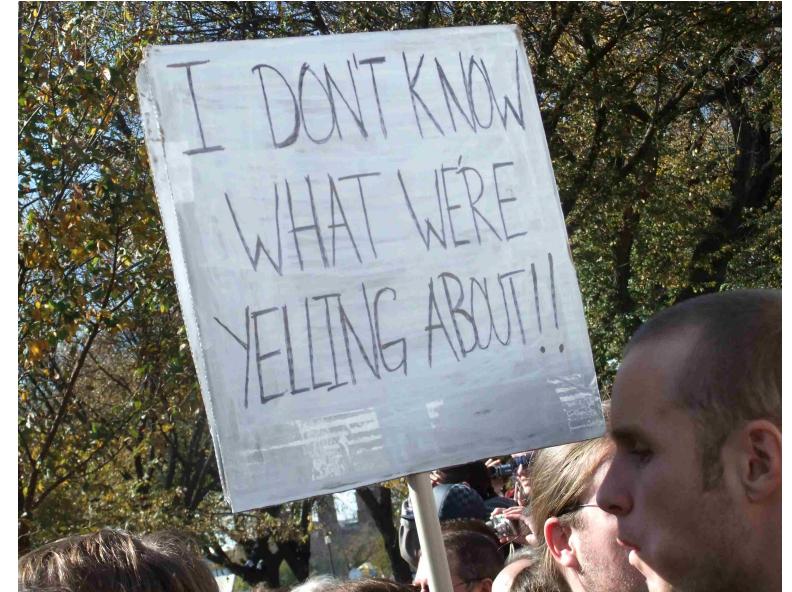
- Not just internet trolls
- Stalkers do show up
- Power plays & disruption
- Have a mitigation plan
- Strict confidentiality plan
- Ensure attendee safety



CC BY Paul VanDerWerf

# 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