

# Training Modules

## Industry Professionals Survey



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On August 15, 2016 and for three weeks, the Support and Safety team surveyed four different key audiences: functionaries, non-functionaries, academics and industry professionals.

The topic of the surveys was training modules, Support and Safety's key project for 2016-2017. This report presents the industry professionals survey results.

It generated 6 responses from professionals in the industry.

# In-house training

**Q. Does your platform offer anti-harassment training, such as how to prevent, or how to react to, harassment?**

Of those surveyed, three (83.3%) were from platforms offering this training. [Chart 1]



Chart 1

When asked to describe the type of training available to them, we received the following 5 responses:

- “We have Title IX training, diversity training, and LGBTQ safe space training, as well as opportunities to learn how to identify and manage specific behaviors within the classroom environment.”
- “Training manual, one on one discussions with administrators, policy guidelines for dealing with pretty tricky situations. Links to past situations.”
- “Instructor led for new hires and self paced interactive training for continuing education. All scenario based.”
- “We go to colleges and universities around Pakistan and deliver trainings to young girls about online harassment and cyber security. The sessions are interactive and cover local laws, the girls' rights, reporting mechanisms and prevention information.”
- “Multi-faceted - we are a university”

# In-house training

**Q. To whom is the training available?** (Please, select the option that applies for each statement.)

While most of the training described to us was available only to paid staff, and not to volunteers, all of it was mandatory for their staff. [Chart 2]

| THE TRAINING IS                           | PAID STAFF | VOLUNTEERS | BOTH PAID STAFF & VOLUNTEERS |
|---|------------|------------|------------------------------|
| <b>Available to:</b>                      | 80%        | 20%        | 0                            |
| <b>Mandatory for:</b>                     | 100%       | 0          | 0                            |
| <b>Available according to experience:</b> | 66.7%      | 33.3%      | 0                            |

Chart 2

# In-house training

**Q. Do you feel that the training offered by your platform has produced positive outcomes or improvements around the issue of harassment?** (Does it help trainees handle or prevent harassment more than otherwise?)

All four professionals responding to this question considered their training to have produced positive outcomes or improvements around the issue of harassment. [Chart 3]

No challenges were identified in preventing the training from becoming successful.



Chart 3

# In-house training

## Q. Describe some of those positive outcomes.

Three out of four professionals proceeded in explaining the positive outcomes as follows:

- One explained that the training has led to harassment victims approaching the non-profit directly, which in turn has led to proactive reporting to authorities.
- Another learned how to speak with my peers about issues tied to harassment, as well as the importance of educating certain vulnerable groups, and how to listen and advocate for victims.
- Another has harassment training as a job requirement, and this focuses on eliminating subjectivity through policies clearly defining harassment. This is reinforced through regular training. Edge cases and policy refinements are incorporated further down the line.

# Other training

**Q. Are you aware of any training modules or coursework outside of your organisation that address the issue of online harassment?**

Two professionals indicated that they were aware of training modules or coursework outside of their organisation, addressing the issue of online harassment. Another two indicated that they were not aware of any. [Chart 4]

- [WMC Speech Project](#)
- "Most social media companies have this type of training."



Chart 4

# Events training

**Q. Does your platform host or sponsor in-person events?**

Of all four industry professionals who indicated that their platform hosts or sponsors in-person events, three responded positively when asked further whether their platform offers special training to the event organisers in handling code of conduct violations, incidents of harassment, sexual assault, and so on. [Chart 5]



Chart 5

**Q. Do you provide special training to the organisers of the events in handling code of conduct violations/harassment/sexual assaults/etc?**

One professional indicated that the training on offer was in-person only, while two indicated it was both online as well as in-person. [Chart 6]

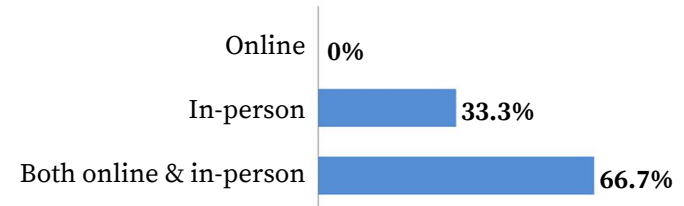


Chart 6



# Events training

Q. Is this training conducted at or before the event?

Two professionals responded when asked whether the training is conducted at or before the event commences. Of those, one indicated that the training takes place at the event, while the other indicated that the training is offered both before as well as at the event. [Chart 7]

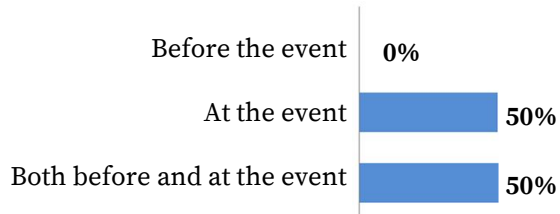


Chart 7

Q. Is this training mandatory or voluntary?

One professional's training on offer was voluntary, while the other was mandatory. [Chart 8]



Chart 8

# Events training

Q. Do you self-source any of training you provide for event staff/volunteers, or do you hire consultants with expertise in training/harassment prevention? (If you have consultants, are there consultants you would recommend?)

All three professionals responding when asked whether they self-source or outsource their training indicated that they self-source. [Chart 9]

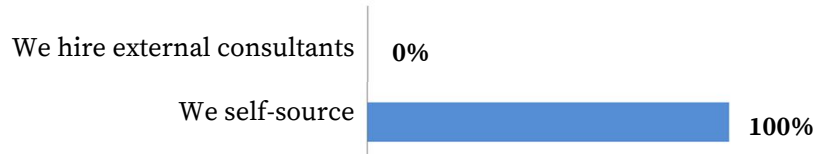


Chart 9

# Preventing harassment

**Q. Are you aware of any training resources for event staff/volunteers on how to prevent or respond to harassment at events they attend or coordinate?**

Three out of four professionals indicated that they are aware of training resources for staff and volunteers involved in running events, that help with prevention and response to harassment incidents. [Chart 10]



Chart 10

# Module format

**Q. Please rate the following forms of training based on your experience:**

The four industry professionals still participating in the survey were asked to rate the following formats, in terms of effectiveness:

- Video
- Single-page of text
- “Tutorial”- or how-to-style
- Interactive, with activities or quizzes
- "Gamified" training, possibly with incentives
- Longform articles
- Other

The rating options available to them were:

- Used and found effective
- Used but uncertain of effectiveness
- Used and found ineffective
- Never used

The two professionals who submitted an alternative medium under “other”, identified scenario based training and discussion groups. [Chart 11]

# Module format

## Preferred format breakdown

|  | Used and found effective | Used but uncertain of its effectiveness | Used and found ineffective | Never used |
|--|--------------------------|---|----------------------------|------------|
| <b>Video</b>   | 75%                      | 0%                                      | 25%                        | 0%         |
| <b>Single page of text</b>                           | 25%                      | 50%                                     | 0%                         | 25%        |
| <b>"Tutorial"- or how-to-style</b>                   | 25%                      | 75%                                     | 0%                         | 0%         |
| <b>Interactive, with activities and quizzes</b>      | 75%                      | 25%                                     | 0%                         | 0%         |
| <b>"Gamified" training, possibly with incentives</b> | 0%                       | 0%                                      | 0%                         | 100%       |
| <b>Longform articles</b>                             | 0%                       | 25%                                     | 25%                        | 50%        |
| <b>Other</b>   | 50%                      | 0%                                      | 0%                         | 0%         |

Chart 11

# Advice

**Q. Do you have any advice for us, not addressed by the questions above, that might help us create training modules for the Wikimedia community?**

This question received four open-ended responses. Some quotes from these responses are:

- "...Local attitudes towards women for instance can make harassment take on different and in some contexts, deadly forms, and those dangers must be addressed."
- "Correct for bias in any data or algorithmic products. Survey users and use intersectional data analysis to identify relevant differences in people's experiences and perceptions. Learn about how speech dynamics are affected by identity, gender, power, etc. because these dynamics are diffused in online commentary and interactions."
- "For the love of humanity, do not gamify this. People targeted for harassment have killed themselves over it. Gamifying any aspect of this topic is tasteless and undermines the severity of the issue."
- "The key is to [develop] a thorough gap analysis between current state and where you want to end up. You have to measure current state first. Don't assume. Then structure the training to address the learning objectives... Balance carefully the need for cultural and regional diversity with the need to have a common user experience. Finally, it is not enough to make the right call or do the right thing, you have to explain it the right way."

THANK YOU



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