

Incident Response Training

CC NC-BY-SA
Otter Tech LLC
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Introductions:

Name

(Optional) Pronouns you use

What events or communities
you enforce a Code of Conduct in

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

Acknowledging Reporter Emotions

- "You felt (emotion) when (behavior)."
- Example: "**You felt** scared **when** they raised their voice."
- Softening the directness:
 - "So you felt..."
 - "It sounds like you felt..."
 - "I'm hearing that you felt..."

"Nonviolent communication"
by Marshall B. Rosenberg, PhD

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 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
- Invisible to the "default" identity
- Emotional labor of education
- Death by 1,000 paper cuts
- Systemic bias / inequality
- Brings up strong emotions



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?
 - Safety
 - Mental health
 - Career
 - Financial support
- 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 when power dynamic is reversed:
 - "racism against white people"
 - "sexist discrimination of men"
 - other "reverse-isms"



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

Before Speaking to a Reported Person

- Write down their behavior and impact
- Write down a behavioral modification plan
- What consequence will happen if they don't agree to the plan?
- Who can they appeal the decision to?

Common Emotions for People who have been reported

Emotion	Action
Anger	Defensiveness
Fear	Denial
Humiliation	Blame shifting
Anxiety	Seek reassurance
Disgust	Self blame
Abandonment	Manipulation

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

Go to a private place

- 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 behavioral modification plan

Offer to relay any apologies

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



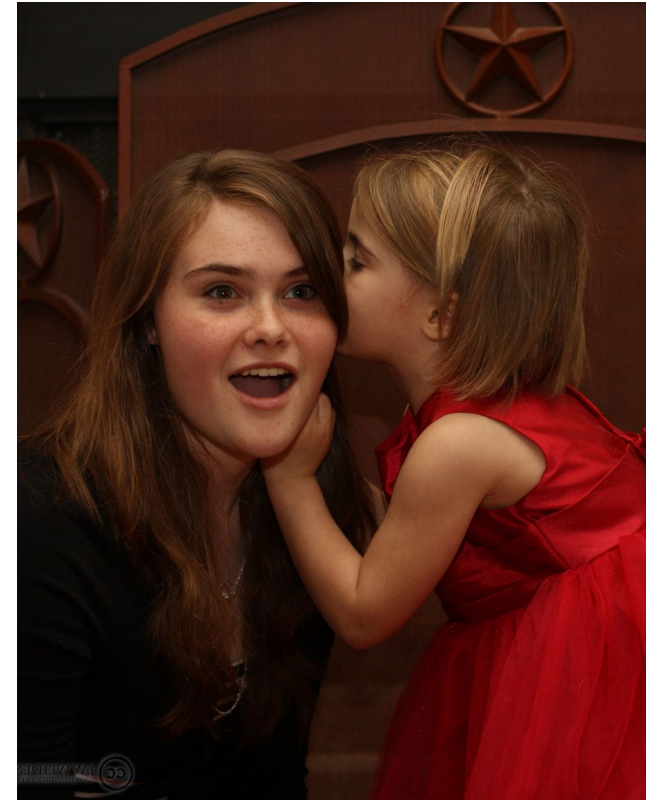
CC BY Mike Mozart

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

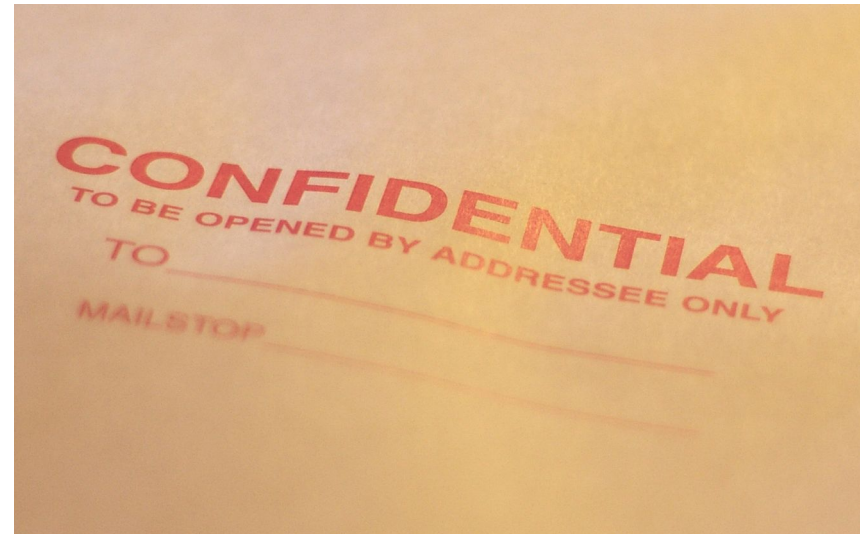
- Is anyone a friend or coworker?
 - conference staff or volunteers
 - incident response team
 - papers committee
 - sponsors
- Review leadership positions for potential leaks:
 - other incident responders
 - volunteers & staff
 - papers committee
 - board members



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