

The Silver Tongue vs. The Iron Fist

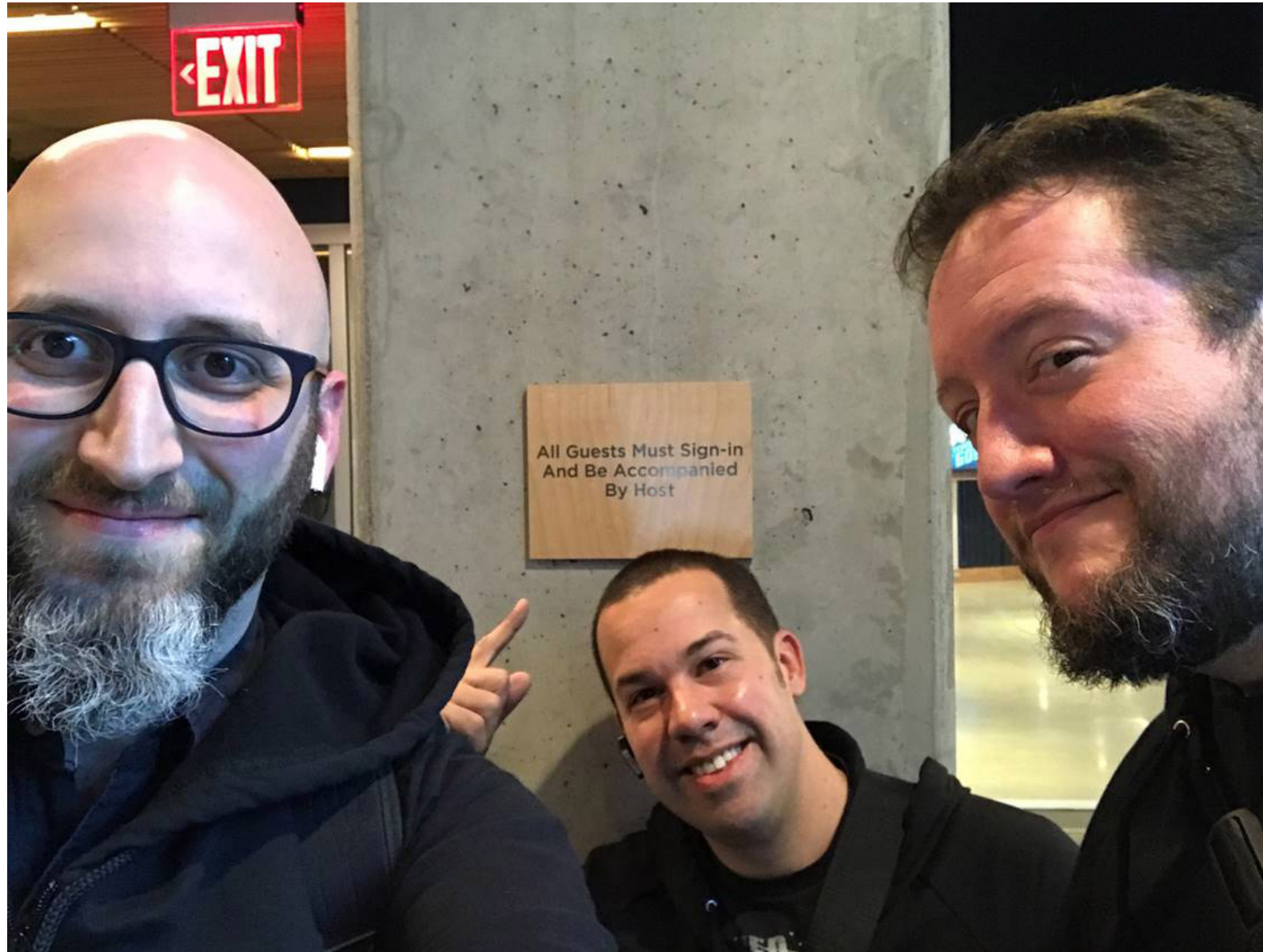
Being Better at Physical Security and Tense Interactions



Deviant Ollam



Physical Security is my Job





Physical Security for Assets





Physical Security for Executives





Physical Security for Events





Physical Security for Events





Physical Security for Events





Physical Security for Events





Containing Situations





Containing Situations





Containing Situations





“Be Nice”





Respect. Ask. Explain.



Hackers Aren't Always Good at This





Respect. Ask. Explain.





Take a Breath and Slow Down



WHY

A

I

T



WHY
AM
I
T



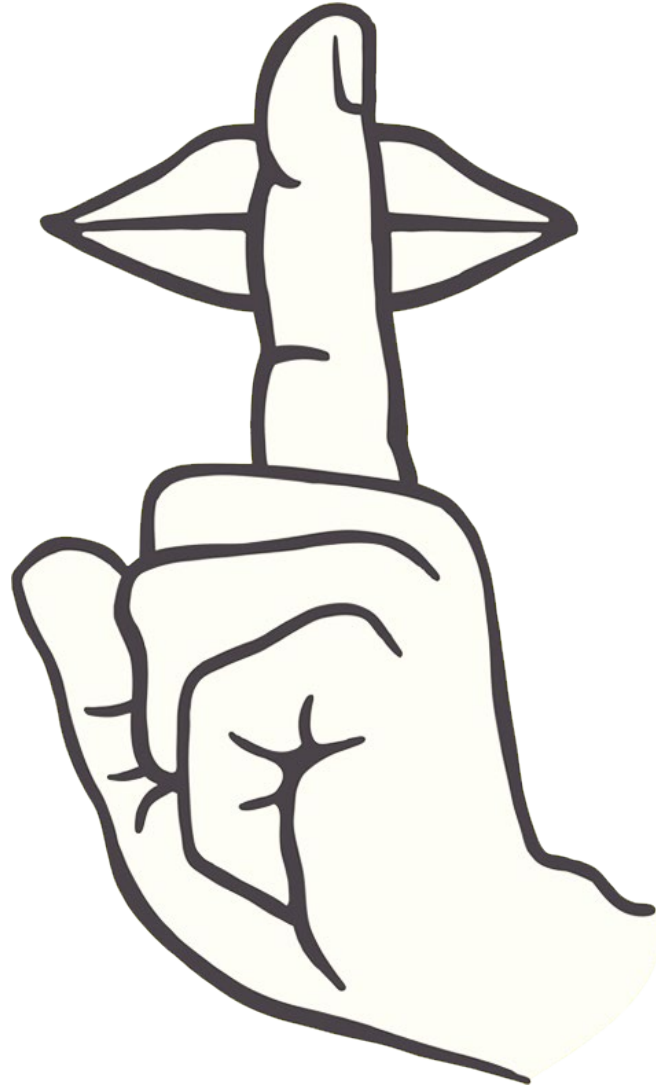
WHY
AM
I
T



WHY
AM
I
TALKING?



The Power of Not Talking





For Negotiating





For Investigating





For Counseling





Event Security Needs **All** of Those Skills





Verbal Judo







Tactical Civility





Get On Their Level





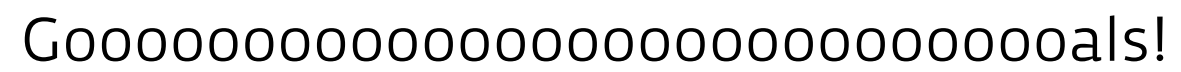
Attempt a Genuine Connection





Validate and Redirect







What Are Your Goals in Verbal Self-Defense?

1. Calm





What Are Your Goals in Verbal Self-Defense?

1. Calm
2. Cooperation





What Are Your Goals in Verbal Self-Defense?

- 
1. Calm
 2. Cooperation
 3. Collaboration



What Are Your Goals in Verbal Self-Defense?

- 
1. Calm
 2. Cooperation
 3. Collaboration
 - X. Compliance



What Are Your Goals in Verbal Self-Defense?

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1. Calm
 2. Cooperation
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Goals if You're an Asshole

1. Compliance
2. “OK, Go Away Now.”



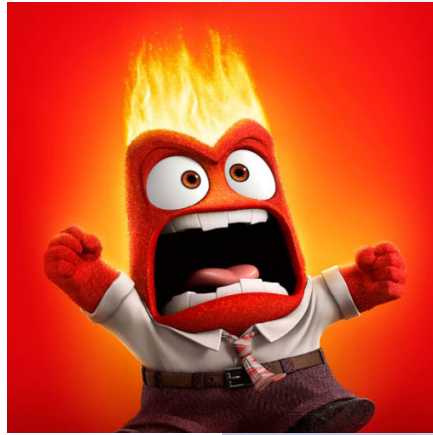


Enhancing the Calm



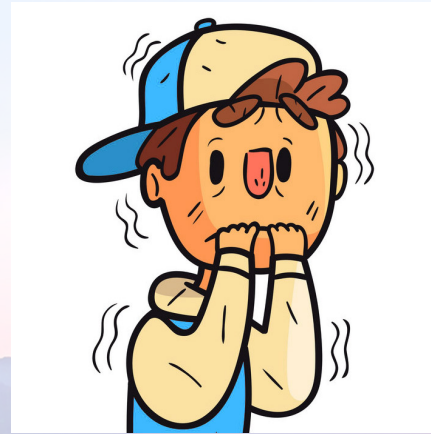
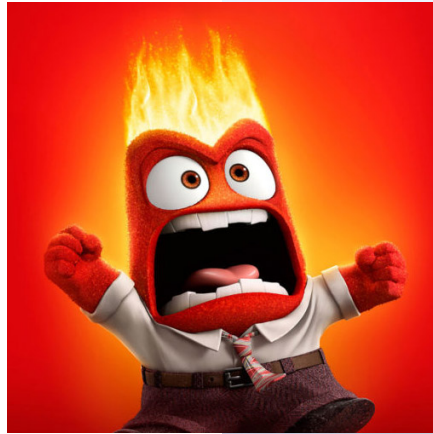


Enhancing the Calm



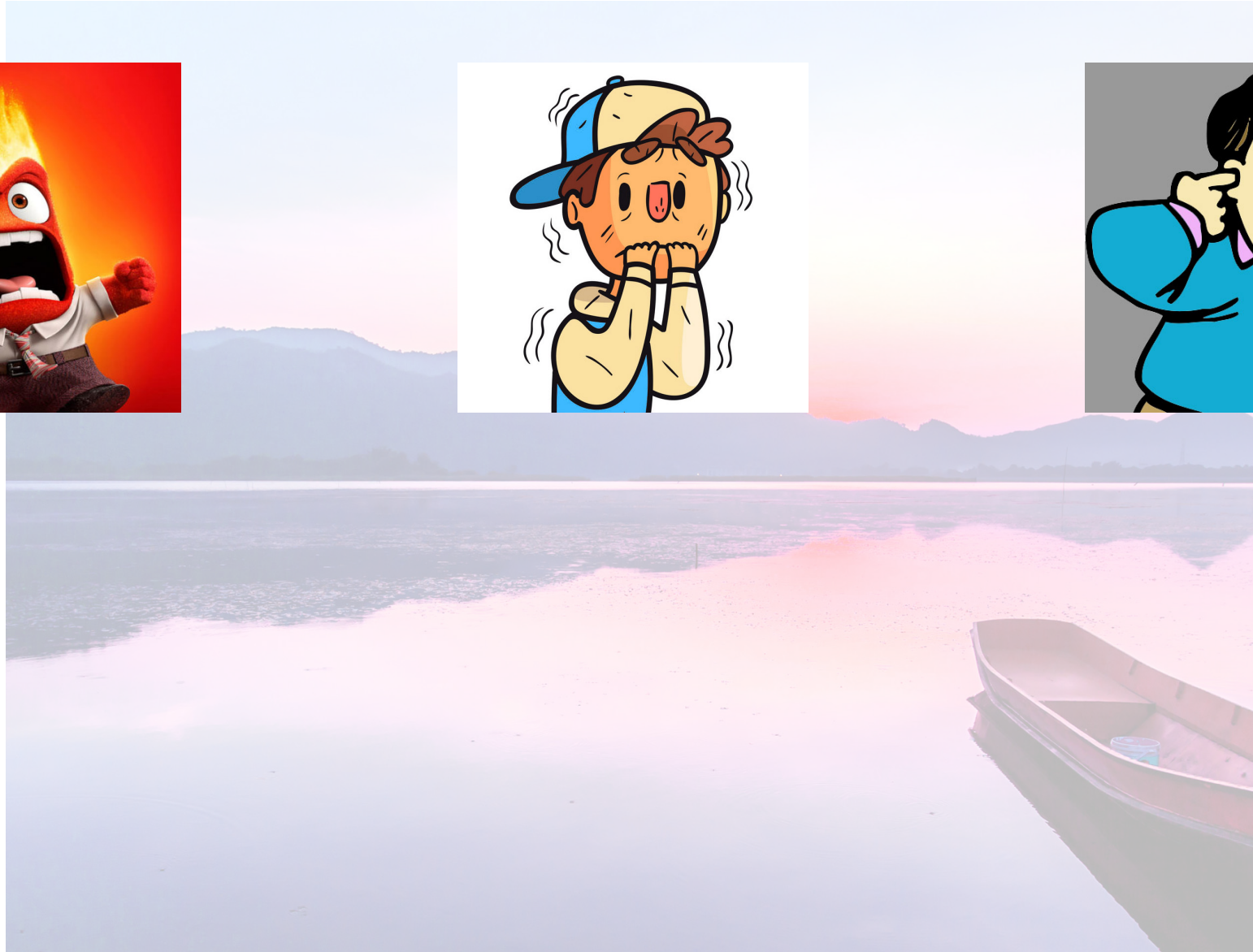
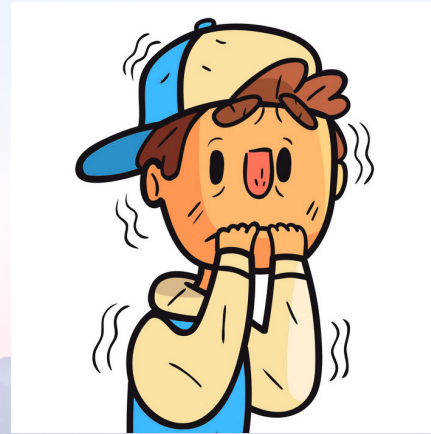
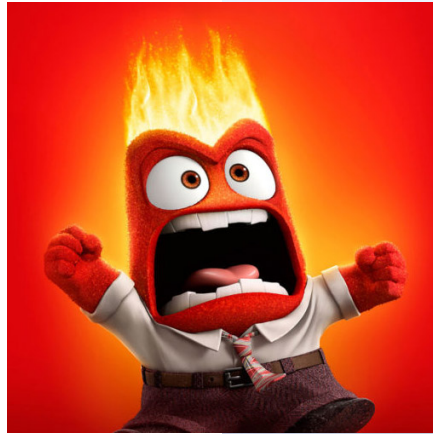


Enhancing the Calm



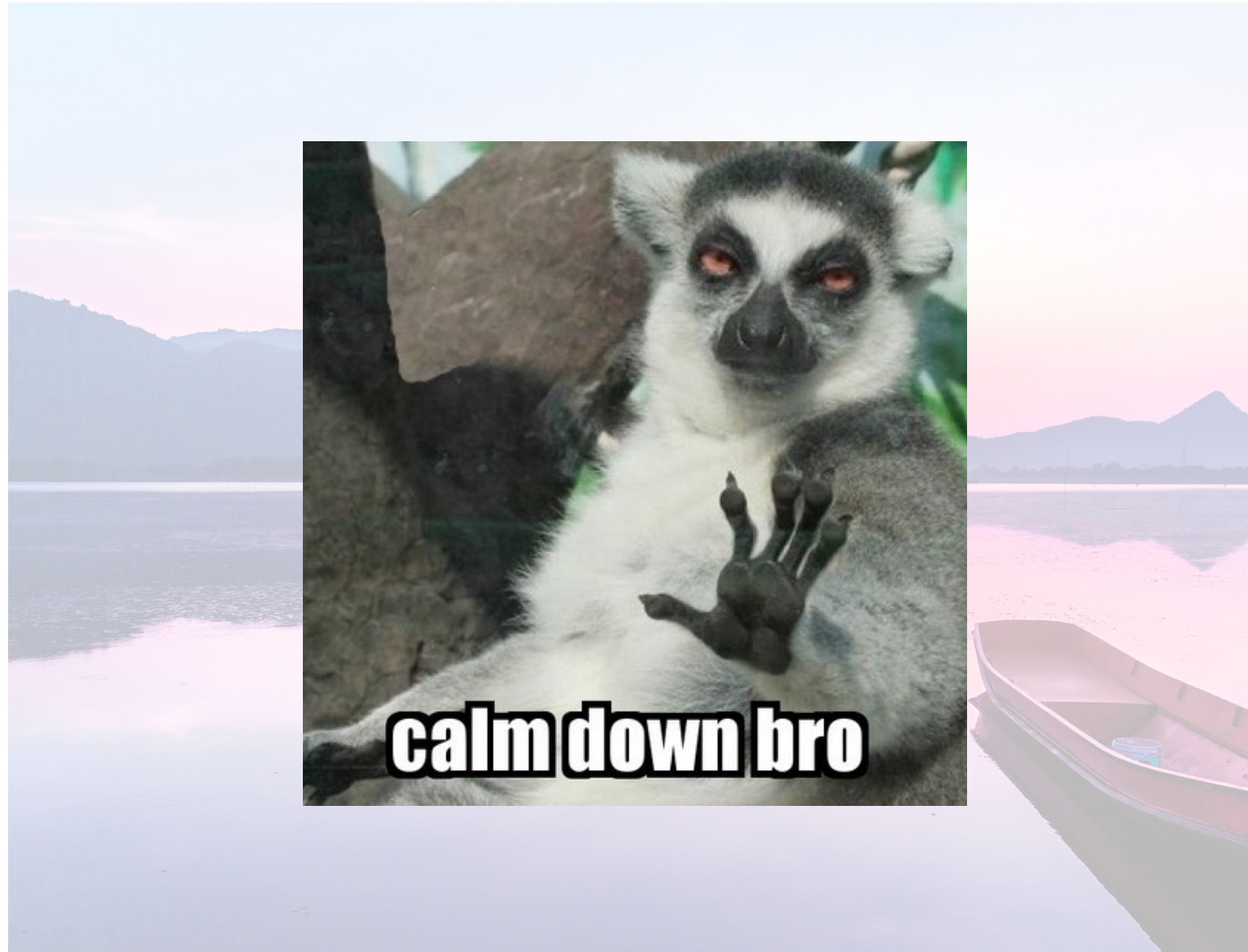


Enhancing the Calm





Enhancing the Calm





Enhancing the Calm





Enhancing the Calm



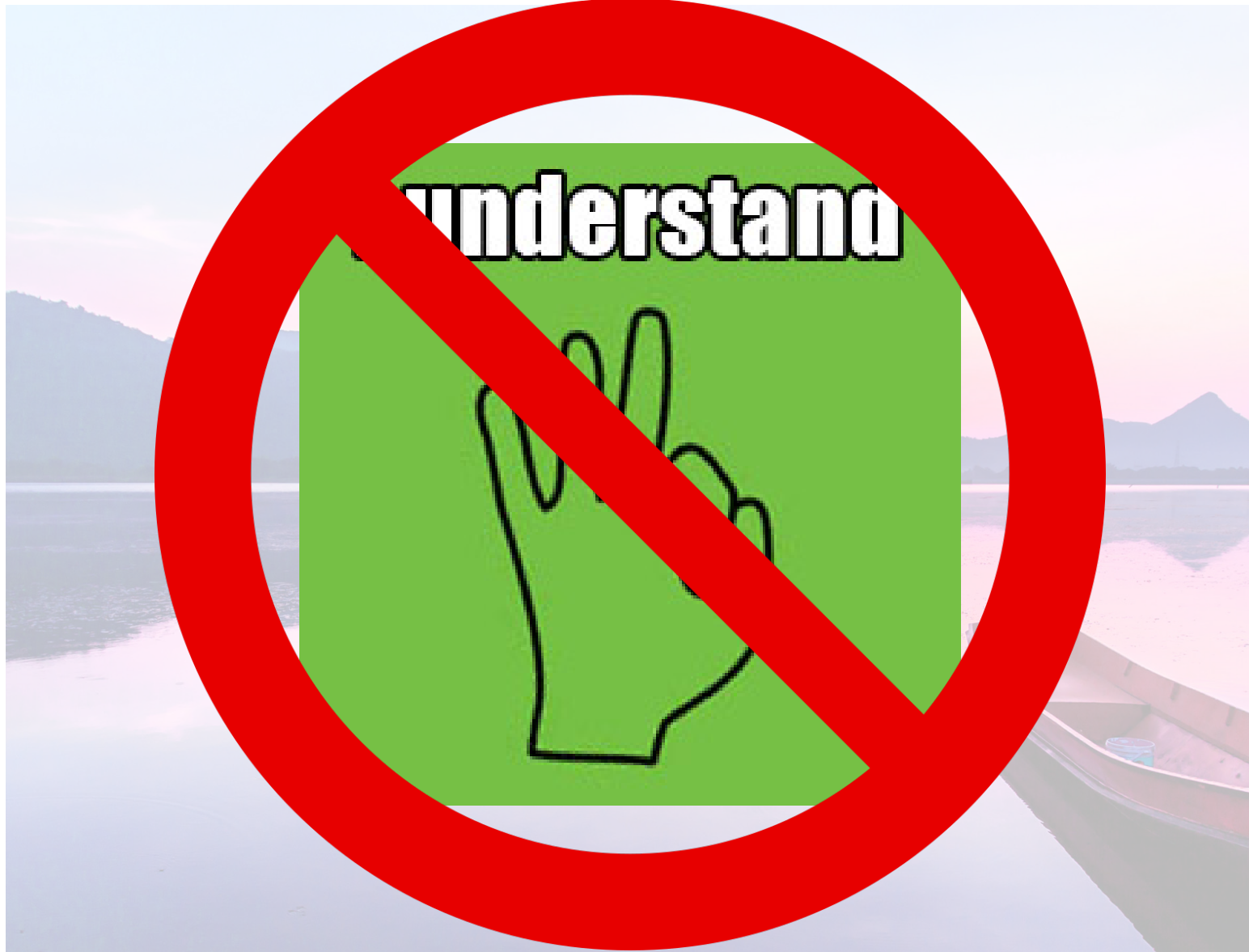


Enhancing the Calm





Enhancing the Calm





Showing That You are Listening





Showing That You are Listening

“Let me make sure I understand what you just said...”



De-Escalation Tactics



The Old Mentality: Escalation





The Old Mentality: Escalation

1. Tell





The Old Mentality: Escalation

1. Tell

2. Order





The Old Mentality: Escalation

1. Tell
2. Order
3. Threaten





The Old Mentality: Escalation

1. Tell
2. Order
3. Threaten
4. Glare





The Old Mentality: Escalation

1. Tell
2. Order
3. Threaten
4. Glare
5. Grab



The New Mentality: De-Escalation





The New Mentality: De-Escalation

1. Ask





The New Mentality: De-Escalation

1. Ask

2. Explain





The New Mentality: De-Escalation

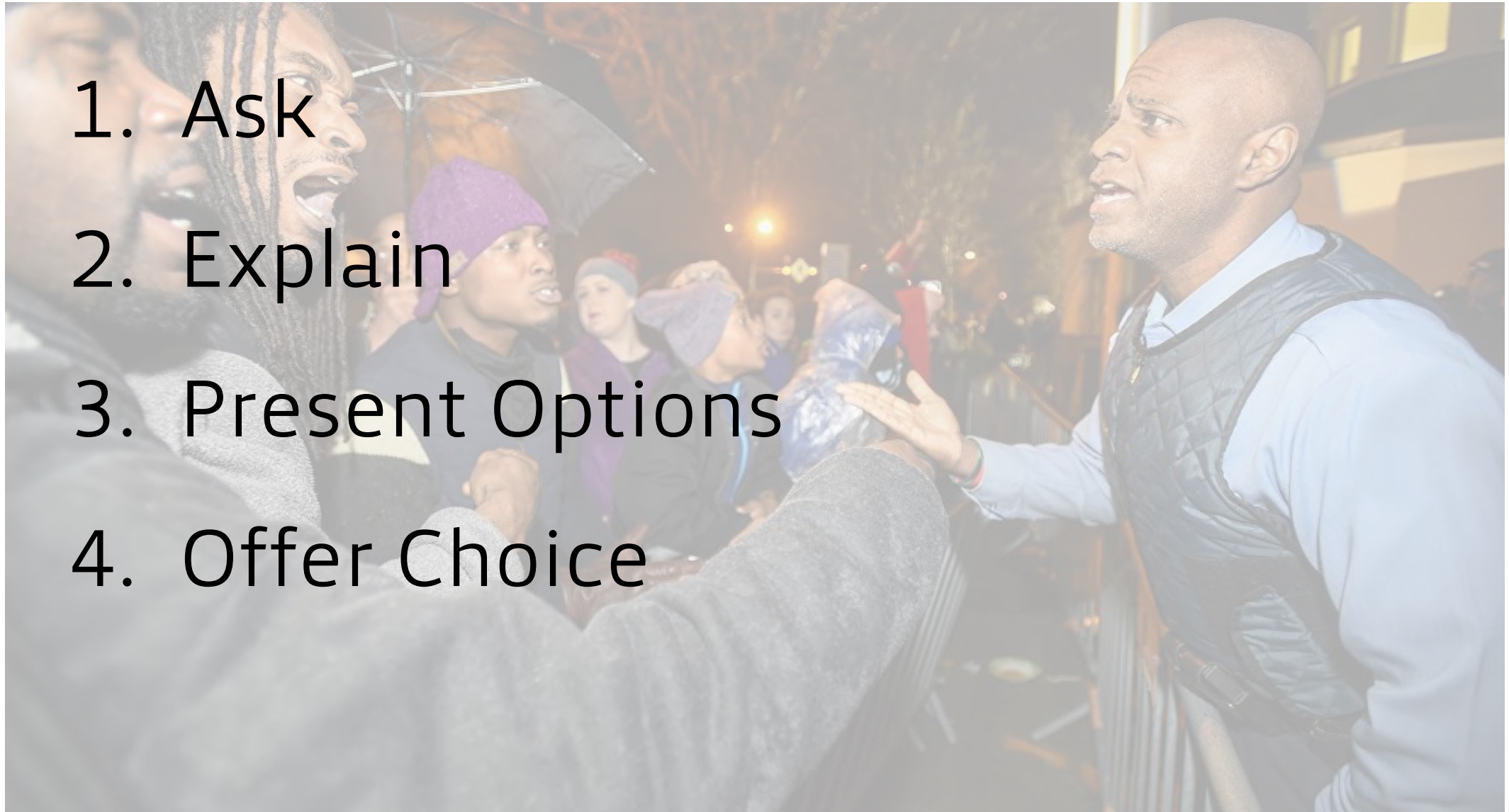
1. Ask
2. Explain
3. Present Options





The New Mentality: De-Escalation

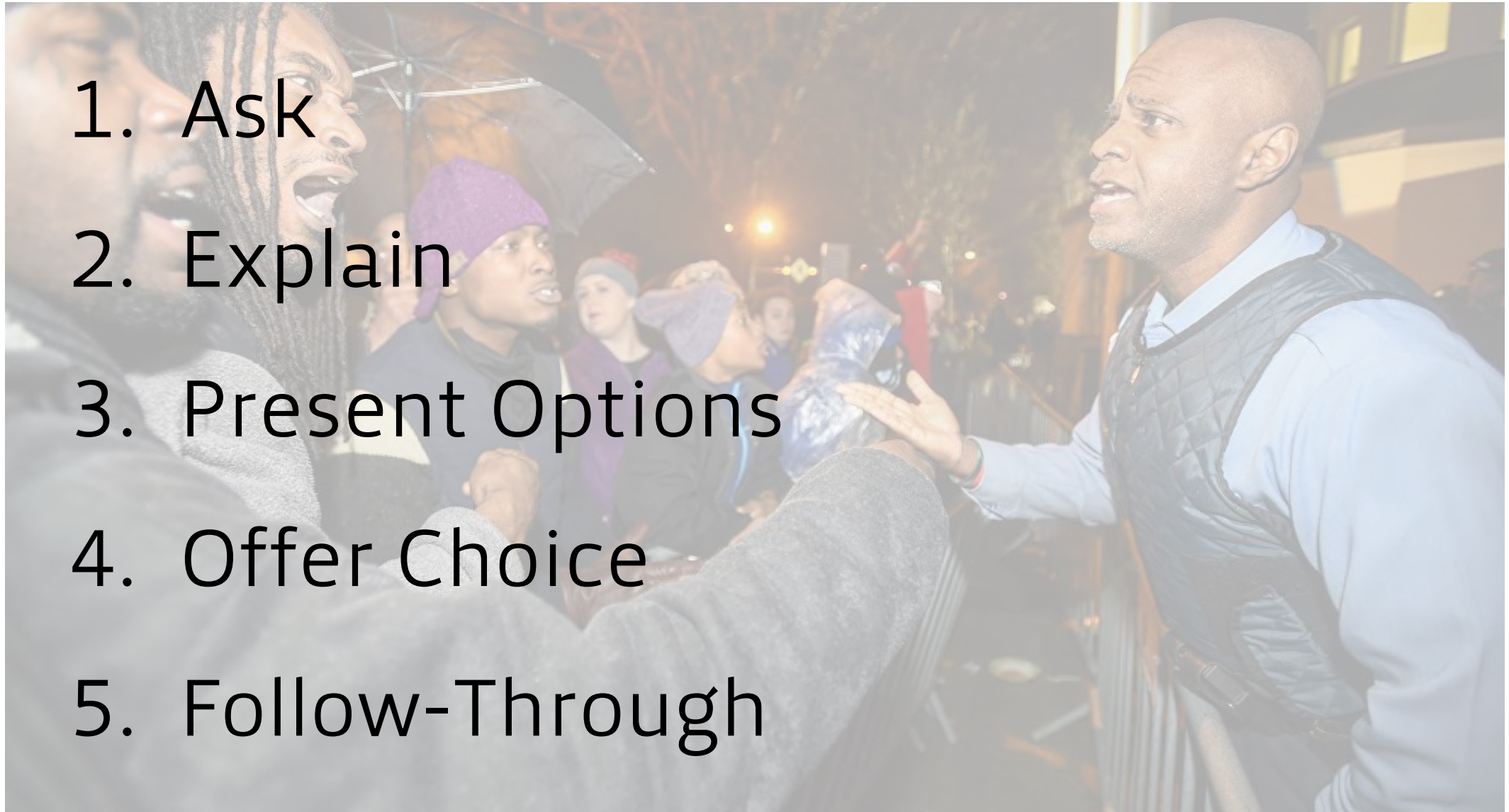
1. Ask
2. Explain
3. Present Options
4. Offer Choice





The New Mentality: De-Escalation

1. Ask
2. Explain
3. Present Options
4. Offer Choice
5. Follow-Through



After a Situation is Contained: Victim Assistance

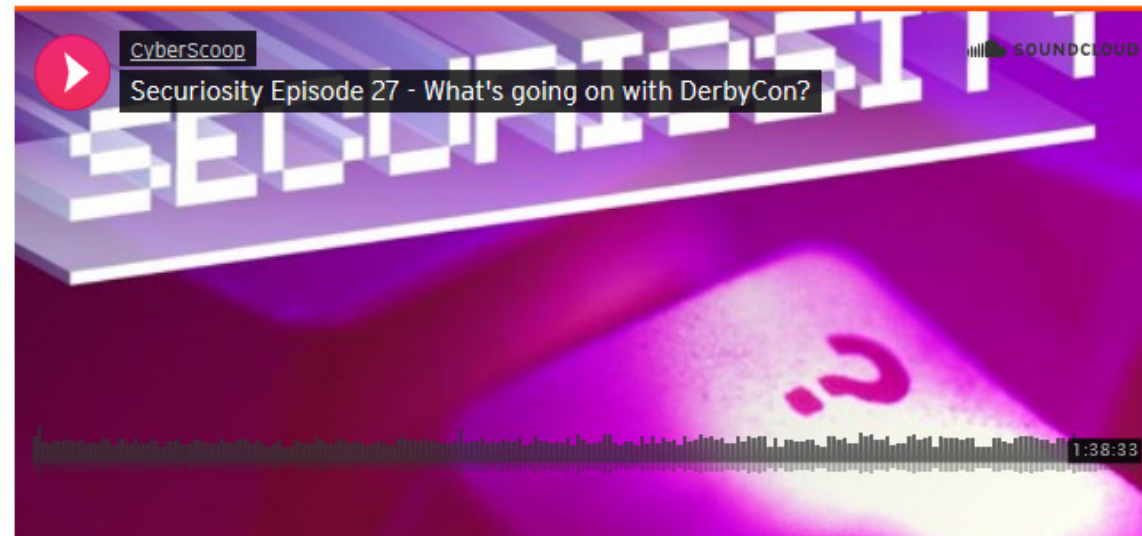


We've Had a Lot of Challenges with Addressing Victims

cyberscoop

In the wake of the dispute, Weidman and Joshua Marpet, a security organizer at DerbyCon, have spoken with CyberScoop's "Securiosity" podcast about the harassment that's been unearthed in the aftermath.

You can listen below. The relevant passages begin at the 24-minute mark.



<https://soundcloud.com/cyberscoop/derbycon-feb-1>

“Who the Hell are **You** to Tell Us About This?”



...I Also Happen to Be Trained In This Field by the Department of Justice





- [illegible]



-



-



“But We Have to Follow The Law! We Can’t Just Have Our Own Standards!”





Military Justice System

Crimes Unique to the Armed Forces

Article 31 Rights

Special Investigative Bodies

Rule 514

Restricted vs Unrestricted Reporting

VWAPs





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“But the Armed Services are Full of Rules. You Can’t Compare it to Civilian Society.”





Tribal Justice Systems





Tribal Justice Systems

Concurrent Jurisdiction

Justice Principles

Multiple Types of Courts





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Concurrent Jurisdiction

Justice Principles

Multiple Types of Courts





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 “Our Conference Doesn’t Need to Do Anything Special... We’re Already Doing Great!”





Victim Barriers



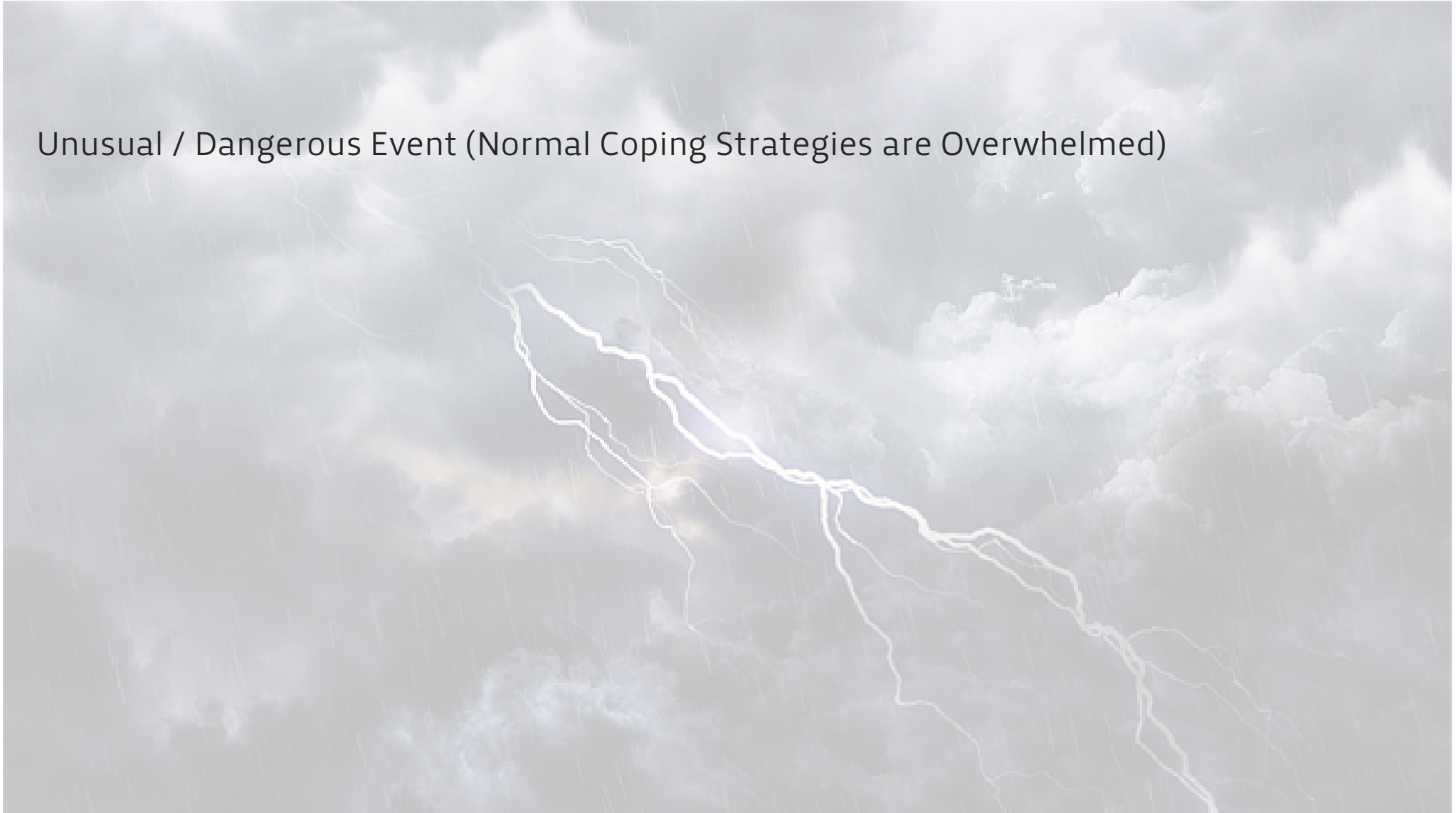


Crisis Reactions



Crisis Reactions

Unusual / Dangerous Event (Normal Coping Strategies are Overwhelmed)



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Common Crisis Reaction Pattern:

1. Shock / Disbelief / Denial
2. Emotional Confusion / Scattered Recollection / Shame / Humiliation / Self-Blame
3. Return to Balance (not “better” but emotional rollercoaster ebbs)

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Do Not Judge Anyone's Reactions to a Critical Event...

... Everyone's Results and Reactions are Different



What the Department of Justice Has to Say about Collaboration...





What the Department of Justice Has to Say about Collaboration...

“Move beyond simple tolerance.
Embrace and celebrate differences.”

“Open communication”

“Vested interest”

“Diversity... different backgrounds,
economics, genders...”

“Ego is a particular problem”

“Accept differences in culture, background, and lived
experience... race, ethnicity, national origin, color, gender,
gender identity, orientation, age, ability, political & religious
affiliation, socioeconomic status...”

Barriers to Inclusion





Barriers to Inclusion

- Lack of Emotional Maturity
- Ignorance of Biases
- Ignorance of How One's Actions Affect Others
- Oversimplification
- Inability to Look Beyond Your Own Perspective
- Lack of Courage





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“Recognize imbalance of power
and issues of oppression and privilege”



Barriers to Inclusion



“Recognize imbalance of power
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The Takeaway

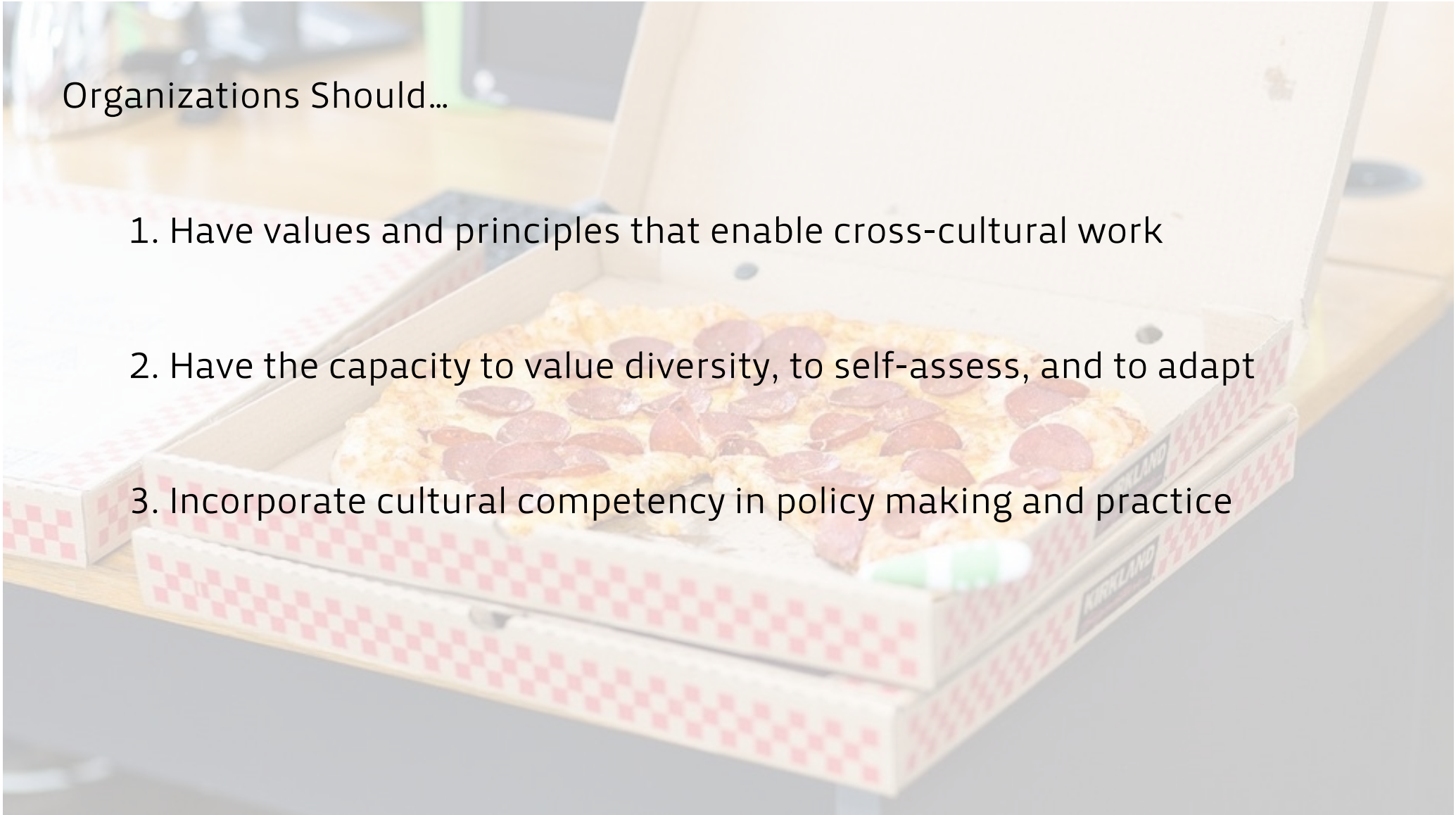




The Takeaway

Organizations Should...

1. Have values and principles that enable cross-cultural work
2. Have the capacity to value diversity, to self-assess, and to adapt
3. Incorporate cultural competency in policy making and practice



Codes of Conduct

Microsoft Ignite



Event Code of Conduct

Microsoft's mission is to empower every person and every business on the planet to achieve more. This includes Microsoft Ignite, where we seek to create a respectful, friendly, and inclusive experience for all participants. As such, we do not tolerate harassing or disrespectful behavior, messages, images, or interactions by any event participant, in any form, at any aspect of the program including business and social activities, regardless of location. We do not tolerate any behavior that is degrading to any gender, race, sexual orientation or disability, or any behavior that would violate Microsoft's Anti-Harassment and Anti-Discrimination Policy, Equal Employment Opportunity Policy, or Standards of Business Conduct. In short, the entire experience at the venue must meet our culture standards. We encourage everyone to assist in creating a welcoming and safe environment. Please report any concerns, harassing behavior, or suspicious or disruptive activity to venue staff, the event host or owner, or the nearest security guard or event staff. Microsoft reserves the right to refuse admittance to, or remove any person from Microsoft Ignite at any time in its sole discretion.





Codes of Conduct



Corey Feldman

This is how she sees the IT community.

_____ and
_____ are unqualified, untrained and
uneducated moronic virtue signaling drama
queens who go to every event not to partake in
the con and actually contribute to the security
community. But, simply to go to after parties
and claim they've been oodled at conventions
and sexually assaulted and then make up
stories and demand a CoC or claim sexual bias
and try to get the cons shut down. _____ is
giving people OSCP test advice, she's so stupid
she hasn't even finished the first 10 labs. My
friend works at offsec, he checked her account





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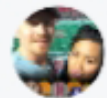


Codes of Conduct



Adrian Crenshaw

She had the most massive CoC



Israel Peedin

Enormous!



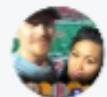
Mary-Margaret Conley

Soooo much CoC



Mary-Margaret Conley

<<<<Loook AT MY COC



Israel Peedin

Specially the white one, really hard to take it all in



Mary-Margaret Conley

..... You might want to check with Irongeek, [Adrian Crenshaw](#) knows that could be a bad touch .. here's a picture of the last 4 cocks I choked ..



Adrian Crenshaw

[Mary-Margaret Conley](#) I really want to swallow your cock right now. Looks tasty.




Bryce Case Jr


beautiful cocks there




Codes of Conduct

**Ian Miles Cheong**
@stillgray


What a nice person.



The screenshot shows a tweet from @dibblego: "I attend inclusive conferences such as @lambda_conf". It has 2 retweets and 10 likes. A reply from Vincent Marquez (@runT1ME) is visible, stating: "I would prefer it not have a CoC, but none the less I am an adult so I don't need to agree with everything about a conference to both enjoy it and participate."

**Irongeek**
@irongeek_adc

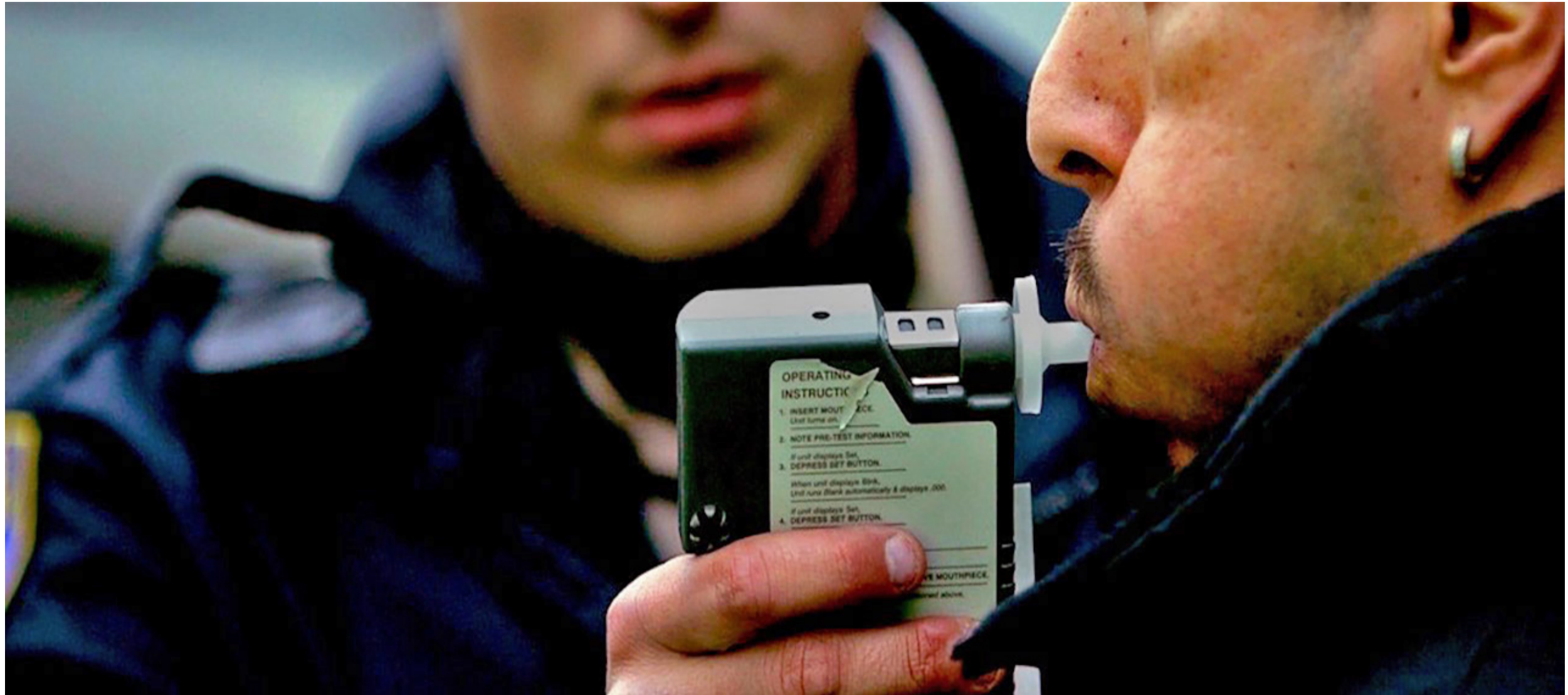
Her thinking a CoC is a form of protection means she is a fucking idiot.



7



Codes of Conduct: An Analogy





Codes of Conduct: An Analogy





Imagine Two Drivers



Middle-Aged
Average-Looking
White Guy



Imagine Two Drivers



Middle-Aged
Average-Looking
White Guy



Transgender
Black Woman



Imagine Two Drivers



Five Beers
During a Game
.12 BAC



1.5 Glasses of Wine
During Dinner
.05 BAC



Imagine Two Drivers





“We Have a One-Line Code of Conduct”



“We Have a One-Line Code of Conduct”





“We Have a One-Line Code of Conduct”





Codes of Conduct

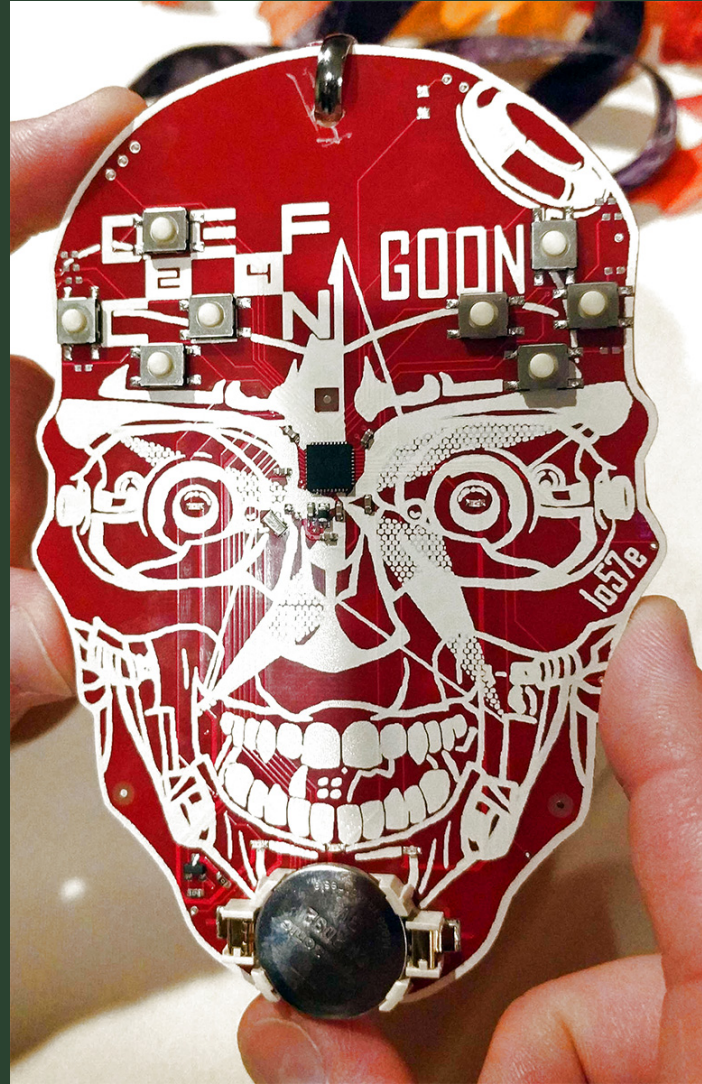




Use the Tools at Your Disposal



Use the Tools at Your Disposal

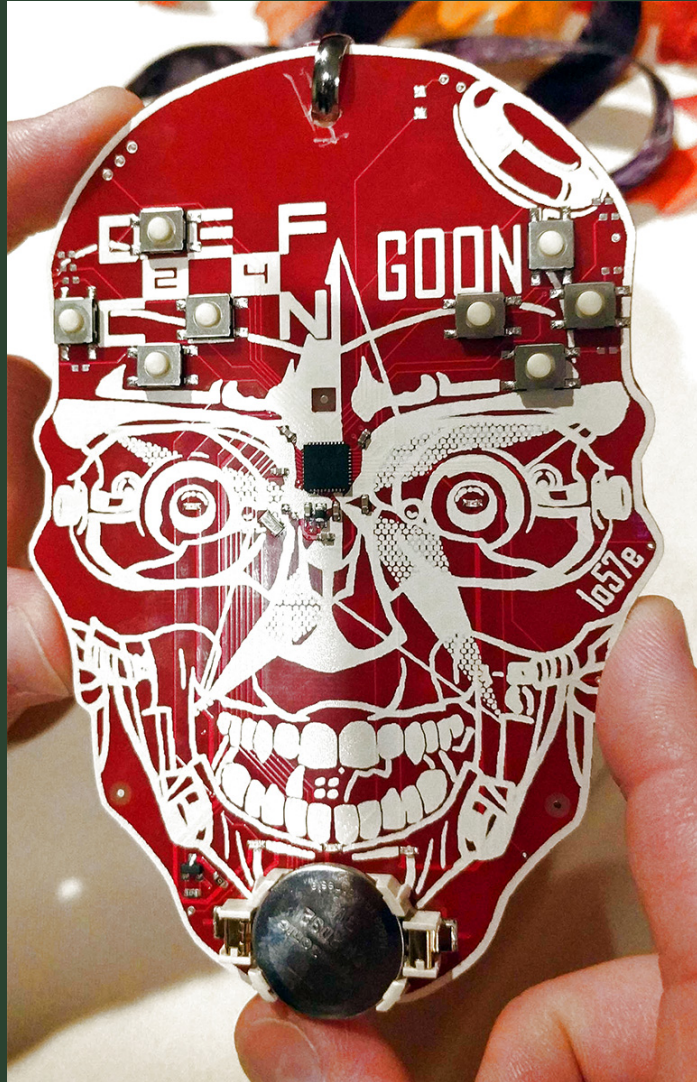


Thank You Very Much!

to send me hate mail...



deviant@deviating.net



to block me on twitter...



@deviantollam

to attempt to pwn my website or download these slides to be mad at them... <https://deviating.net>