Introducing Training modules
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
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
Training modules

Keeping events safe
Dealing with online harassment

I: Fundamentals
II: Other forms of harassment
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V: Closing cases

https://outreachdashboard.wmflabs.org/training/support-and-safety/
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/
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/
Dealing with online harassment II: Other forms

Handling personal information
Off-wiki harassment
Image-based problems

https://outreachdashboard.wmflabs.org/training/support-and-safety/
Dealing with online harassment III: Communication best practices

Communication

Providing support and advice

Actionable vs. non-actionable

Support you should not offer

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

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

< Previous Page  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!
Example question

Here is an example question

Do you...

- The first answer, which is wrong
- 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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Done!
We spoke to stakeholders
Preliminary surveys
First draft feedback
Prototype testing

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
22 languages with at least one translation

2 languages with completed translations

149k Active editors covered by top ten languages
What now?
Take the modules:
outreachdashboard.wmflabs.org/training/support-and-safety/

Learn more:
meta.wikimedia.org/wiki/Training_modules

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