

# Turning Off Your Inner Caps-Lock

De-escalation and Emotional Intelligence



Deviant Ollam

2020-03-16

# Physical Security is my Job



# Physical Security for Assets



# Physical Security for Executives

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# Physical Security for Events



# Physical Security for Events



# Physical Security for Events



# Physical Security for Events





# Containing Situations



# Containing Situations



# Containing Situations



“Be Nice”

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Respect. Ask. Explain.



# Hackers Aren't Always Good at This



Respect. Ask. Explain.

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# Take a Breath and Slow Down

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WHY

A

I

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WHY

AM

I

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WHY  
AM  
I  
T

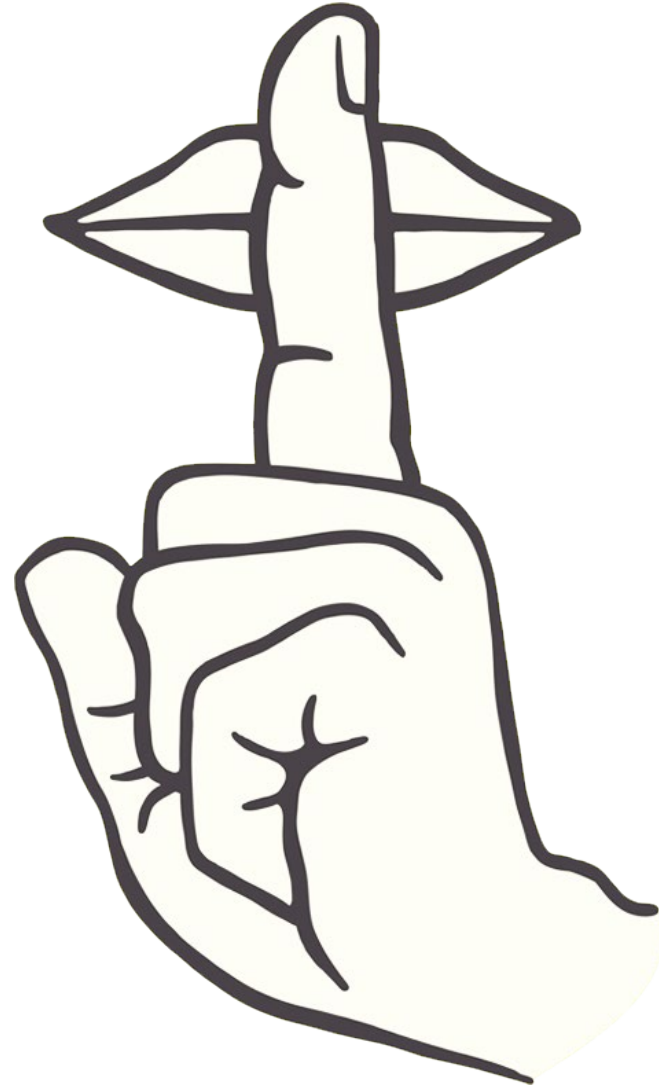


WHY  
AM  
I  
TALKING?



# The Power of Not Talking

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## For Negotiating

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# For Investigating



# For Counseling





# 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**

# Tactical Civility



# Get On Their Level



# Get On Their Level

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# Attempt a Genuine Connection

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# Validate and Redirect





Goooooooooooooooooooooooooooooooooals!



# What Are Your Goals in Verbal Self-Defense?

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1. Calm



# What Are Your Goals in Verbal Self-Defense?

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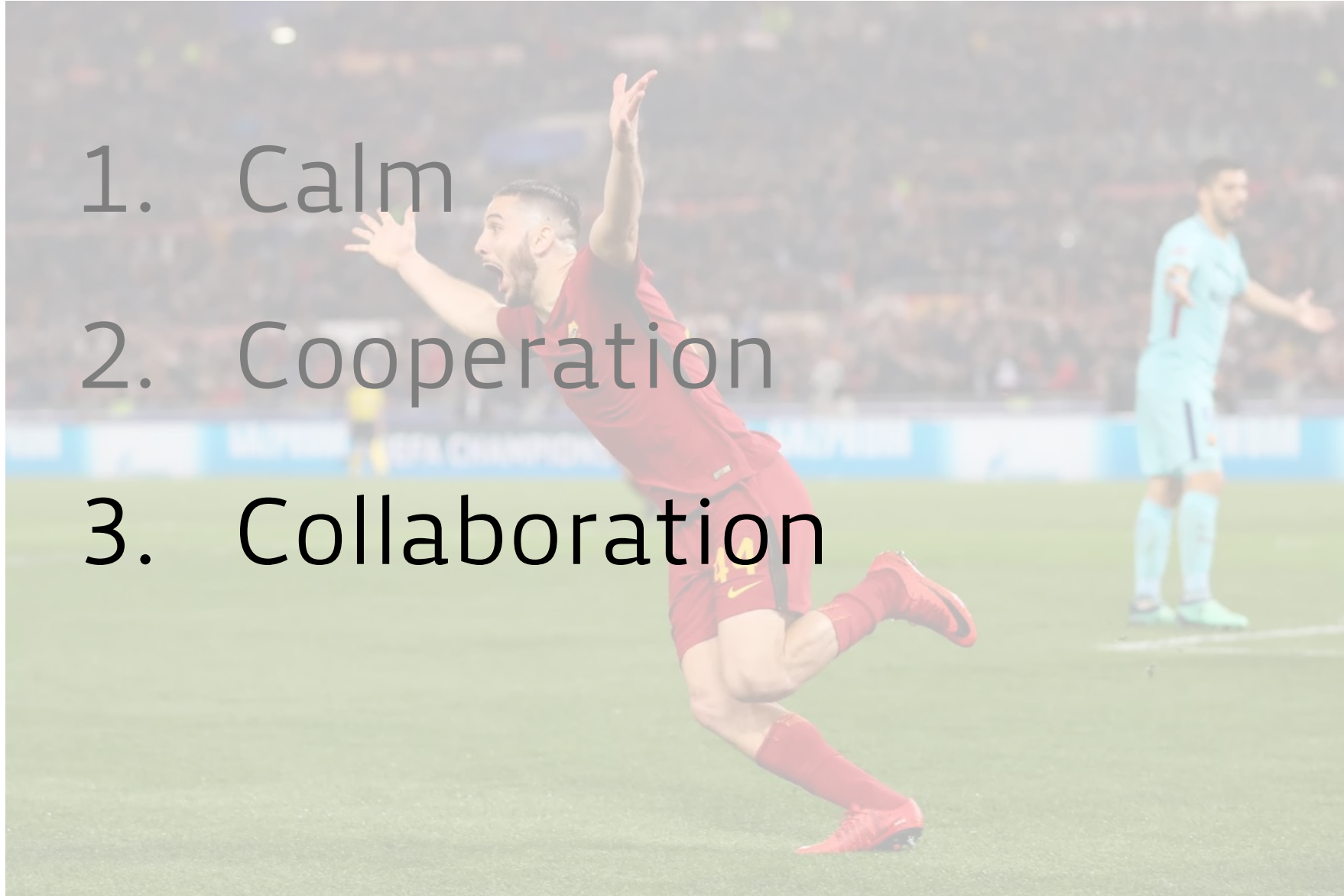
1. Calm
2. Cooperation



# What Are Your Goals in Verbal Self-Defense?


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1. Calm
2. Cooperation
3. Collaboration



# What Are Your Goals in Verbal Self-Defense?

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

# What Are Your Goals in Verbal Self-Defense?

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- A soccer player in a red jersey is captured in a celebratory pose, running on a green field with his arms raised and mouth open. In the background, another player in a light blue jersey is visible, and the stadium is filled with spectators.
1. Calm
  2. Cooperation
  3. Collaboration
  - X. Compliance

# Goals if You're an Asshole

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1. Compliance
2. "OK, Go Away Now."



# Enhancing the Calm

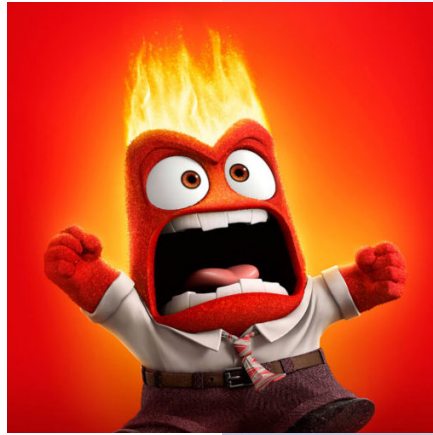
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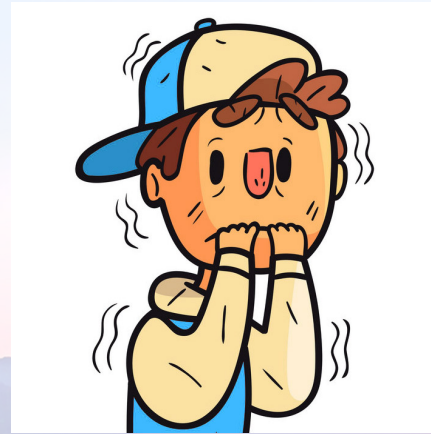
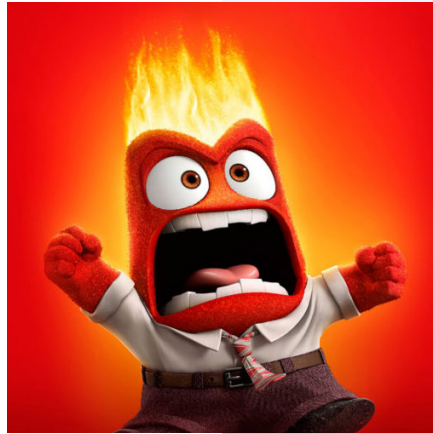


# Enhancing the Calm

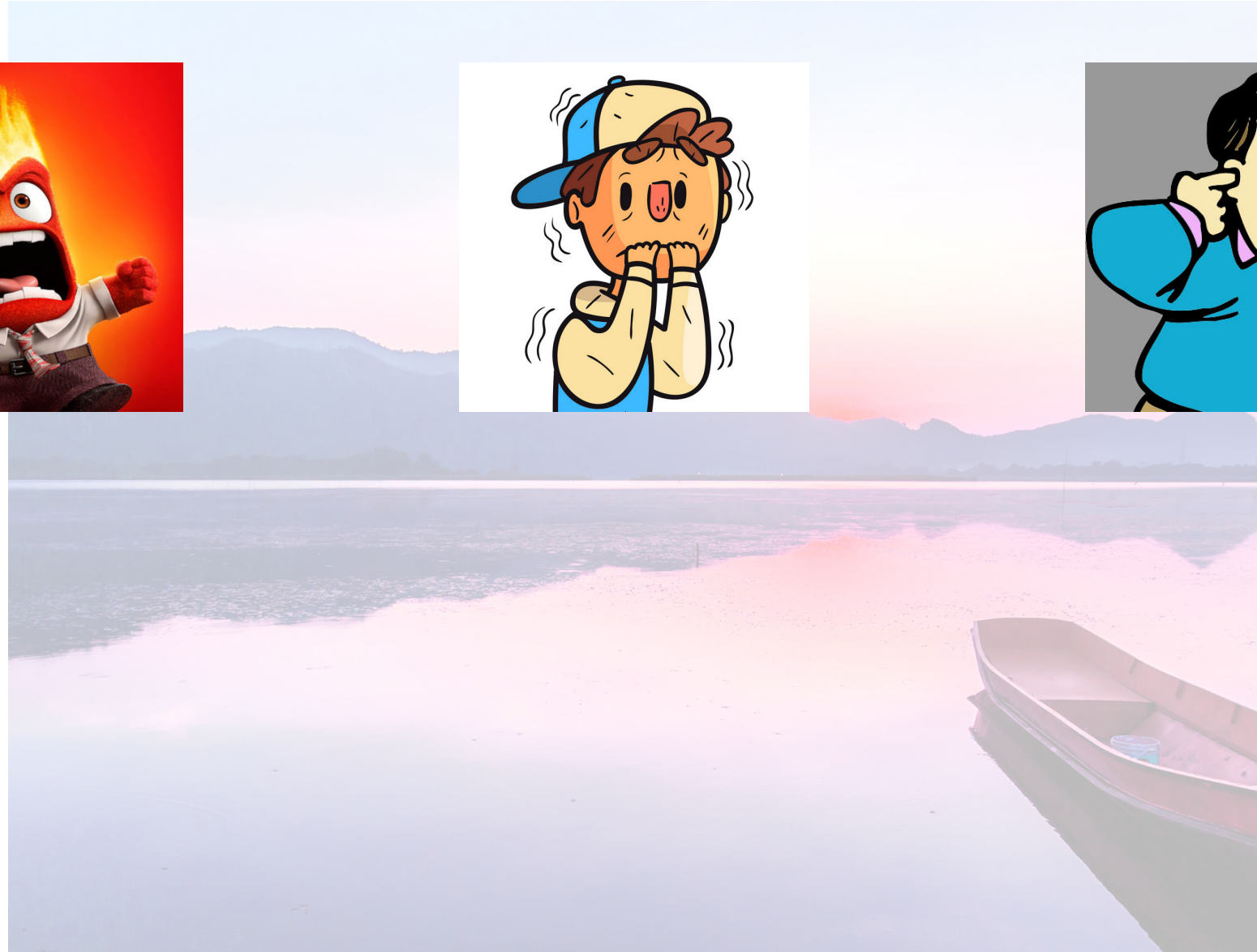
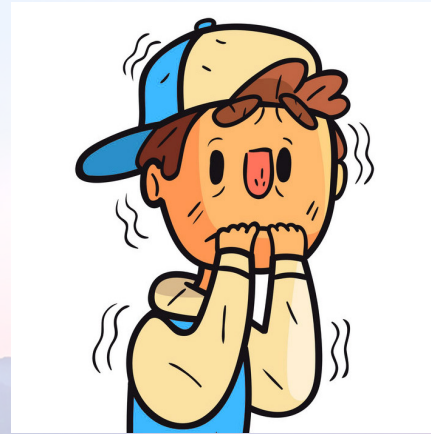
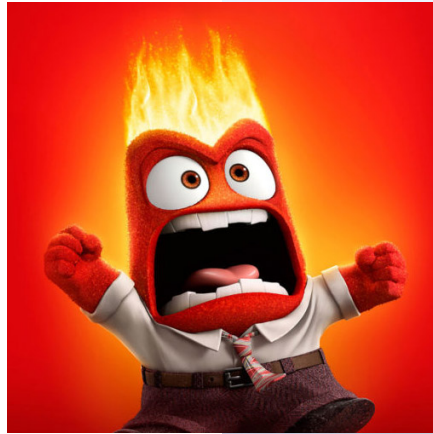
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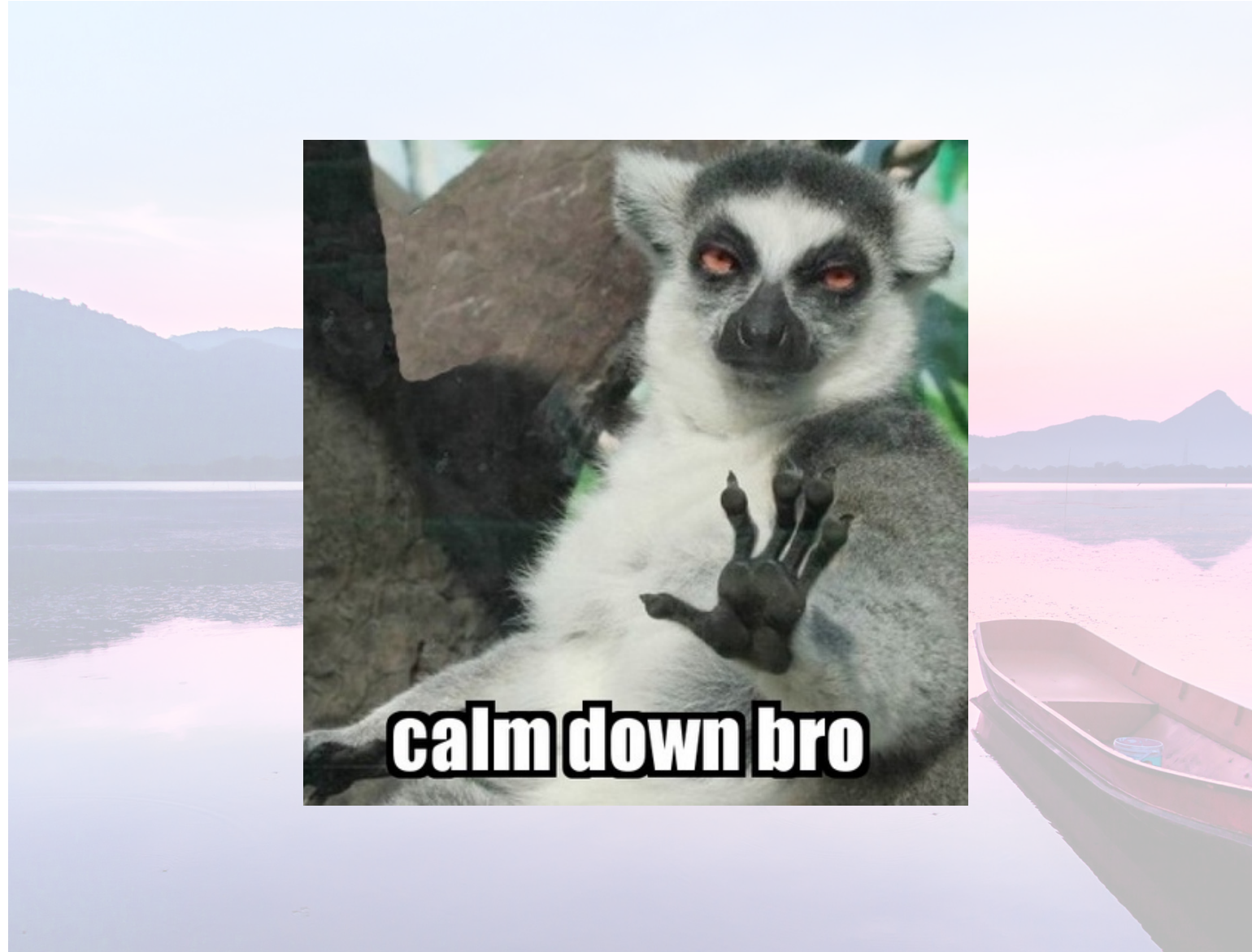
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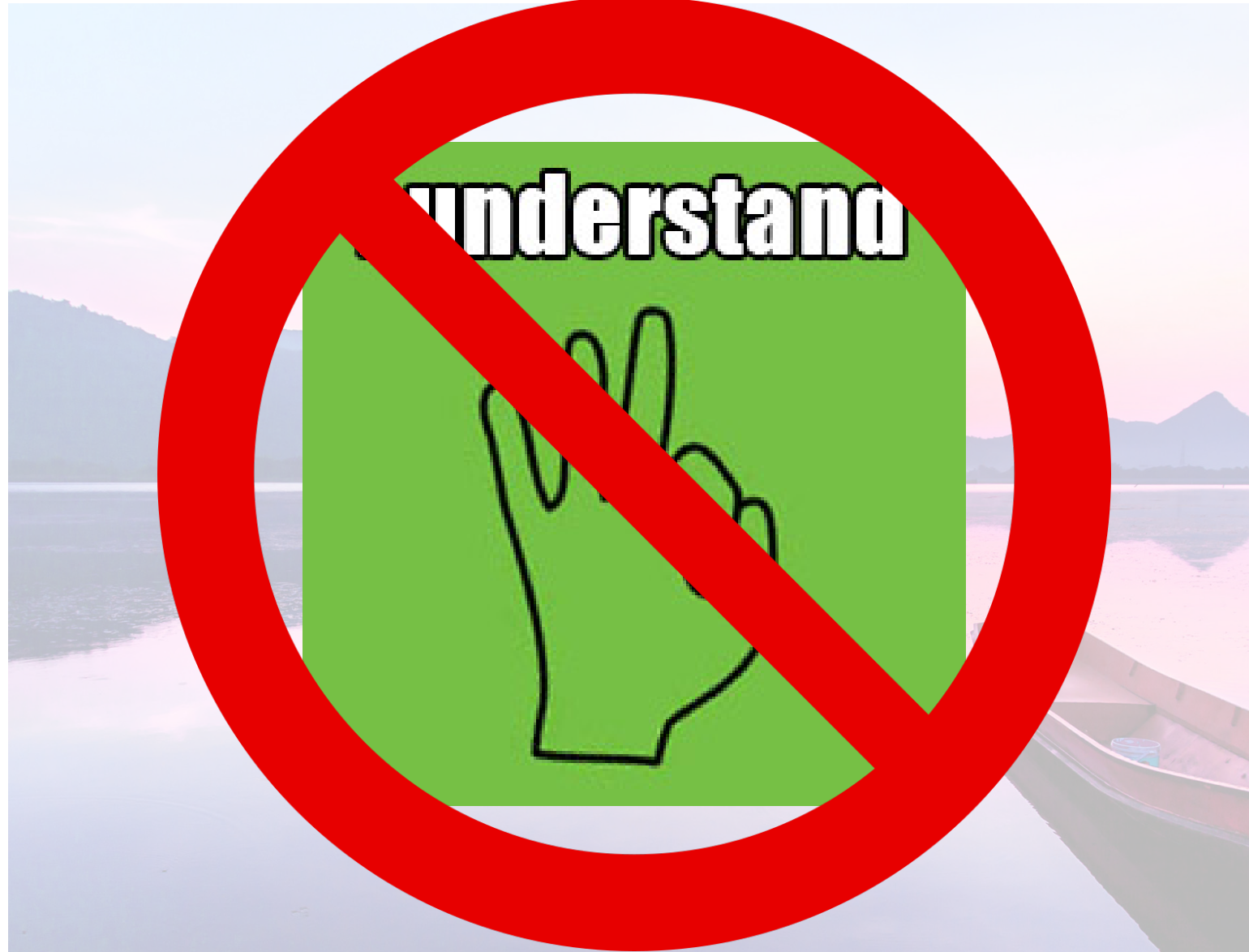
# Enhancing the Calm

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# Enhancing the Calm

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## 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

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1. Ask



# The New Mentality: De-Escalation

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1. Ask

2. Explain



# The New Mentality: De-Escalation

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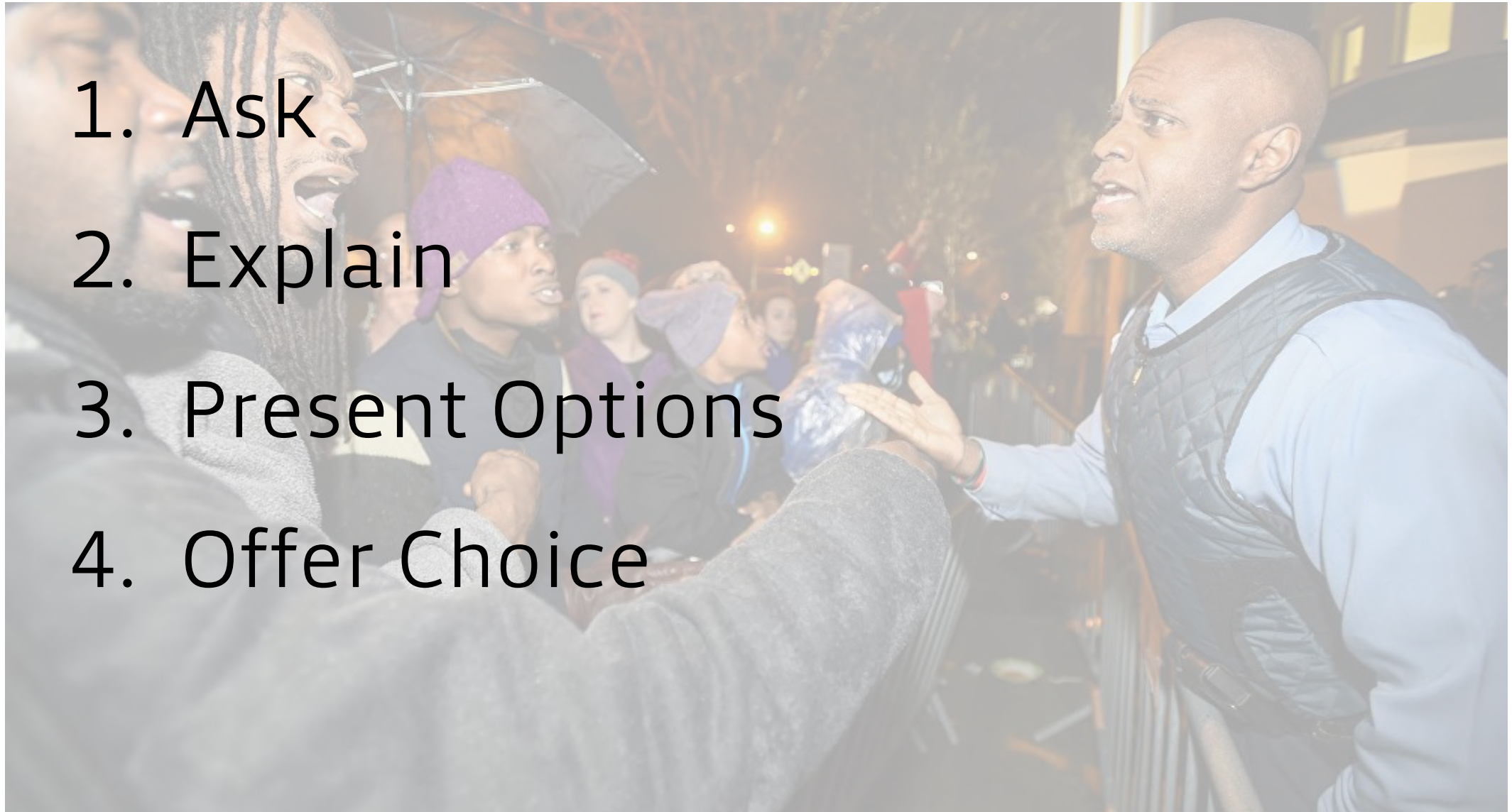
1. Ask
2. Explain
3. Present Options



## The New Mentality: De-Escalation

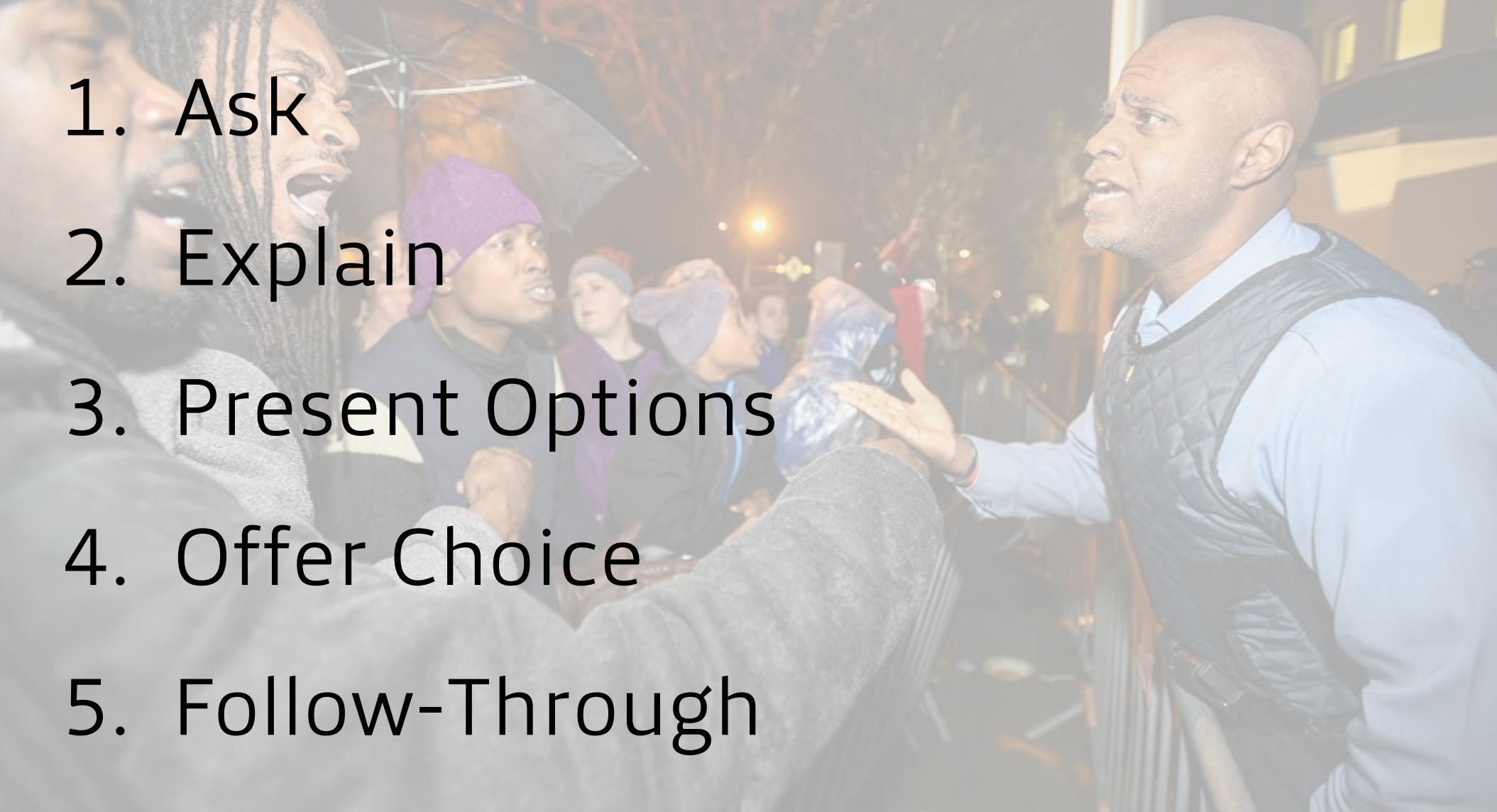
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1. Ask
2. Explain
3. Present Options
4. Offer Choice



## The New Mentality: De-Escalation

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

# How Does This Translate to Other Interactions?






## Work Interactions: The Jerk Mentality

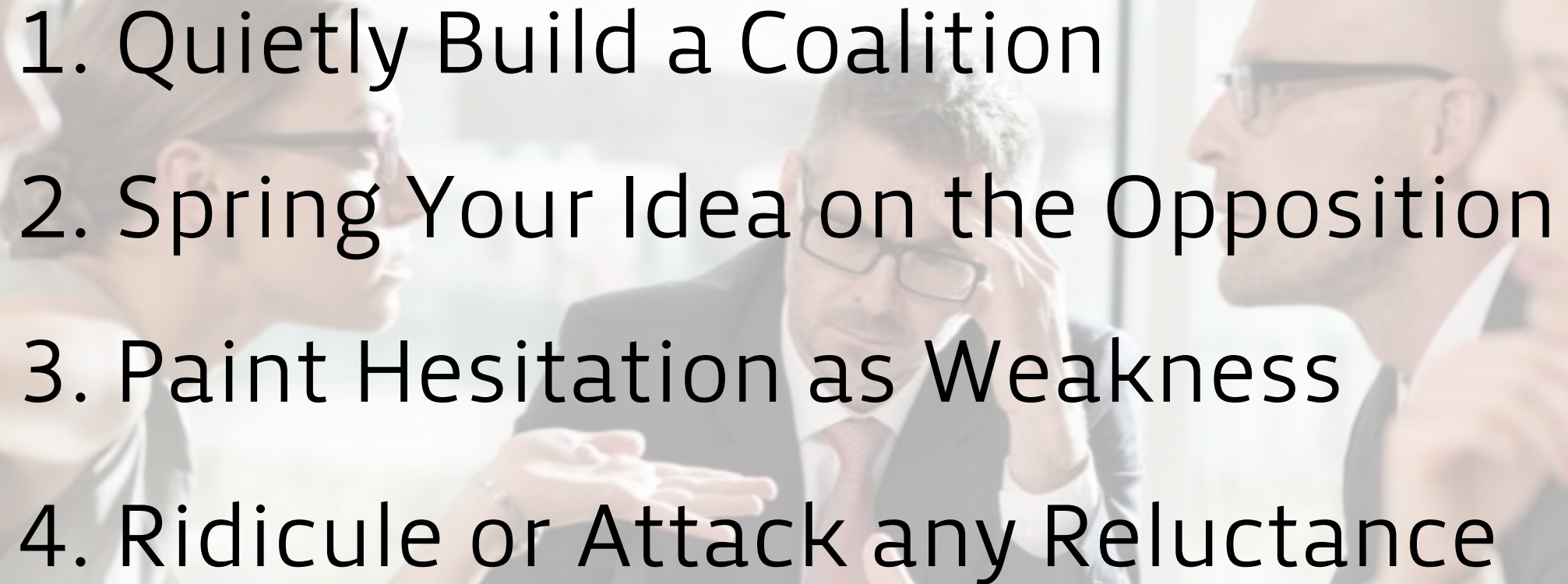


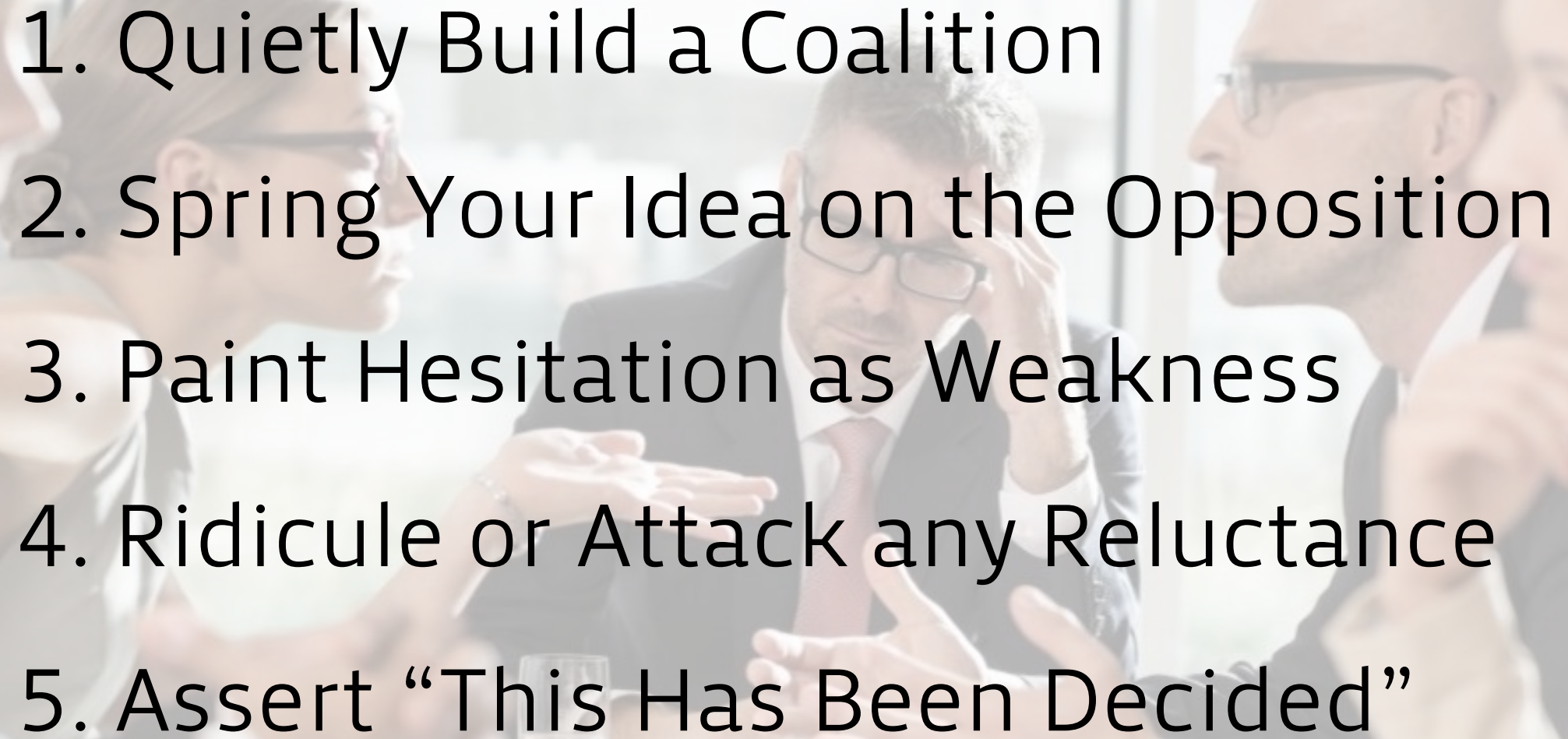
# 1. Quietly Build a Coalition



- 
- A photograph of four business professionals in a meeting. A woman on the left is gesturing with her hand while speaking to a man in the center who has his hand to his face in a thoughtful or listening pose. Another man on the right is also gesturing. The image is semi-transparent with a light grey overlay.
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

- 
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  4. Ridicule or Attack any Reluctance

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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

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# 1. Anticipate Hesitation





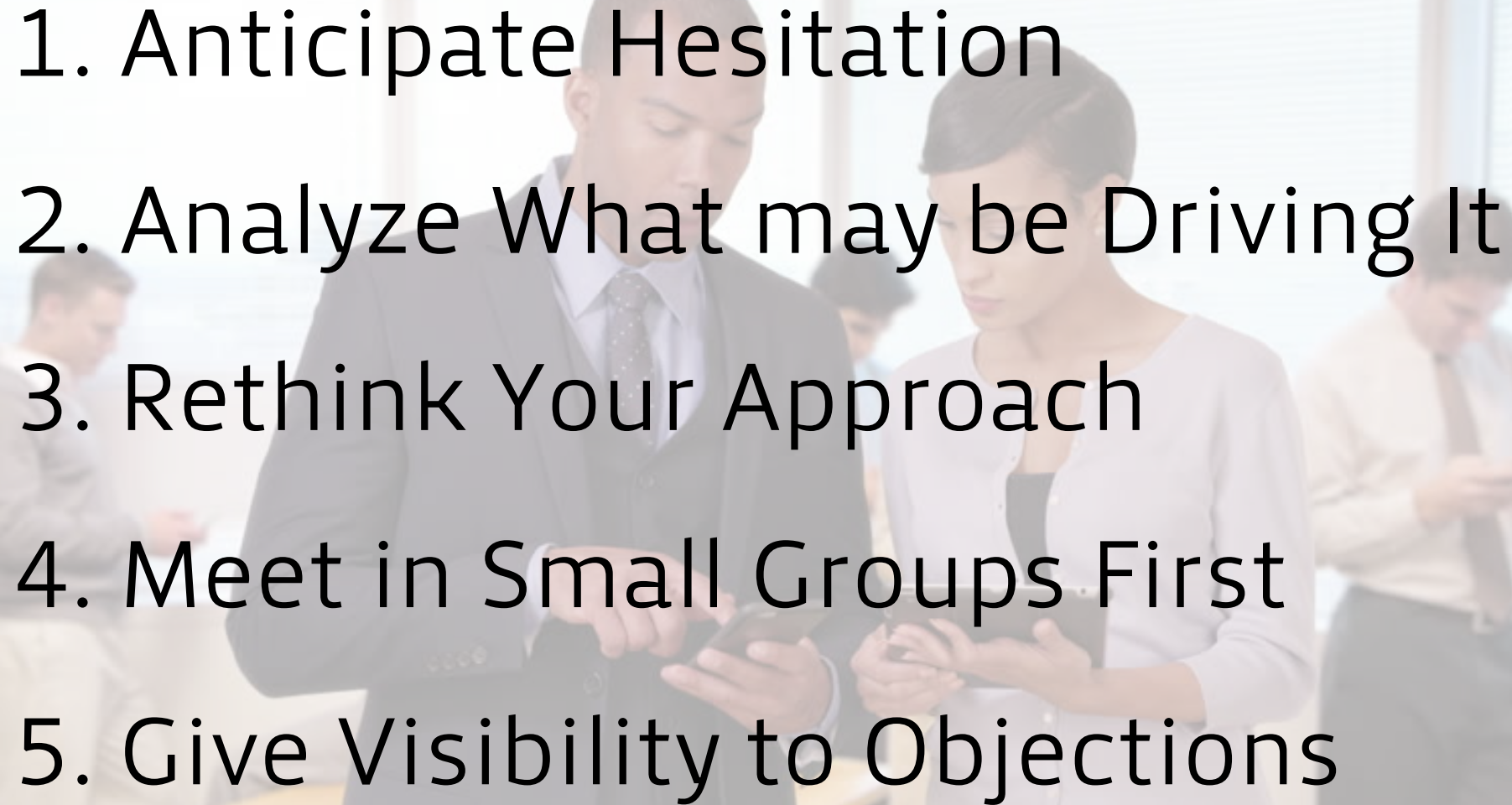
1. Anticipate Hesitation

2. Analyze What may be Driving It



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1. Anticipate Hesitation
  2. Analyze What may be Driving It
  3. Rethink Your Approach

- 
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  4. Meet in Small Groups First

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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



## 1. Convincing Parents to Stay Home

### How Millennials Are Talking To Their Boomer Relatives About The Coronavirus

The big issue? So many of them don't want to consider themselves "old" or "vulnerable."

**Anne Helen Petersen**  
BuzzFeed News Reporter

Posted on March 12, 2020, at 7:03 p.m. ET



Jodie Shape (center) who has tested positive for the coronavirus, blows a kiss to her son-in-law, Michael Spencer (left). Shape's daughter, Lori Spencer (right) sits as they talk on the phone and look at each other through a window at the Life Care Center in Kirkland, Washington, near Seattle, March 11.

Ted S. Warren / AP

Anita's 72-year-old mom is immunocompromised, but she volunteers regularly at a hospital. That means she's both more likely to come into contact with the coronavirus and, if she does, more likely to suffer from a severe case of the disease it causes, COVID-19. But despite her daughter's pleas, she refuses to stop. "She doesn't want to be inconvenienced or change her life," Anita said. "But she wants the 'older folks' she knows to 'be careful,' and I'm like, 'MOM, THAT IS YOU!'"

<https://www.buzzfeednews.com/article/annehelenpetersen/coronavirus-parents-grandparents-boomers-millennials>

1. Convincing Parents to Stay Home
2. Donating Supplies





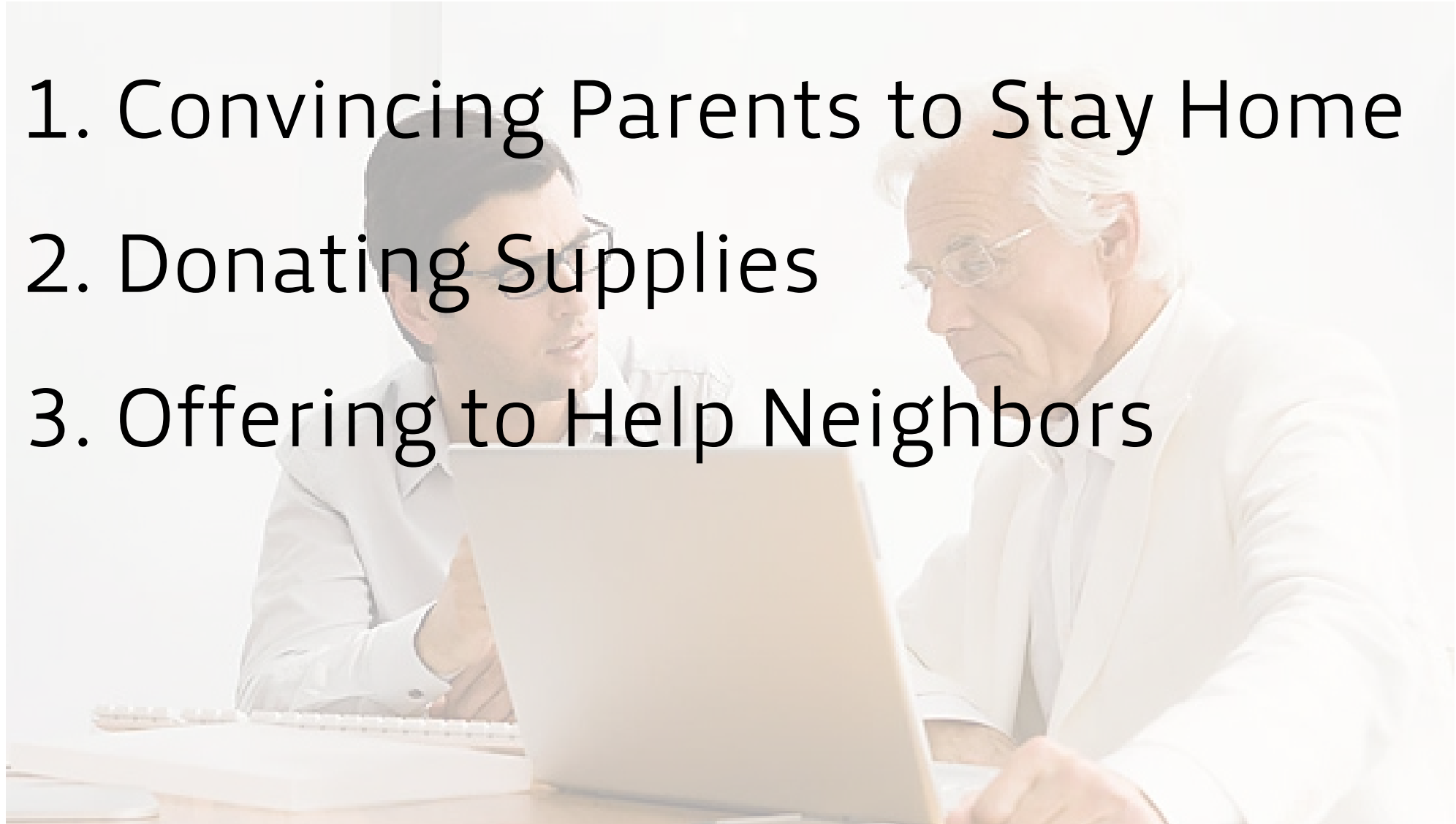
1. Convincing Parents to Stay Home
2. Donating Supplies



1. Convincing Parents to Stay Home
2. Donating Supplies



1. Convincing Parents to Stay Home
2. Donating Supplies
3. Offering to Help Neighbors



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

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

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# Barriers to Reporting



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

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

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“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

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

# Barriers to Inclusion

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

# 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 oogled 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



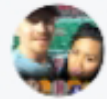


# Codes of Conduct



**Adrian Crenshaw**

She had the most massive CoC



**Israel Peedin**

Enormous!



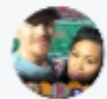
**Mary-Margaret Conley**

Soooo much CoC



**Mary-Margaret Conley**

<<<<Look 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.

**@dibblego**  
I attend inclusive conferences such as  
[@lambda\\_conf](#)  
1:20 PM - 5 Feb 2018  
2 Retweets 10 Likes

**Vincent Marquez** @runT1ME · 10h  
Replying to @dibblego @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.

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# Codes of Conduct: An Analogy



# Codes of Conduct: An Analogy

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# Imagine Two Drivers

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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”

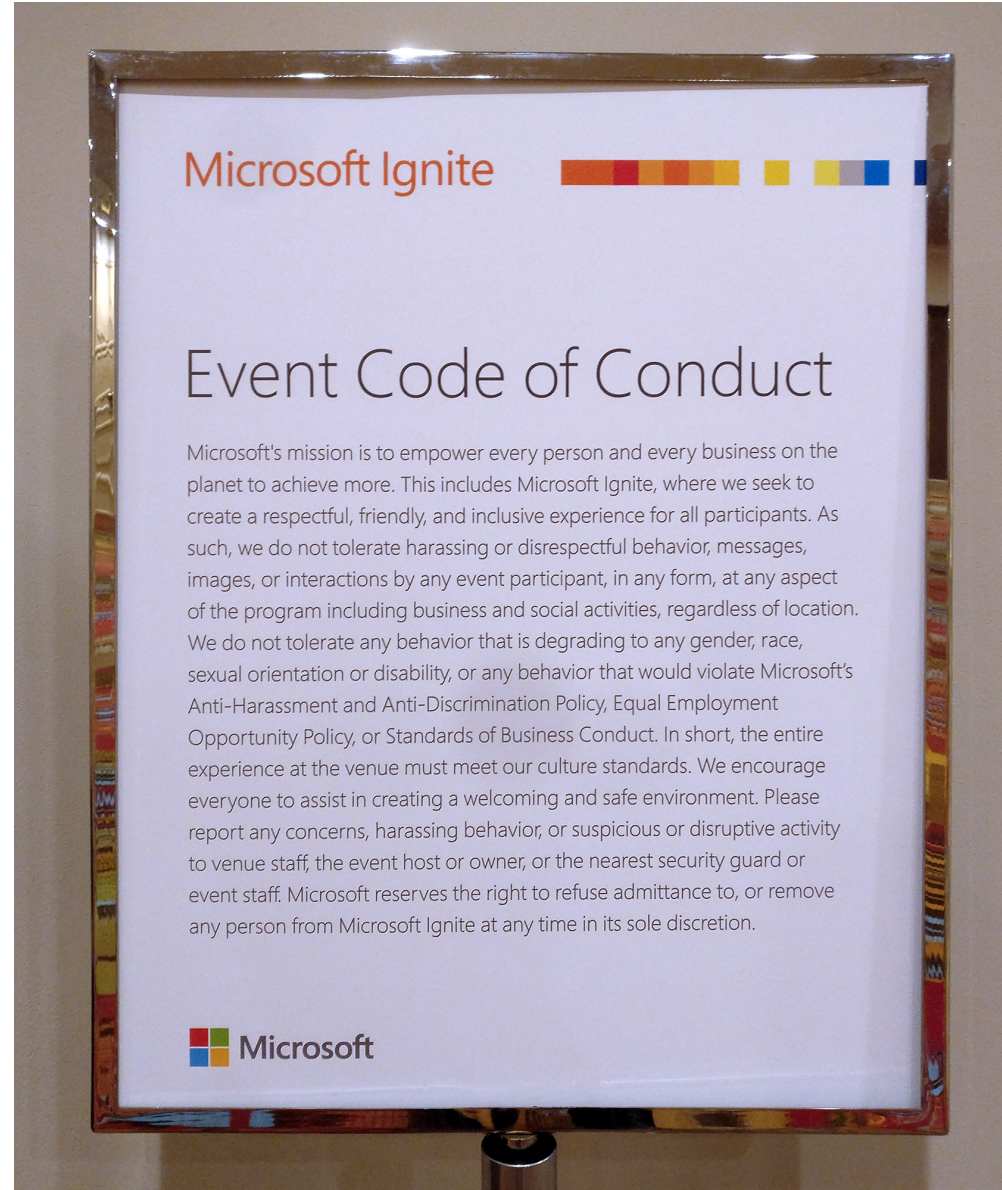


# “We Have a One-Line Code of Conduct”

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# Codes of Conduct



# Use the Tools at Your Disposal

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# Try to Connect *Directly* as Much as Possible... Social Media Can Foment *Extremes*



## 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>