

Introducing Training modules



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**Harassment is a
serious problem.**



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One in three

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



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Thirty-one percent

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



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Forty-seven percent

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



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Almost half

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



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Training modules

Learning And Evaluation



Included Modules:

- Using the dashboard

Support And Safety



Included Modules:

- Keeping events safe — event organizers
- Dealing with online harassment: Fundamentals
- 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

Keeping events safe

Dealing with online harassment

I: Fundamentals

II: Other forms of harassment

III: Communication best practices

IV: Handling reports

V: Closing cases

Editing Wikipedia

Included Modules:

- Wikipedia Essential
- Editing Basics
- Evaluating Articles
- Editing Medical Top
- Contributing Image
- Translating Articles
- Sandboxes and Ma
- Sources and Citati
- Plagiarism and Cop



Training modules

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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



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



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Dealing with online harassment I: Fundamentals

Purpose of this module

Basics

Common forms of harassment

Immediate action



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



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Dealing with online harassment II: Other forms

Handling personal information

Off-wiki harassment

Image-based problems



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



CC-0, Thomas William

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

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Dealing with online harassment IV: Handling reports

Handling reports

Actionable vs. non-actionable

Investigating reports



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



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Dealing with online harassment V: Closing cases

Closing cases

Documentation

Reporting out

After a case

Self-care



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



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Quizzes



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
- The fourth answer, which is wrong

CHECK ANSWER

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Done!



Example question

Here is an example question

Do you...

- The first answer, which is wrong
An explanation of why this answer is wrong
- The second answer, which is correct
- The third answer, which is wrong
- The fourth answer, which is wrong

CHECK ANSWER

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Done!



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CHECK ANSWER

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Done!

Development



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Public domain; William James

We spoke to stakeholders



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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



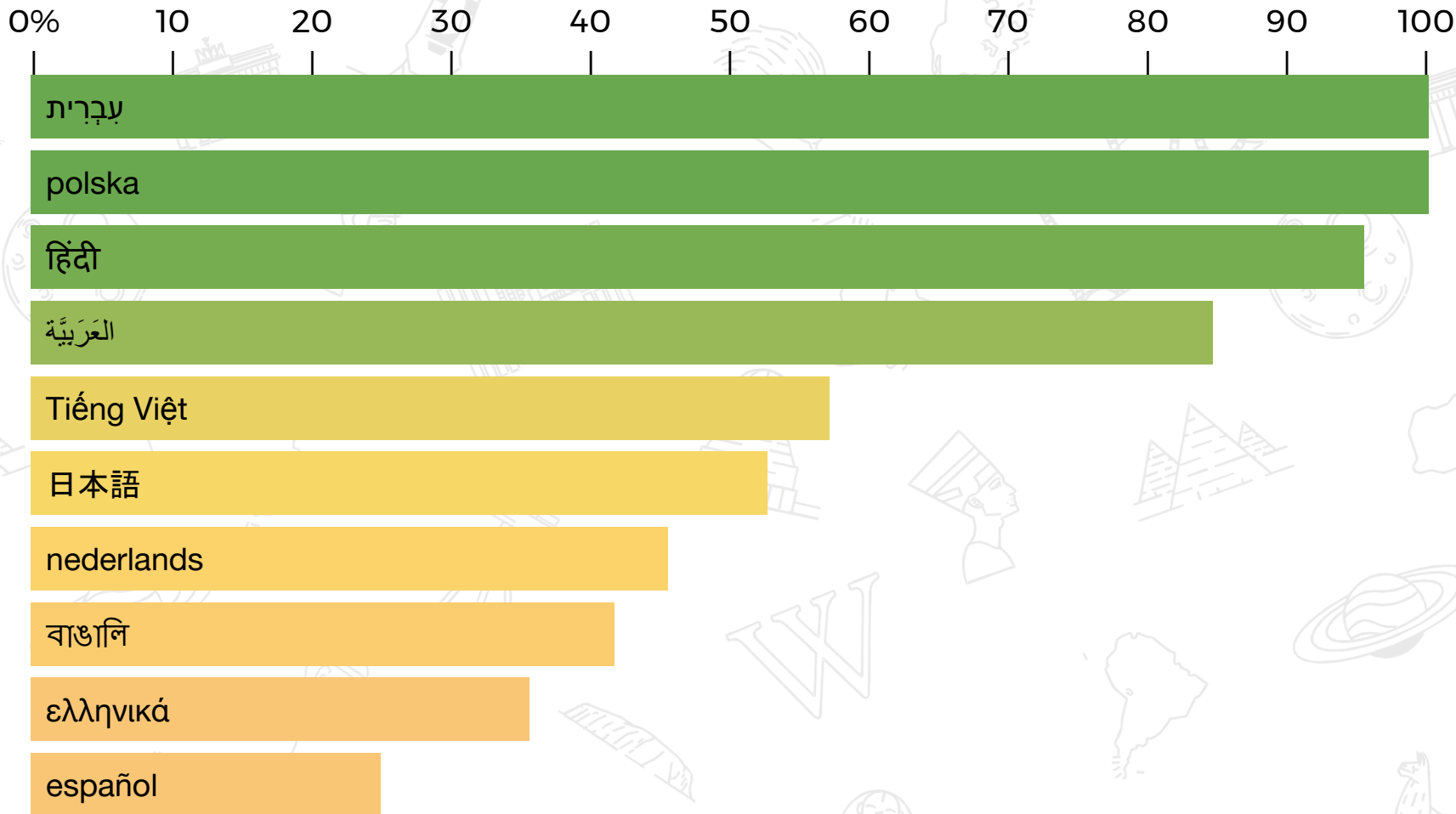
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**To be useful, they
must be translated**



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22

languages with at least one translation

2

languages with completed translations

149k

Active editors covered by top ten languages



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What now?



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CC-0, Gian Prosdocimo

Take the modules:

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

Learn more:

meta.wikimedia.org/wiki/Training_modules

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