

Incident Response Documentation Template

CC BY-NC-SA 4.0 Otter Tech LLC <sharp@otter.technology>

Incident response staff contact info:

Date:

Time:

Location of incident:

Before: Ask if they want to go to a quiet, private place

LASER

- **Listen** and summarize
- **Acknowledge** emotions with "You" statements
- **Seek** assistance or other resources
- **Ensure** everyone's safety
- **Report** or **Respond** to the incident

After: Thank reporter for reporting the incident

Is the incident on-going? If so, stop and contact additional responders.

Reported person's name or description:

Incident description and additional documentation:

Actions reporter has requested you take (do not prompt the reporter):

Reporter name & contact info:

Additional witness(es) contact info:

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Time:

Follow up to incident number:

Before: Say there's an issue you need to discuss privately

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

After: Document response. Don't let them contact reporter

Additional information gathered:

Behavioral modification plan:

Response to plan: