Turning Off Your Inner Caps-Lock
De-escalation and Emotional Intelligence

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Physical Security for Executives
Physical Security for Events
Physical Security for Events
Containing Situations
Containing Situations
Hackers Aren’t Always Good at This

Fucker in charge of you fucking fucks
Take a Breath and Slow Down
Take a Breath and Slow Down

WHY

WAIT
Take a Breath and Slow Down

WHY AM IT
Take a Breath and Slow Down

WHY AM I T
Take a Breath and Slow Down

WHY AM I TALKING?
The Power of Not Talking
Organizations Need All of Those Skills
Verbal Judo

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

I acknowledge that, but...
KEEP CALM AND STAY IN CONTROL
Get On Their Level
Get On Their Level
Validate and Redirect
Goals!
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?

1. Calm
2. Cooperation
3. Collaboration
X. Compliance
Goals if You’re an Asshole

1. Compliance
2. “OK, Go Away Now.”
Enhancing the Calm
Enhancing the Calm
Enhancing the Calm

calm down bro
DON’T TELL ME TO CALM DOWN

I’M PERFECTLY CALM!
Enhancing the Calm

“i understand”
Enhancing the Calm
“Let me make sure I understand what you just said...”
De-Escalation Tactics
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
1. Ask
2. Explain
3. Present Options
4. Offer Choice
5. Follow-Through
How Does This Translate to Other Interactions?
1. Quietly Build a Coalition
Work Interactions: The Jerk Mentality

1. Quietly Build a Coalition
2. Spring Your Idea on the Opposition
1. Quietly Build a Coalition
2. Spring Your Idea on the Opposition
3. Paint Hesitation as Weakness
Work Interactions: The Jerk Mentality

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2. Spring Your Idea on the Opposition
3. Paint Hesitation as Weakness
4. Ridicule or Attack any Reluctance
Work Interactions: The Jerk Mentality

1. Quietly Build a Coalition
2. Spring Your Idea on the Opposition
3. Paint Hesitation as Weakness
4. Ridicule or Attack any Reluctance
5. Assert “This Has Been Decided”
Work Interactions: Using Emotional Intelligence
Work Interactions: Using Emotional Intelligence

1. Anticipate Hesitation
1. Anticipate Hesitation
2. Analyze What may be Driving It
1. Anticipate Hesitation
2. Analyze What may be Driving It
3. Rethink Your Approach
1. Anticipate Hesitation
2. Analyze What may be Driving It
3. Rethink Your Approach
4. Meet in Small Groups First
1. Anticipate Hesitation
2. Analyze What may be Driving It
3. Rethink Your Approach
4. Meet in Small Groups First
5. Give Visibility to Objections
Some of Us Are Doing Emotional Work Right Now with Family & Friends
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1. Convincing Parents to Stay Home
Some of Us Are Doing Emotional Work Right Now with Family & Friends

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https://www.buzzfeednews.com/article/annehelenpetersen/coronavirus-parents-grandparents-boomers-millennials
Some of Us Are Doing Emotional Work Right Now with Family & Friends

1. Convincing Parents to Stay Home
2. Donating Supplies
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1. Convincing Parents to Stay Home
2. Donating Supplies
3. Offering to Help Neighbors
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1. Convincing Parents to Stay Home
2. Donating Supplies
3. Offering to Help Neighbors
After a Situation is Contained: Victim Assistance
“Who the Hell are You to Tell Us About This?”
I Have Been Trained In This Field by the Department of Justice
“Our Org Doesn’t Need to Do Anything Special… We’re Already Doing Great!”
Barriers to Reporting
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…”
“Recognize imbalance of power and issues of oppression and privilege”
Barriers to Inclusion

“Recognize imbalance of power and issues of oppression and privilege”
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.
Corey Feldman
This is how she sees the IT community. and are unqualified, untrained and uneducated moronic virtue signaling drama queens who go to ever 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 oggled 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
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 Ironteek, 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
Ian Miles Cheong
@stillgray

What a nice person.

I attend inclusive conferences such as @lambda_conf
1:20 PM - 5 Feb 2018
2 Retweets 10 Likes

Vincent Marquez 9hrs:10M - 10h
Replying to @bbierno @lambda_conf
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.
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”

BE EXCELLENT TO EACH OTHER
“We Have a One-Line Code of Conduct”

Friends don’t let friends...

drive drunk.

A Public Service by: Licensed Beverage Information Council & the Outdoor Advertising Assn. of America, Inc.
“We Have a One-Line Code of Conduct”
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Use the Tools at Your Disposal
Try to Connect *Directly* as Much as Possible… Social Media Can Foment *Extremes*

YOU NEED TO GET TWITTER. IT WILL BOOST YOUR CAREER.

NOW I CAN CONNECT WITH FOLKS AND SHARE MY UNFETTERED THOUGHTS.

3 TWEETS LATER
Do Frontline Work and Be in the Trenches with Others
Thank You Very Much!

keep social distance from me via email...

deviant@deviating.net

help me remain clam on Twitter...

@deviantollam

stuck at home and bored during the pandemic? lots of my talks are online... https://deviating.net