Code of Conduct
Incident Response Training

**Please change your Zoom name
to include your pronouns
(if you're comfortable sharing them)**

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

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

Vocabulary

- Code of Conduct incident

- Reporter

- Reported person

- Third party witness

- Incident Responder

CC BY U.S. Army Africa

Agenda

- Incident responder duties
- Taking an incident report & paired practice #1a
- Evaluating a report
- Following up on a report & paired practice #1b
- Taking an incident report practice #2a
- Group report evaluation
- Following up on a report practice #2b

Incident Responder Duties

- 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

+ To be heard

+ To be respected

+ To feel safe

~ To create meaning

- To be "right"

- Justice or vengeance

CC BY painteverything

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/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.

Instructor modeling
taking a report

# Practice
Receiving Reports

Discussion

- For the incident responder:
  - What was hard, complex, or complicated?
- For the reporter:
  - What did the incident responder do well?
  - What techniques did they use?
  - Any effective phrases?

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
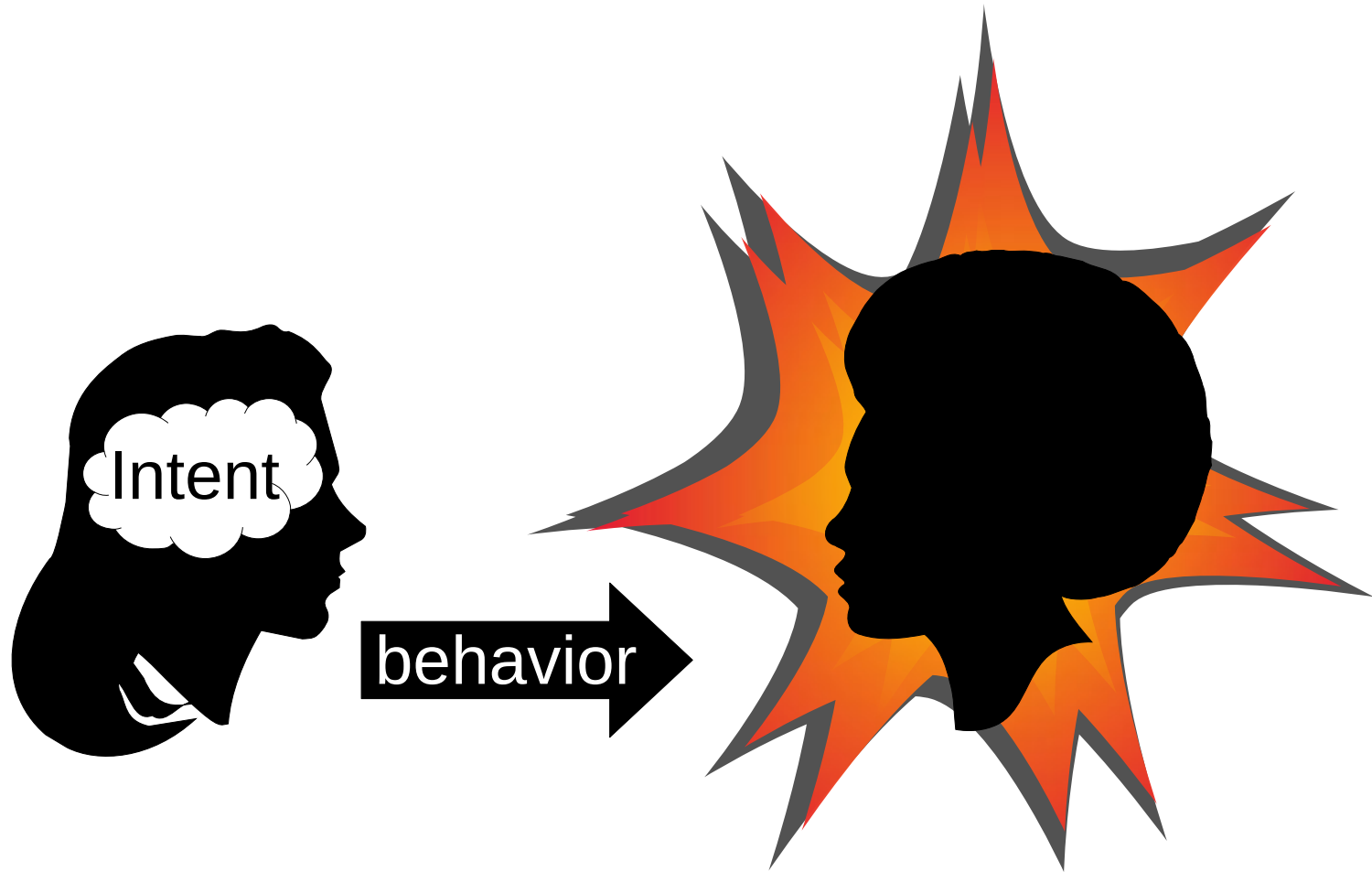
Intent is Not Magic

- 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: 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

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
  - 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?

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 / private message or video chat

Have an exit plan. Bring another responder if a ban is likely.

- 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

Discussion

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

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

Systemic Inequality

- Collective lack of action

- Biased harmful policies or systems

- Negatively impacts marginalized groups

- Example: No 'religious symbols' policies
    - Must choose between a headscarf & education/jobs
    - 2x more Muslim girls don't go to secondary school in France
    - Source: https://www.washingtonpost.com/politics/2019/06/03/how-will-austrias-new-headscarf-ban-affect-muslims/?noredirect=on

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
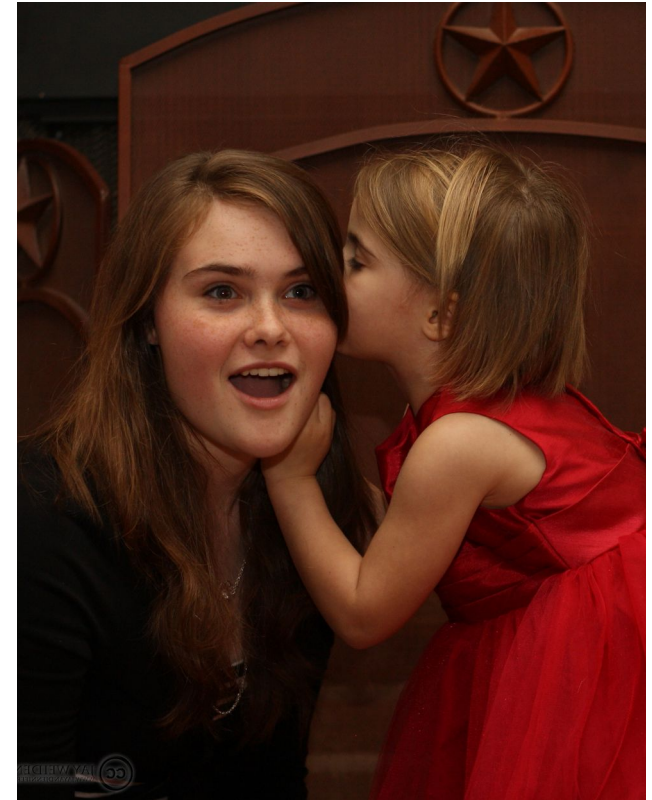
CC BY Jay Weldenbach

Confidentiality Issues

- Reporter fears retaliation
- NDAs & severance
- Police Investigation
- Limit incident docs access
- Ask around (discretely)
- Often multiple incidents
- Other grounds to dismiss
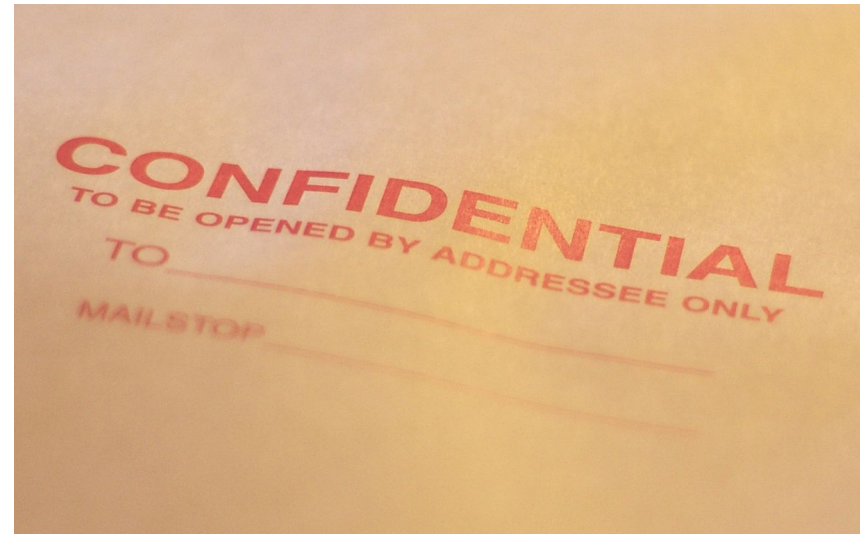
CC BY Casey Marshall

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