Code of Conduct
Enforcement Training

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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

- Code of conduct enforcement duties
- Practice: Taking a report
- Evaluating a report
- Practice: Following up on a report

Vocabulary

- Code of Conduct incident

- Reporter

- Reported person

- Third party witness

- Incident Responder

Incident Responder Duties

- Takes incident reports

- Protects reporter privacy

- Assesses the situation

- Discuss with committee

- Resolves the incident

- Responds to those impacted

- Documents the incident

CC BY Open Knowledge

Common Reporter Emotions

- Repeating themselves
- Becoming flustered
- Talking fast
- Mistrust
- Judgment words
- Anger

Emotion CC BY 2.0 Osamu Kaneko

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

Taking an Incident Report:
LASER

Before: Ask if they want to go to a quiet, private place
   (or encourage them to use private message/video chat)

- **Listen** and summarize

- **Acknowledge** emotions with "You" statements

- **Seek** assistance or resources as needed

- **Ensure** everyone is safe

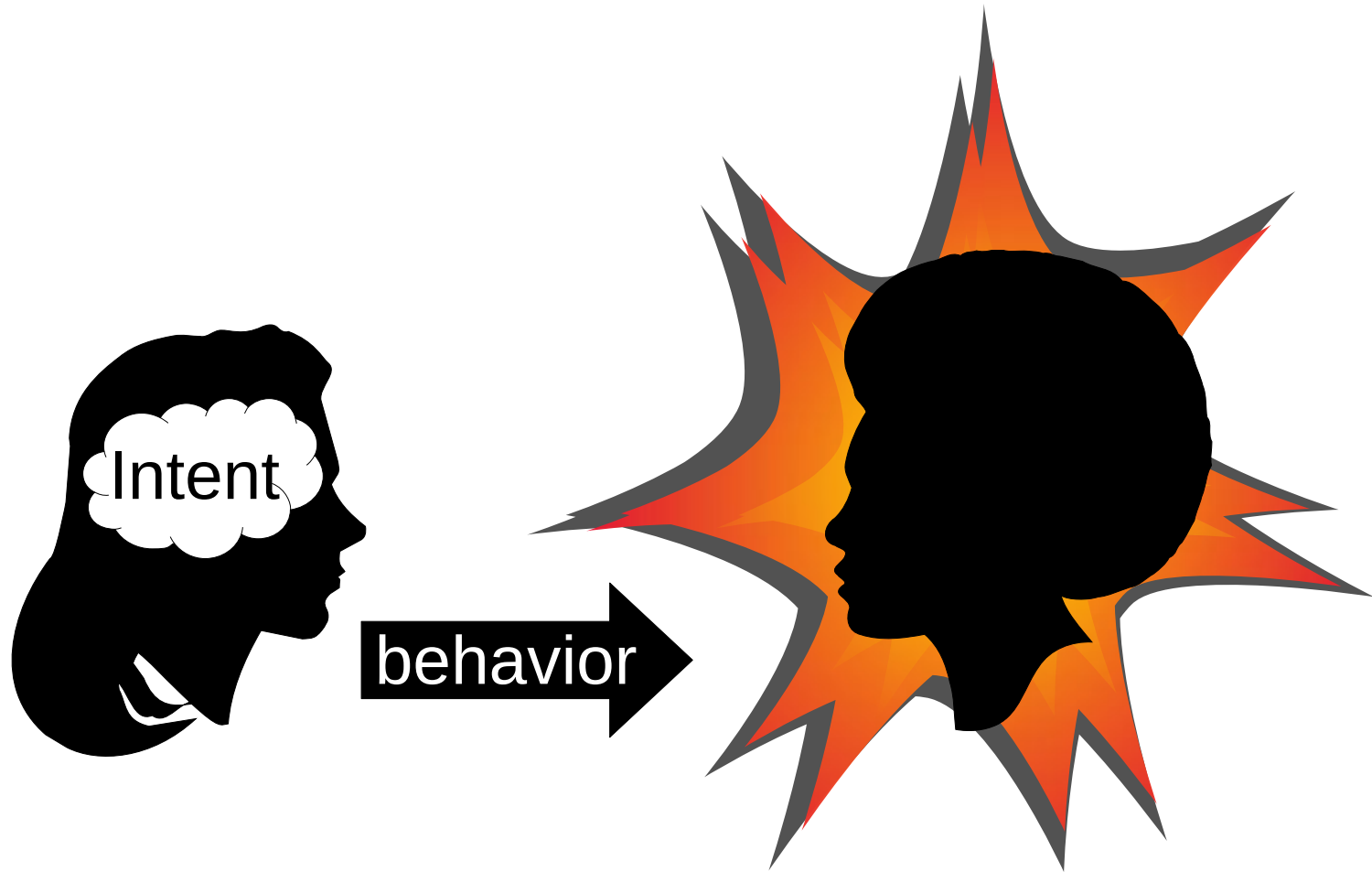- **Report** or **Respond** to the incident

After: Get contact info. Evaluate reporter privacy. Thank the reporter.

Practice
Receiving Reports

Discussion

- For the incident responder:
  - What was hard or complicated?
- For the reported person:
  - What did the incident responder do well?
  - What techniques did the incident responder use?
  - Any effective phrases?

Intent vs. Impact

Intent

behavior

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)

Evaluating Risk

	Low Risk	High Risk
Low Impact	Inappropriate behavior in private message	Repeated borderline incidents Pattern of verbal or emotional abuse
High Impact	Inappropriate behavior on a public channel	Sexual harassment Stalking Publishing private information (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 moderators	Coordinated planning Additional resources Reach out to others

Before Speaking to a Reported Person

- Write down:
  - Their behavior and impact
  - A behavioral modification plan
  - Consequences for their behavior (?)
- What will happen if they don't agree to modify their behavior?
- Who can they appeal the decision to?
- What changes will address systemic issues?

Common Reactions for Reported People

- Defensiveness

- Denial

- Blame shifting

- Seeking reassurance

- Self blame

- Manipulation

Emotion CC BY 2.0 Osamu Kaneko

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

Speak privately via direct message or video chat

- 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

Call them in. Accept apologies on behalf of the reporter.

Practice:
Following up with the Reported Person

Discussion

- For the incident responder:

  - What was hard or complicated?

- For the reported person:

  - What did the incident responder do well?

  - What techniques did the incident responder use?

  - Any effective phrases?

Following up after an incident

- Try to privately talk to everyone impacted

- Document the incident

- Addressing systemic change:
  Adopt a "hey guys" chat bot to list alternatives

- May need a statement to the community, e.g.

  - "Folks, this is a reminder from the moderation team. Please avoid using the term 'guys' to refer to the whole community. The word 'guys' may make women and non-binary community members feel excluded. We need everyone's help to make our community more inclusive."

Thank you!

- Twitter: @_sagesharp_ or @ottertechllc
- Resources:

https://otter.technology/code-of-conduct-training

https://github.com/sagesharp/code-of-conduct-training

Back up

Microaggressions: Constant Inequality

- Harm caused because your identity is not considered "the default"
  - e.g. disability, race, gender

- May happen daily

- Invisible to the "default" identity

- Death by 1,000 paper cuts

- Under reported CoC violation

CC BY Andrew McGill

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