

# Harassment is a serious problem.



## One in three

Source: Community Engagement Insights, 2016-17. [[meta:CEI]]



## **Thirty-one percent**

Source: Community Engagement Insights, 2016-17. [[meta:CEI]]



## Forty-seven percent

Source: Community Engagement Insights, 2016-17. [[meta:CEI]]



## Almost half

Source: Community Engagement Insights, 2016-17. [[meta:CEI]]



## Training Libraries Training modules

Keeping events safe Dealing with online harassment

I: Fundamentals

Support And Safety

- II: Other forms of harassment
- III: Communication best practices
- IV: Handling reports
- V: Closing cases

- Dealing with online harassment: Other forms of harassment
- Dealing with online harassment: Communication best practices
- Dealing with online harassment: Handling reports
- Dealing with online harassment: Closing cases



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#### **Editing Wikipedia**

#### Included Modules:

- Wikipedia Essentia
- Editing Basics
- Evaluating Articles
- Editing Medical To
- Contributing Image
- Translating Articles
- Sandboxes and Ma
- Sources and Citation
- Plagiarism and Cop

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## Training Libraries **Training modules**

Keeping events safe Dealing with online harassment

I: Fundamentals

II: Other forms of harassment

III: Communication best practices

- IV: Handling reports
- V: Closing cases

https://outreachdashboard.wmflabs.org/ training/support-and-safety/

- Dealing with online harassment: Other forms of harassment
- Dealing with online harassment: Communication best
- Dealing with online harassment: Handling reports
- Dealing with online harassment: Closing cases



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### Keeping events safe

#### **Basics**

Situations you might encounter Before the event During the event After the event Things to think about

> WIKIMEDIA FOUNDATION



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## Dealing with online harassment I: Fundamentals

Purpose of this module

**Basics** 

Common forms of harassment Immediate action

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## Dealing with online harassment II: Other forms

Handling personal information Off-wiki harassment Image-based problems



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### Dealing with online harassment III: Communication best practices

**Communication Providing support and advice** Actionable vs. non-actionable Support you should not offer

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## Dealing with online harassment IV: Handling reports

### Handling reports

Actionable vs. non-actionable

Investigating reports





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## Dealing with online harassment V: Closing cases

**Closing cases** 

Documentation

**Reporting out** 

After a case

Self-care

**WIKIMEDIA** 

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Find Programs Training Documentation Report a problem

#### Training Library > Example

### Example question

Here is an example question

#### Do you...

- The first answer, which is wrong
- The second answer, which is correct
- The third answer, which is wrong
- $\odot$  The fourth answer, which is wrong

CHECK ANSWER

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#### Training Library > Example

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Here is an example question

#### Do you...

- The first answer, which is wrong An explanation of why this answer is wrong
- $\odot$  The second answer, which is correct
- The third answer, which is wrong
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#### CHECK ANSWER

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#### Training Library > Example

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#### Do you...

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• The second answer, which is correct An explanation of why this answer is correct

○ The third answer, which is wrong

○ The fourth answer, which is wrong

CHECK ANSWER

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## Development



Public domain, William James

## We spoke to stakeholders



### Preliminary surveys Prototype testing First draft feedback

#### August-September 2016

Spoke to community members, academic experts, and industry professionals about potential module content and delivery platform

#### January 2017

Solicited feedback from community members on the first draft of these training modules – their design and their content



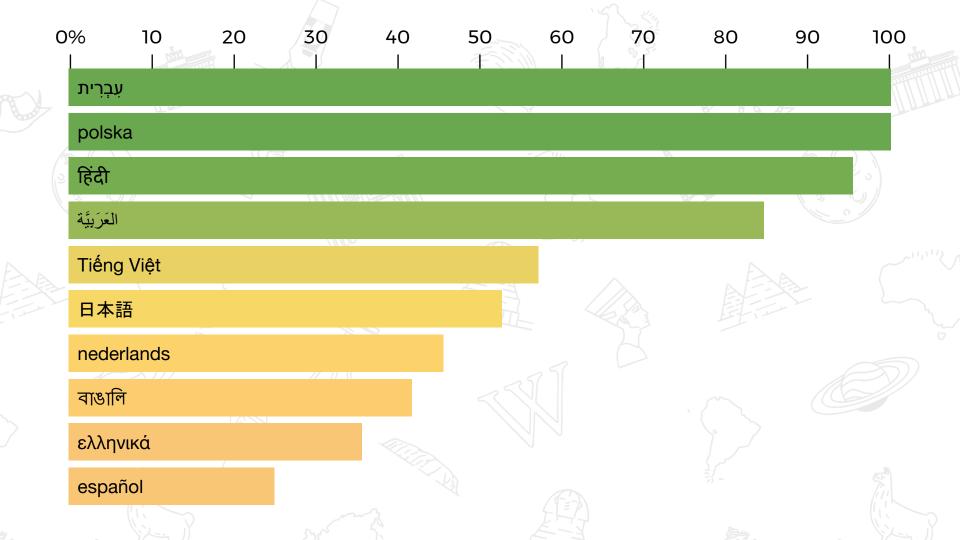
#### March 2017

Invited a range of editors and event organisers to pilot-test second draft of modules, providing deeper feedback on content and design

## To be useful, they must be translated



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### Take the modules:

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**Learn more:** meta.wikimedia.org/wiki/Training\_modules

**Contact me:** Joe Sutherland jsutherland@wikimedia.org foks@wikimedia.org

[[User:JSutherland (WMF)]]

