The Silver Tongue vs. The Iron Fist
Being Better at Physical Security and Tense Interactions

Deviant Ollam
Content Warning:

Crisis Events
Breaches of Trust
Negative Interactions w/ Law Enforcement
Criminal Victimization
Butthurt Warning:

Events That Have Failed Our Community
Security Team Leads Who Have Given Disastrous Interviews
Misogynist Fuckboys Who Have Looked Foolish on Twitter
Physical Security is my Job
Physical Security for Events
Physical Security for Events
Physical Security for Events
“Be Nice”
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 I T

https://deviating.net
Take a Breath and Slow Down

WHY

I AM

T
WHY AM I TALKING?
The Power of Not Talking
Event Security Needs All of Those Skills
Verbal Judo
KEEP CALM AND STAY IN CONTROL
Get On Their Level
Goals!
What Are Your Goals in Verbal Self-Defense?

1. Calm
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1. Calm
2. Cooperation
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1. Calm
2. Cooperation
3. Collaboration
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X. Compliance
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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
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
Showing That You are Listening
“Let me make sure I understand what you just said...”
De-Escalation Tactics
1. Tell
1. Tell
2. Order
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

1. Ask
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

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
Ethical Standards for Victim Services Providers

1.1 communicate responsibilities, limitations, and implications to victims
1.3 professional conduct, avoid appearance of impropriety
1.4 professional competence, training
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2.3 contribute to improvements of systems
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3.1 protect victims’ rights
3.2 advocate for victims’ desired course of action
3.3 do not victim blame (expressing suspicion, being judgmental, etc.)
3.4 victims have the right to self-determination
3.5 confidentiality
3.6 avoid conflicts of interest
3.8 avoid letting personal relationships interfere with objectivity & professional judgements
“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
Military Justice System

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Rule 514

Restricted vs Unrestricted Reporting

VWAPs
“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
Tribal Justice Systems

Concurrent Jurisdiction

Justice Principles

Multiple Types of Courts
Tribal Justice Systems

Concurrent Jurisdiction

Justice Principles

Multiple Types of Courts
“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)
Crisis Reactions

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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...
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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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- 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

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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
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
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**Adrian Crenshaw**
She had the most massive CoC

**Mary-Margaret Conley**
Soooo much CoC

**Mary-Margaret Conley**
<<<<Loook AT MY COC

**Adrian Crenshaw**
Mary-Margaret Conley I really want to swallow your cock right now. Looks tasty.

**Israel Peedin**
Enormous!

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

**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 2016
2 Retweets 10 Likes

Vincent Marquez 9minTME - 10h
Replying to @stillgray @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.
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.
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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