

Incident Response Training

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

Introductions:

Name

(Optional) Pronouns you use

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

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: Thank reporter for reporting the incident

Practice Receiving Reports

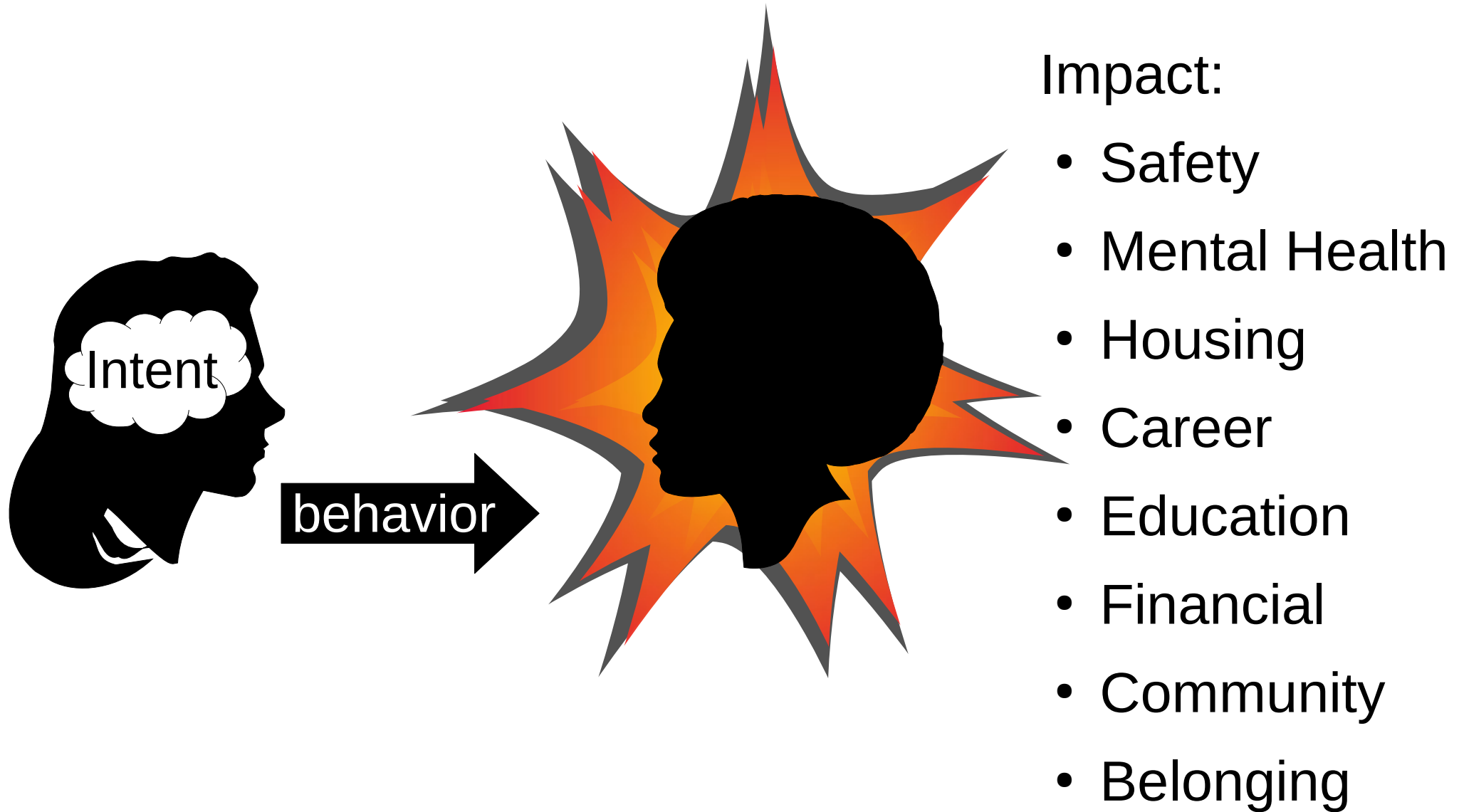
Instructor modeling
taking a report

Questions

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

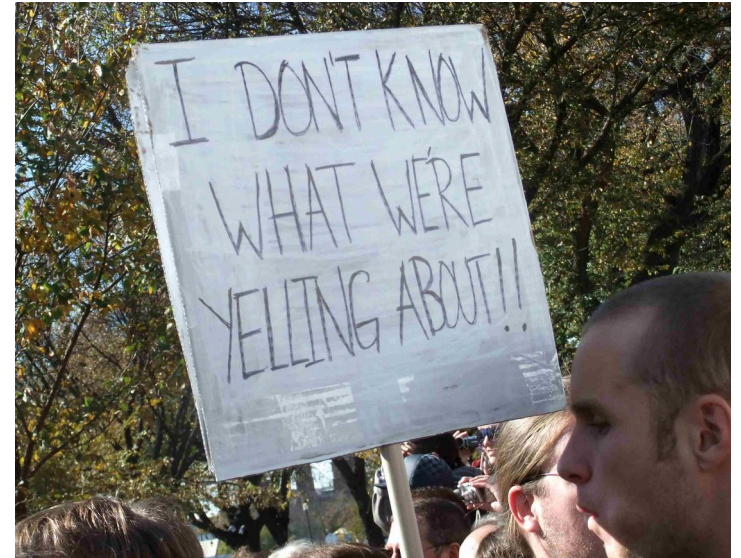
- Harm caused because your identity is not considered "the default"
 - e.g. disability, race, gender
- Lack of knowledge / support
- Invisible to the "default" identity
- Death by 1,000 paper cuts
- Brings up strong emotions
- Emotional labor of education



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 | <p>Microaggression in conversation</p> <p>Microaggression in private message</p> | <p>Repeated borderline incidents</p> <p>Pattern of verbal or emotional abuse</p> |
| High Impact | <p>Racist or sexist joke during presentation</p> <p>Inappropriate joke on a public channel</p> | <p>Ongoing harassment or stalking</p> <p>Online harassment campaign or doxxing</p> |

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



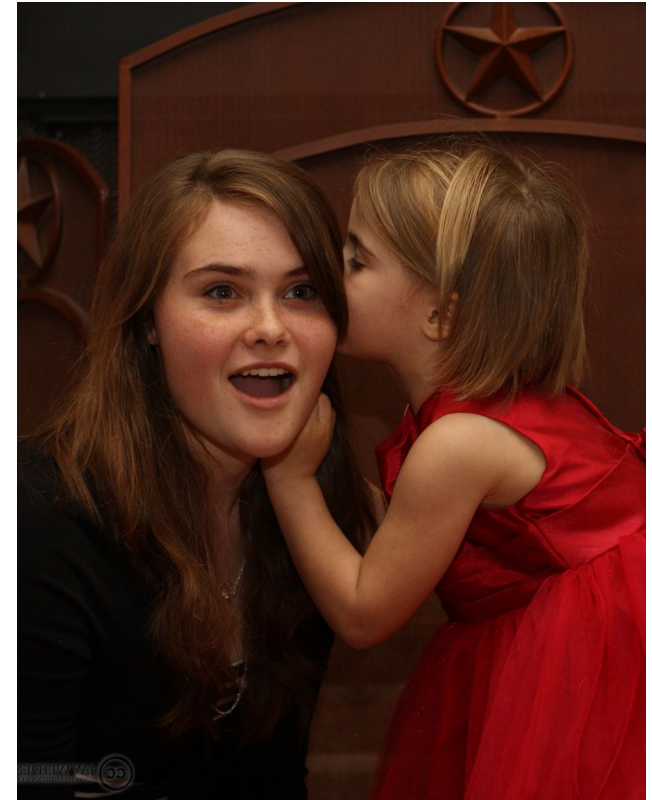
CC BY Mike Mozart

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

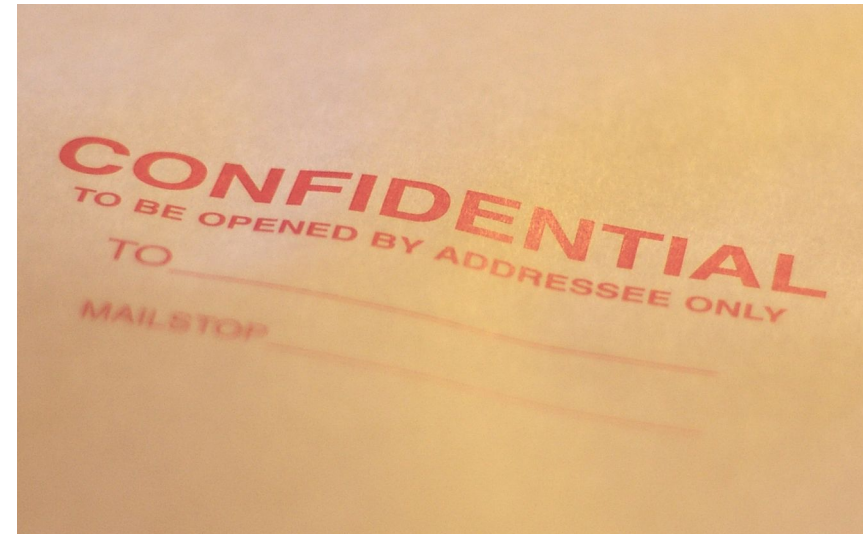
- Is anyone a friend or coworker?
 - conference staff or volunteers
 - incident response team
 - papers committee
 - sponsors
- Review leadership positions for potential leaks:
 - other incident responders
 - volunteers & staff
 - papers committee
 - board members



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