
ICANN78 | AGM – Upstander Training
Sunday, October 22, 2023 – 8:45 to 10:00 HAM

BETSY ANDREWS: All right, good morning. Welcome to ICANN 78. Whether you are here physically, or if you are participating remotely, we are happy to have you.

SIRANUSH VARDANYAN: Hello, everyone. My name is Siranush Vardanyan, and I will be your remote participation manager for this session. I also will be monitoring the chat in the Zoom space. In this role, I am the voice for the remote participants. When submitting a question or comment that you want me to read out loud on the mic, please put it in the form which I mentioned in the chat. Texts outside of these quotes will not be considered as questions, and will be considered as part of the chat, and will not be read aloud.

Please note that this chat and this discussion is governed by ICANN expected standards of behavior, and I also put the chat to that standards of behavior in the Zoom space. With that, I would like to give the floor to Betsy to introduce Tabark and to start the session.

BETSY ANDREWS: Thank you. We are so delighted that you are here this morning. My name is Betsy Andrews, and I work in the public responsibility section of ICANN. This is the second time that we've been hosting a session on upstander training, and the first session went really well, but we

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incorporated a lot of the feedback from the participants. One of the main things that we changed is the setup of the room to make it a lot easier at these table situations to have a discussion when appropriate with the people around you. And so your feedback today will be essential for us to improve the session for future cohorts. So there will be a poll question at the end, and it's really important to us to receive your ideas. So please feel generous with those ideas and let us know how you feel.

We are honored today to have Tabark Abdelhabib with us. She has a background in facilitating diversity and inclusion discussions, and she works with an organization called Right to Be. And Right to Be is focused on breaking down those barriers between us and encouraging kindness between us and understanding of differences and mitigating that freeze feeling you feel sometimes in an uncomfortable situation when interactions are not going as they should. So we're really fortunate to have her and her expertise in the room today. She has a master's in public health and really knows what she's talking about. So listen up because we'll feel empowered and more confident to handle the situations that we encounter. There will be a section at the end for questions. So we encourage your participation. And with that, I will hand it over to Tabark.

TABARK ABDELHABIB:

Hello, everybody. Good morning. My name is Tabark Abdelhabib, and I'm a trainer with Right to Be. I go by she/her pronouns. One of the things that we'll be using today is Slido. So if you have your cell phone or a computer, please scan this QR code. This is how we'll be doing polls

throughout the day. So make sure to scan it or visit slido.com and enter 260-8796.

So this specific training is called Upstander Training in Meeting Spaces. So when you think about meeting spaces, think about all the ICANN meetings that you've-- all the ICANN meetings that you've attended and that you've experienced. So I want you to find a partner, somebody next to you. Say hi. Say good morning. Introduce yourself. But also share what does it mean to be an upstander based off your knowledge and your understanding. And we'll give about two minutes for that response, and then you could share it in Slido. For folks that are joining virtually or remote, you could also visit slido.com. That's how we'll be measuring your engagement.

Okay, I hear the conversation kind of fizzling down. If you haven't already, please make sure to share on Slido your responses. Okay, so helping others and educating myself, speaking up and proactive, involved, and engaged. Does anyone in the room, one or two brave voices, want to share out loud what they shared of what it means to be an upstander? Yes. Can we get one runner mic?

SARAH:

Hi, I'm Sarah. [inaudible] And we said that it's to speak up and be proactive and involved and engaged instead of being sort of distanced and not engaged.

TABARK ABDELHABIB:

Thank you. I saw another hand up here.

UNIDENTIFIED SPEAKER: I think it's about speaking up both for yourself but for others if you see situations that are wrong.

TABARK ABDELHABIB: So one of the things that I really appreciate that you all are sharing is that to be an upstander, there's a role in witnessing and being observant. But there's also another role of being active. So thank you so much for those who are sharing on Slido that are attending virtually and those in the space. Now can I get a third brave volunteer to read the ICANN community anti-harassment policy? I saw your hand go up first.
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UNIDENTIFIED SPEAKER: Hello. English is not my native language, so I'll try my best. Thank you. ICANN is a unique multi-stakeholder environment. The ICANN community is comprised of participants from numerous and varied backgrounds, societal values, and cultural norms. A guiding goal of ICANN's community anti-harassment policy is to emphasize, encourage, and promote the spirit of mutual respect expected within the ICANN community. Society's values and norms have and will continue to evolve. However, such respect is timeless and is a guiding foundation of this policy. This policy is not intended to impede or inhibit free speech.

TABARK ABDELHABIB: Thank you. And while you're holding the mic before passing it, what sticks out to you about this policy? What do you appreciate? Just anything of that sort.

UNIDENTIFIED SPEAKER: I think the element of time is extremely interesting, especially given that ICANN is such a multi-generational environment. I am part of the NextGen program, so we are the youngest in the conversation, probably. And probably the way we see the world is very different than other members. And it's nice to know that we are all trying to find a shared ground to build our conversations.

TABARK ABDELHABIB: Thank you for sharing. So that, and one thing that I also really appreciate in this statement is the emphasis that society is constantly evolving. So if society is constantly evolving, so are we. I want you to think about a movie, your favorite movie from, let's say, the '90s. And if you were to watch it from today's lens right now, you'd be like, how did that culturally pass? And that's just an example of how society is changing. Our understanding of what is respectful and what is not respectful is changing. So we, too, should also evolve. So I have a check-in question. This is done by a study by L'Oreal Paris and Ipsos. And they were specifically looking at street harassment. While the goal of our training is not to look at street harassment today, the outcomes of that study is really important. So the question is, what percentage of people said it improved the situation when someone intervened to stop the harassment? Now, you could enter your wildest guess here on Slido. Is it 15%, 45%, 62%, or 79%? And small typo, that should say 79 instead

of 75. Okay, I'm going to close it in another 15 seconds. And for those who joined late, you could scan this QR code or visit slido.com at entering 26008796. Okay, I'm going to close the poll in 3, 2, and 1. It seems like a majority of people said 79%, so if you were amongst the majority, you are correct. From this study, what they found is that 79% of folks said that it improved the situation when we intervene from this study. So what that shows is that doing something in these moments, rather than thinking about the most perfect answer, the most perfect thing to do, just having some sort of response is important. However, on the flip side of that, only 25% of people actually intervene. So what we're hoping to do today and through this training is to bring this gap closer to one another. So hopefully, every single one of us in this room, every 50 to 60 people in this room, and those joining us virtually will be amongst the 25%. So think about these statistics, because they will be important later in our training.

So to introduce myself, I won't go into much detail. But one of the important things that I find in this training is the value of becoming an upstander. I've been in situations where I've experienced disrespect, and no one has done anything. In those situations, I realize the harm and the pain kind of continues. I've also been in situations where those people have intervened and had showed up in a meaningful way. And I've also been in situations where I show up for other people. And to me, being an upstander is about community. So it's about connection. Connecting on our humanness. We may not know everyone's full story, but we can be of support of one another when we witness something uncomfortable, when we witness something disrespectful. And that's what we're here to do at Right to Be. We're on a mission to empower

everybody to live in a world that is free of harassment and filled with humanity. Earlier, the person spoke about intergenerational. There's also diversity. There's humanity in everything that we do. And our work focuses on turning the care that we have for one another, the intrinsic care that we have for one another, into creative, effective action. When we think about upstander, or when we think about intervening, it might feel scary. But trust me, these are things that you already know. What we do at Right to Be is bridge it and bring specific tools and resources.

So with that, we're going to achieve three things today. First, we're going to understand what improper misconduct or disrespect can look like and the impacts it could have. Specifically for our setting here. And then we're going to learn how to properly intervene. So in those situations where you're thinking about the right thing to do, we're going to learn strategies. And my most favorite part is bystander intervention and action, which is what you all named together. And since we will be talking about sensitive issues today, I ask that you take care of yourself. You are your number one priority. If you have to take a step out, go to the restroom, please do that. Because some of these experiences may have been things that you yourself have witnessed or you have experienced. So please take care of yourself. If you haven't already, make sure to scan the Slido poll. It's going to come up again. And then that's how we'll be doing polls. In Slido, there's an opportunity for questions. We'll save most of the questions to the end. But I'll try to answer some of them in my flow. If there's clarifying questions, if you need a definition or some things just don't make sense, please utilize that Q&A form. The Zoom chat is available for folks at home or folks that are joining virtually. I apologize in advance if there's—it's not private.

So unless you want to send something directly to Siranush to uplift, she will not attribute your name to it. And then we ask that you take notes, not screenshots-- or screenshots or pictures.

So another poll or another cloud question on Slido is, why does disrespect or misconduct happen in meeting spaces? So think about these ICANN spaces specifically.

UNIDENTIFIED SPEAKER:2

There is a comment from remote participant. If I can read aloud, it's from Sara Mohamed, who is ICANN 78 fellow but joining us virtually. And she's commenting that, unfortunately, in the place she lives, it is even harder to speak out for yourself, let alone help others. I hope that this perspective change with such session and awareness. Thank you, Sara.

TABARK ABDELHABIB:

Thank you, Sara, for sharing. And that's one of the things that we have to consider. Like, culturally, do these tactics work for you? How do we modify them to work in our cultural context? Four of our five Ds that we're going to share are indirect forms of intervention. So maybe these might work in your cultural context. And only one of them is direct. And we'll talk about that later. Thank you for sharing, Sarah.

Okay, so the most highlighted word is ignorance, power dynamics, and cultural differences. And then there's many other descriptors used in this training or in this slide. So misunderstanding, not having confidence, the environment, community, jealousy, frustration, people having strong opinions that they need to get across. So all of these are valid. They are very real responses. And I think you all bring a different

perspective than I do because you are in these meeting spaces regularly. You are attending these conferences regularly. I'm only here for one day. So I'll share some of these perspectives, but some of the things that we could define and the things that I could relate with too is stress. And some of the factors that may show up is change of environment, not only physically, like the weather. I hear a lot of people are getting sick or getting colds, but also just cultural differences in our environment, things like travel. How long did it take you to get here? For me, it took 18 hours. So for each person, it may look like differently. Jet lag, you have to attend these trainings in the morning so thank you for being here. And then time zone difference, the exhaustion, the tiredness, the lack of sleep, but then also there is an element of networking and being present. And there's a disconnect. Just from a raise of hand, how many people here are morning people? Oh, Okay. This is half of the room. Okay, for me, it depends if I ate or slept well the night before if I'll be a morning person. So the idea is that our body controls a lot of the way that we react, and stress plays a huge factor. Stress, actually, according to neuroscientists, narrows our perceptions. It creates this us versus them mindset, especially if we are navigating stress. So instead of thinking about ICANN as a community-- and that was the biggest thing in that policy statement that we read earlier-- we start to think individually. How can I get more successful? How can I make the most of my efforts? And then also there's an element of being away from family, being away from your safe space. For me, that was a big thing, too, because I was traveling alone here. And I was like, I've never been to Europe. I've never been to Germany. So maybe some of us have similar experiences to myself.

And then the third one is not knowing or being sensitive to someone's story. So some of you all named ignorance being a factor. So there's two approaches when we navigate, say, ignorance in spaces. There's a way where we're like, no, everyone has to have the same learning standard. And then there's another way where we approach it with curiosity, with kindness. So exploring maybe why there's a gap of knowledge, why someone is coming from this story. And that's one thing that ICANN is trying to get us to use and to approach is to explore with curiosity, to try to understand the other person's story, their narrative, and where they are coming from.

Now bias. I didn't really see that name, but I saw some bigger terms. Like for example, I saw sexism named. And the root of things like sexism, racism, all the isms comes from bias. So with a raise of hand, how many of us heard of the terms explicit and implicit bias? Okay. Good amount here. All right. So bias in general is prejudice in favor or against one person, thing, or group. And it's usually seen or done in a way that's considered to be unfair. And the reason that there are two types of-- there's actually many types of biases, but we're focusing on two today. And particularly because these have a negative impact. So some of you might be thinking about, okay, we do have bias. Bias in its nature is not harmful. But it's what we choose to do with our actions and our interactions is when it could cause and increase harm.

So with that, explicit bias, it's expressed directly. You're aware of the bias. And an example of that, I don't like certain people with a certain identity. Now, implicit bias, this is expressed indirectly. You're unaware of the bias. It operates subconsciously. So you may have heard of implicit bias referred to as unconscious bias. And an example of this is

assuming someone of a certain identity, grew up from a certain neighborhood, or maybe based on what somebody wears, that's their wealth. So for me, when I was coming to Germany, I had so many assumptions of what the interactions would be as a black woman, as a Muslim woman coming here. And from my first day, my biases were shattered in that moment. And the reason was because I went to a restaurant. And I was like, okay, what should I order? And the waiter was like, oh, here are the halal options. Here's what you might want. And here's what you could eat. And I was genuinely surprised because in my experience growing up in the United States, in Arizona in particular, people aren't really aware about the Muslim identity or the Muslim faith. And that moment, that experience, instantly shattered any bias or expectations I had of experiencing a new culture.

So I'm going to read a couple identities in which bias can be based on. But afterwards, I'd love to hear from you to expand on this list because this list is not comprehensive. There's things like our education, our race, our sexuality, our age, ethnicity, occupation, HIV or AIDS status, immigration status. What else can we add to this list? You could just shout it out. And for folks joining virtually or remote, you could add it in the chat box. Yeah. Height, that was shared here. What else? Disability, absolutely. What else? Jealousy. Do you want to expand on that one a little bit if you can?

UNIDENTIFIED SPEAKER: As a human, we might be comparing ourselves to others. And with the social media now, we are comparing ourselves to others. And that might lead to jealousy and then bias. You know? I don't know.

TABARK ABDELHABIB: Anyone else want to add anything? Body size, that shows up a lot. So with height, the perceptions of thin bodies or fatter bodies and how they are perceived in situations. So each of us experiences the world uniquely. And let me see folks at remote or virtually shared. Okay, I don't see responses. So each of us has a unique lens in which we experience the world. And some of us may hold more privileges than others. And privilege is defined as opportunities earned without having to necessarily work for it. Just benefits that you get for being born into the body that you are born in. So let's break up into pairs or threes, whatever is comfortable. But let's take a moment to just acknowledge any moments where we have privilege. So for example, privilege, not one person has 100% privilege. And not one person has 100% disprivilege. We all share privileges and disprivileges, advantages and disadvantages. So I'll give an example of one for me. So traveling and airports in general, they give me anxiety just because of the history of traveling as Muslim. The random security checks, my name, like just the longer wait times. And particularly in this trip in particular, that was in my mind. But then also I realized I booked a flight with little connections, so only hours apart. And because of my privilege when it comes to my ability, I didn't even think about the time needing because I trusted that my body will get me to the gate that I needed to. So similar situations, similar circumstances, I hold both privilege and advantages and disadvantages. And our identities are intersectional, right? Like I can't just one day be like, I just want to be Muslim. Or one day, I just want to be perceived as woman. How we are perceived is going to be a combination of things all the time. So in your groups of three, or if you

want to have a bigger conversation, let's do three or two people. Just identify your privilege points or maybe moments where you may have felt less than in situations. So we'll give about three minutes of that.

Okay, everybody, can I get your attention in front of the room? So we're going to hear from a remote participant before moving forward. So I see a lot of great conversations happening. And this is all a great sign of all the conversations we will have later. But in the meantime, can I get everybody's attention?

UNIDENTIFIED SPEAKER:2

So before everybody here in the room will share their thoughts, I will share the thoughts which Sara Mohamed posted in the chat when she got rejected her visa to be here in person, she felt being African, which sometimes make you questionable of returning back to your home country. So that was her feeling.

TABARK ABDELHABIB:

Thank you. Does anyone else want to-- maybe one more participant in the main room here share out loud what they talked about, what they discussed? Yeah. Betsy's coming with the mic just so we could all hear you in this--

BETSY ANDREWS:

I'm coming with the mic. And I'll also interject that when someone's speaking, try to not speak because it makes it harder for the remote participants to hear what's going on.

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- NAIMA AWAN: Hello, everyone. I'm Naima Awan. I'm from Pakistan. So being a Muslim Pakistani woman, it's definitely harder for me. When I have to travel, especially to a Western world, people are definitely biased towards me. I feel that. Also, as Sara, the remote fellow shared her experience, the same thing happened with me. I last month applied for an Australian visa. I had a fully funded fellowship. But I was rejected just because I'm Pakistani. Thank you. That was all.
- TABARK ABDELHABIB: Thank you for sharing. There's one more person that wants to share here.
- HOUDA CHIH: Hello, everyone. I want to share an experience about gender bias in companies, industrial companies. So as a woman, you don't-- sometimes you apply the same position as women. And even if you have much diploma experience, the position will be dedicated for men.
- TABARK ABDELHABIB: Thank you for sharing. Does anyone else maybe from this side of the room want to share? Okay. Nobody does. That's fine. So with that, this leads us to the idea that every single person has implicit bias, including me, including every single person that shared. And one of the tools that we could use is the Harvard Implicit Association test. Has anyone taken these tests? Yeah? Okay, I see some nods. What's awesome about this test, it gives you photos and text. And it has you make quick associations with what you are seeing. Another really cool tool, which sounds like a superpower, it's called metacognition, which is thinking

about your thoughts. So for a moment, we're going to practice that really quickly.

Today, I intentionally chose to wear pink, and a really hot pink color, just because the association of the color pink. So when you saw me today, you don't have to share out loud what came to your mind with what I'm wearing, what I'm speaking. And just keep these thoughts to yourself. But just-- oh, you want to share? Okay, brave.

UNIDENTIFIED SPEAKER: Yeah. Sorry, I thought you were going to ask us to-- I felt a sense of connection of, oh, we're both people who've decided to wear a really bright pink on purpose.

TABARK ABDELHABIB: Okay, awesome. Right, so some of us may felt connection. I know I walked in, and I was getting some weird stares. But I was like, this is intentional. Because the most important thought is our first thought that comes into mind, like when you see somebody or interact with someone or read a name. And then the second thought after that, that is where your power lies, and which is why implicit bias is really-- and the work that we do with our implicit bias is so powerful. That second thought is the correction thought. So for example, if you're like, does she really know what she's talking about? Or is she a leader? Whatever thoughts that may come up. And maybe they don't, right? Maybe you don't have association. And that's Okay. So thank you for joining me in this little implicit bias metacognition activity.

So we're going to have a poll question here. But what are examples of improper misconduct that you have either experienced or witnessed? So the examples we see-- intimidating looks, not listening or speaking over people, failing to greet or acknowledge certain people. You could do specific to ICANN or the world, whatever feels appropriate. Comments about your appearance, inappropriate comments or sexual innuendos, and so on. Also, if you're just joining us, you could scan the QR code to participate on Slido or visit slido.com and enter 26008796. Okay. And it's multiple choice, so you can select as many answers. Okay. We're going to go to the next slide in 10 seconds, because I see most people are done from just observations. Okay. In 3, 2, and 1.

So obviously, this is not going to be a comprehensive list. We could easily expand on this list. But the idea that all of these are examples of disrespect, and if they go unchecked, they might lead to severe examples of harassment or discrimination. So one of the things-- I'm going to go through each column and show where some of these things fall. But then I want you to start thinking about your role actively as an upstander. Where do you see yourself intervening? In columns 1, 2, 3, hopefully all of them. And then we'll just do a raise of hand after that. And then for the folks joining remotely, you could just enter the numbers. Okay.

So column 1, these are things like-- these are the nuanced things that where you're confused whether or not to intervene, for example. So these could be intimidating looks, failing to greet or acknowledge certain people. So these are the things that you might question, was this intentional or not intentional, following somebody, things like that. And then in the middle column, we see comments about one's appearance.

We see shaming and humiliation often in the form of jokes. We also start to see microaggressions show up in this column. And then column 3, these are the bigger forms of disrespect. So practices of discrimination, inappropriate comments or sexual innuendos. And in very extreme situations, sexual assault. So with a raise of hand, how many of us would intervene in column 1? How many of us would intervene in column 2? Okay. How many of us will intervene in column 3? And how many of us would intervene in all three?

Okay. So in the ideal world, it's going to be all three. We would want to intervene in all three. However, sometimes things like power dynamics, our roles may limit us in intervening in things in column 3, although we should still try and exhaust all our efforts. Columns 1 and 2 doesn't necessarily matter what your role is or what seniority that you have. It just matters that you are somebody who cares, that wants to be supportive in creating an environment of respect. So in pairs, when we think about all these examples of disrespect together, share what are the impacts of these can have if they continue to persist. And then once you're done sharing, just add your responses on Slido.

Okay. I think most people are wrapping up. So I'm just going to read some of the responses that people shared on Slido. So some examples, they said, you become unable to speak. So maybe your sense of psychological safety is impacted. Not being productive. So you're not being able to show your most best and technical self in situations. Self-restriction, low participation, speaking over somebody, creates unhealthy tension and lack of respect. So this kind of goes back and impacting the culture that we want to be in. Loss of concentration, discord. So discord in its nature isn't bad, because that also means that

we're engaging in communication. So that means that it could lead to generative conflict, meaning it could lead to better outcomes. So discord in its nature isn't bad. Sometimes engaging in more conversations is better. Incomplete, discouraged from participating. The meeting becomes an environment where no one is heard. People start developing unprofessional dependence. Thank you for sharing, everyone. You give up. So there are moments where we're so inspired to change the world, and then we just become jaded because of our experiences. Lack of empathy. Thank you for sharing.

A lot of the things that you all shared fall under three main categories-- the psychological and mental health impact, the feeling of anxiety, like that psychological safety that may have come up. You can also experience trauma, or not feeling like you want to be your best self. But socially and financially, socially in one aspect of-- when you are in these meeting spaces, it's an opportunity to connect with other people. But if you experience disrespect, or you know that it's there, sometimes you may disengage and not want to build a better connection. Financially, maybe you miss on networking opportunities. Maybe you don't seek a promotion, or maybe you don't, for example, renew participation. And that communal impact, right? It's all about connection. It's all about building and understanding people. But if we are witnessing disrespect happen, we no longer feel like doing so.

So the impacts are real. And they could happen to those of us who are just witnessing it. But on the flip side, bystander intervention is a powerful tool to mitigate all the negative impacts that we can. This is where the hope relies here. And our right to be, we bring it down into five bite-sized strategies. And they are called the five Ds of bystander

intervention. So distract, delegate, document, delay, and direct. And we're going to go through each of these. But when we're thinking of intervention, there are layers to it. The five Ds are the first layer of intervention, because they specifically focus on the person who is experiencing the disrespect or experiencing the harm. So that's who we are centering.

Some of us might be already thinking about, how do I communicate with the person who is doing the harm? How do I help them change their behavior? That's a second or third step of intervention, which we will not be discussing today. We have other offerings and training specifically for that. But for now, it's how do we show up for one another? And also, I just want to remind that if you have any clarifying questions, I also have Slido here. And I actually do see a couple of questions. So let me check them. But if you have any clarifying questions as I go through the five Ds, please do not hesitate to ask.

So let's go to the first D. The first D is distract. This is to de-escalate the situation in a creative way by creating some sort of distraction. So in meeting settings, you may start a conversation to get their attention away. You may find another person to call them over. You might be like, hey, where's the next meeting or where's the next session at? Or you may even pretend to know them. For me, I recently did a distraction. For some reason, today, all my stories are coming in restaurant spaces. But me and my friends went out to dinner. And there was a group of rowdy people right next to us. And the waiter was getting really uncomfortable because they were making remarks at her. And she started to feel-- you could tell from her body and just from what I was observing that she didn't feel safe necessarily. And I'm the type of

customer that if you bring me an order and it's wrong, I will eat it. I will not complain. That's who I am when I go to restaurants. But at that moment, I decided to just change my persona entirely. And I was like, hey, can you help me here? I need something here. And I brought the waitress over. And at the moment, she couldn't necessarily tell that I was intervening because it could just seem like somebody was trying to give me that release. But then after she came over, I'm like, are you Okay? And that's how she noticed. And she just-- I saw that tension leaving her body. So distraction, it may not always be apparent that you are intervening. But it could be effective in those moments where maybe culturally you can't be direct or maybe you feel unsafe being direct as well.

Delegate. Delegate is about getting help from somebody else. So it could be someone of authority. It could be somebody sitting right next to you. It could be an ICANN staff member, the ombuds, a storefront owner, business owner. All of these people are people in which you could delegate to. And so delegating is about getting help from somebody else. It could also just be someone that you know has a better relationship with the people who are in the conflict or in the disrespect.

Then third, we have documentation. Now, there are two types of documentation. If you are in a public setting, you could take a video. If it's in a meeting space setting, it's recommended that you take written documentation. And the best practices of documentation is writing who was there, not only the people involved, but also people that can be there as witnesses. When did it happen, as specific as the date and time? Where did it happen, as specific as the room and building

number? And then what happened. So getting as many details as possible. And it's important when you document, and this is what I find really powerful, is that you give it to the person who experienced the disrespect because that gives agency back to them. That shows them like, hey, I observed this and this wasn't okay. Here's evidence that you can use. And that's document. And then at any moment, if you want me to stop and clarify any of these five Ds, just let me know.

Then fourth, we have delay. Delay is in the name. You're delaying a response. So it's not going to happen in the moment. So my example with the waitress, I said, after I distracted, I delayed and checked, are you okay? So delay is after the incident is over, you ask, are you okay? How can I support you? I saw what happened. That wasn't okay. So validating someone's experiences. Sometimes if you experience disrespect or any form of misconduct, you question your experience. You question how harmful it really was. So having someone validate, that could be truly healing.

And then we have direct. This is the one that we all imagined being an upstander is. But this is only one of five options. And we actually recommend direct as a last resort just because direct, you could easily escalate the situation. So the important thing about being direct is naming the behavior, setting boundaries, not going in a back and forth. And then you can also ask clarifying questions like, what's going on here? So these are the five Ds. And I'm going to check on Slido after I launch a poll if there's any questions. Are there any questions in the room right now about the five Ds? No questions. Okay.

So it's important to think about what hesitations do we have as upstanders. So on Slido, what are some reasons that you might decide not to intervene? I don't know what to do. I'm afraid I'll make things worse. No one else is doing anything. I'm white, and I don't want to look like a white savior. I'm not sure if it's harassment or not. I don't have enough context. Or instead of harassment, let's say disrespect or not. And then nobody else is doing anything.

UNIDENTIFIED SPEAKER: One thing that is sort of mentioned here, but a bit lacking, is concern of physical violence. And so that is not, for me, a concern in the ICANN context. But when I've been at home out on the street, I have seen people in altercations where I would like to support, usually, the woman being harassed. And I'm afraid to, because I don't want to get beat up on the street.

TABARK ABDELHABIB: Yeah, that's fair. And generally, in using the five Ds or thinking about the five Ds, the number one priority is your safety. So in moments, you have to think about how to keep yourself safe. So maybe you could resort to just delaying, like hanging around and waiting to see if she gets away from that situation. Like those street examples. But generally, because we are speaking in context of meeting spaces, that sense of safety may be different. Maybe it'll be psychological safety. It could be physical safety at times. But in all situations, it's important to measure your sense of safety and prioritize it.

Okay, so let's talk about these. I see people selected. The most selected one is, I'm afraid I'll make things worse. And I think these people, if you selected it, I know I select it too sometimes, is that we get trapped in this idea of having the most perfect intervention. But if we think back at the statistic that we shared in the beginning of the training, is that 79% of people said it improved the situation when someone intervenes. So it's not necessarily have a specific intervention, but having some sort of intervention is important. And you could use from any of the five Ds.

I'm not sure if it's disrespect or not. I do not have enough context. So of course, intervening without context can actually cause more harm. So in this situation, you could ask a clarifying question like, what's going on here? In that moment, it will allow the parties to self-correct. Then I don't know what to do. Well, this is why you're here today. So thank you. I'm scared that it will turn on me because of how I identify. So that's that sense of safety, whether physical or psychological safety. And in those moments, maybe you choose a less direct way to intervene. And you actually have four options. Four out of the five Ds are indirect forms of intervention. I'm white, and I don't want to look like a white savior. So I think in these moments, your identity might be coming forward because you're caring about perception. But one of the things that maybe you could use your identity as a privilege and also use your identity as a way to connect with the person. So that person, or if you ask anybody who experienced disrespect and not have someone intervene, they just care for somebody to show up, someone to give a knowing glance, for example.

And then nobody else is doing anything. There have been studies that showed when there are more bystanders in a space, people are less

likely to intervene. And the reason for that is that we're all waiting for somebody. So it does take courage to be the first to do something. But the first doesn't mean that you resolve the entire issue, the underlying issue. It's just about making sure that the person who's experiencing that disrespect in the moment is taken care of.

So these are some common hesitations. And they may show up depending on the scenarios. But generally, to be a good upstander, there are three things. The first is to notice the scenario. Gather much information as possible. The second thing is to notice what keeps you from acting. And acknowledge it and hold it as truth, because it does take courage to say something in the moment. But just think about all the positive impacts that you can have. And then third, decide which of the five Ds are right for you. You have five different choices.

But let's take a moment to do just a check here. Which one is your five D, based off your communication style, what you know of yourself, your cultural context? Are you somebody who distracts? Do you delegate? Do you document? Do you delay or direct? So after you select a response on Slido, I just want to visually see what this room looks like. So if you are distract, raise your hand. Okay, look around the room, everybody. See what people in this space are. Are you delay? I'm a delay person. I love to delay. Are you document? Okay, look around the room. Okay, are you direct? Okay, look around the room. Look around the room. Are you delegate? Okay, awesome. But most people seems to be distract. So who's ready to practice how to use these five Ds? If you're ready, raise your hand. I'm seeing some hesitation, some excitement. Are you ready? Raise your hand. Yes, yes,

Okay. This connects exactly to what we all want to do, is be an upstander. When we first started our training, I asked, what does it mean to be an upstander? And the biggest part is to be prepared for what you can expect in some of these settings. So when you play scenarios in your mind, it will actually prepare you to think about your intervention. So we're going to go through the scenarios together. And we're going to have opportunities to talk about them in groups. There's two main questions here. But before going into the scenarios, please do take care of yourself. Notice what comes up in your body. Do you find your heart racing when you read some of these scenarios? Do you find your palms sweaty? Do you hold tension? Some of us may not be connected to our bodies, but our bodies are very powerful in telling us how we feel. So you may not know what comes up, but I invite you to take a deep breath, because some of these scenarios might be things that you have experienced or you have witnessed.

So before we jump into them, I'm going to invite us to collectively take one deep, big breath. And in the count of three, we're going to take one deep nasal inhale and then a long exhale. So imagine you're filling up your stomach. So one, two, three. Exhale. Okay. We are ready. All right. Can I have a volunteer read scenario one rapid fire questions? Oh, wait, there's a virtual question?

UNIDENTIFIED SPEAKER:2

There is a virtual question from Athasane. He's asking, how easily can we document the facts? It is often sudden and finds us without enough tools to take trustworthy evidence.

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- TABARK ABDELHABIB: Right, so when it comes to documentation, one of the most important things is that you try to document in the moment. And I should have shared that earlier. But as soon as possible, because sometimes when we experience or witness something that could be traumatic, it could be difficult for us to recall everything. So it's good to practice it in the moment. I hope that answered your question. I just want to read to make sure I did. Let me know if that answered the question or if you want me to expand on documentation.
- UNIDENTIFIED SPEAKER: And I think previously you had mentioned recording things on your phone.
- TABARK ABDELHABIB: Yes. Yes. So recording is possible too. And when you record, you want to try to record horizontally or on landscape to kind of gain the most information as possible. But I defer to ICANN policies. I don't know what the policies are in meeting spaces and using a phone or a device to record some of these incidents.
- UNIDENTIFIED SPEAKER:2 And we have a question from Sara. I mean, she has raised her hand. Sara, if you want to ask a question, please go ahead, unmute yourself.
- SARA MOHAMED: Oh, I'm sorry. I just raised my hand because she said she needs someone to read the scenario.

TABARK ABDELHABIB: Yes. Sara, since you're off the mic, do you mind reading it for us?

SARA MOHAMED: Yes, of course. Scenario one, rapid fire question. A virtual meeting session regarding domain name policy. [Petunia,] a new ICANN community member, presents her argument supporting the policy. However, Sara, a long-time community member, interrupts her with a question. [Petunia] starts to answer. But then Sara interrupts and asks five more questions to her in rapid succession, [Petunia] can't answer any of the questions because Sara doesn't give a space for them to answer. Identify the impact harm in this scenario. Which of the five Ds would you use?

TABARK ABDELHABIB: Okay. So in our groups -- thank you, Sara, for reading this for us. So we're going to just identify what's happening in this scenario, what's wrong with the scenario, what's the harm in our groups, and then think about which of the five Ds you will use. I'll give about three to five minutes, depending on what I hear, how conversations are going. And you could do it as a table or in threes, whatever feels appropriate.

Okay. After you identified the harm in this scenario, you could select some answer choices on Slido together. And if some of these don't relate to your communication style or what you would want to do, you could share out loud if you're in this space. Remotely, you could share on the chat box.

Okay. So let's see what people selected. A lot of participants shared that direct would be the answer choice. Some of us selected something else. Those of us that selected something else, is there anyone in this space that wants to share? I see one hand here, and then we'll go. So can I get your attention here?

UNIDENTIFIED SPEAKER: I probably wouldn't intervene like in the moment, but using humor, and I didn't find some D that matches with humor. I think that sometimes it's like a powerful tool for interventions.

TABARK ABDELHABIB: Yeah. Humor could definitely be something that you would do. So you said that you would go in the moment. Sometimes distract might be a good resource with that. Did anyone else want to share something else that they would have selected?

UNIDENTIFIED SPEAKER:2 There were remote participants who also shared their thoughts. So Sara said direct, be direct to Sara for giving [Petunia] a chance to respond. [inaudible] is saying that she'll go direct to intervention as well. And [inaudible] says direct again. So say to Sara, hey, let's give [Petunia] a chance to respond.

TABARK ABDELHABIB: Right. And some of the examples that were shared by the virtual participants is direct, it's easy to interpret it as being confrontational, but those are some really good examples of being direct without like

further escalating. So thank you so much for the virtual participants for those responses. Yeah, there's a question, and then we'll go to Sara here.

UNIDENTIFIED SPEAKER: Thank you so much. And if we don't have someone who can help [Petunia], what is the solution? If we don't have someone who can intervene, how to manage the situation?

TABARK ABDELHABIB: So if it's a one-to-one scenario, that's maybe when you can document it maybe and then delegate it to somebody. That's something that you could delegate it to maybe her leader or someone that knows [Petunia] specifically.

UNIDENTIFIED SPEAKER: I was also thinking around delegate, but not how it's described here. At the ICANN meetings, every meeting has a chair, and if we're in Zoom, you can just direct message the chair. Or like if Melissa's in the meeting, you can message her, and they can do a general reminder that we should all try not to interrupt each other.

TABARK ABDELHABIB: That's awesome, right? And it also helps us aware about like in ICANN what that structure will look like. So we're ready to go to scenario two. For the next one, we might have less time just because I want to get through all three scenarios. Can I get a volunteer to read it, either remote or in person? Yeah. Thank you.

UNIDENTIFIED SPEAKER: Scenario two, lunch break. A group of community members is having lunch at the nearby restaurant, and a new member, Rima, joins the group. Todd, another community member, says, "So, Rima, where are you from?" Rima starts to reply, "Oh, I was working at another organization." When Todd interrupts, he says, "No, I mean, where are you really from?" While looking up and down at Rima, who has brown skin, Rima responds, "Munich." And some members look awkwardly in response to this exchange. Identify the impact harm in this scenario. Which of these, of the five, would you use?

TABARK ABDELHABIB: Okay. So to keep the discussion, we'll just discuss together the impact and harm, and then we'll do the polling. So I'll give about three minutes for this one. Okay. As you're wrapping up that conversation, you could look at some of the possible wordings that you can use or select. So you can still continue the conversation, but also select which of the five Ds you would use. Let's see. Does anyone have any questions here? No? We're good? Okay. Awesome. Thank you.

Okay. So most of the responses I'm seeing distract and delay as an answer choice. One thing that you're probably noticing about the five Ds in general is that there isn't necessarily a right answer. It's just what's right for you. Is there anyone that selected something else that wants to share? Okay. So I was kind of eavesdropping, but if you all don't want to share, I was eavesdropping to this group right here, and they mentioned, if you want to interrupt, that's fine. I'll use it in my words here. But they gave an example where there could even be dynamics,

like your role in moments, whether you feel comfortable in being direct in asserting yourself in situations. So that is something that we need to even recognize our privileges in these spaces, whether we feel like we have the authority to be direct.

UNIDENTIFIED SPEAKER: So, sorry, this actually happened to me about 12 months ago. So I've got an eating disorder, and I had someone in the community who I knew, and they said, "Oh, you're looking fantastic. You've lost so much weight." And I just turned to them, I said, "Thanks, it's the bulimia." But even, like I see the second one there, it says, "Ask Todd, what do you mean when you're asking where Rema is from?" You could even turn it to Todd and go, "Where are you really from?" Yeah. So I thought I'd interject on that one.

TABARK ABDELHABIB: And also, thank you for your vulnerability in sharing that. I think that's - I appreciate that, and thank you. Okay. Anyone else want to add to this scenario before we move on? Okay. So we'll go to scenario three. Can I get a brave volunteer to read this? Oh, I see a couple of hands. Okay.

UNIDENTIFIED SPEAKER: Scenario three, networking cocktail. You are at a bar having a quiet drink with some friends. A fellow sits alone at the bar, and the working group leader approaches her. He asks her many questions, including her career ambitions. He reaches over and touches her, occasionally talking about her body. She looks uncomfortable and moves further away, but the community member continues with his comments.

Identify the impact, harm in this scenario. Which of the five Ds would you use?

TABARK ABDELHABIB:

Okay. For the sake of time, we're going to jump into straight -- you could discuss this in your group, but straight into which of the five Ds would you use? Okay. I hear some conversations wrapping up in this scenario. Let's see what people selected. Okay. So I see some of the commonly selected ones are combinations. I know we didn't have much time to talk about the harm, but just to kind of name what's happening here, sometimes when you're in meeting spaces, you may go out to a bar, to restaurants, so it's still connected to the experience that you may have. In this scenario, we're also seeing power dynamics show up, and we're also seeing someone made to be uncomfortable. So direct, tell him I think it's time to find a new seat, and direct him towards an empty chair. That one was mostly selected. Some of us said distract and delay. I heard someone say definitely distract in that situation. So stand between them and order a drink. When she gets up to leave, walk her towards the door and ask if she's okay. I don't see something else selected, but the idea here is that any of these can be selected, and a lot of the five Ds may vary.

We have one more poll question, and we have about four minutes remaining, but the last poll question is just to see what we achieved in this session today. If you saw disrespect or harassment or misconduct happening, do you think there's at least one thing that you can do after attending this training? Also, while we're waiting for responses to come through, you could submit questions in the Q&A box if you have any on

Slido, and we'll probably pick one or two questions to answer due to time. For folks joining remotely, you can send them on the Zoom Q&A.

Okay, let's see what we achieved. 97% of people that attended this training said yes, that there is something that they can do. I want you to give yourself a round of applause here because you made this possible. ICANN is constantly innovating and changing these to make it more fitting to the audience and the participants. If you scan this QR code, we really want to hear from you on how we can make this training better, how can we make it fit diverse cultural contexts. So scan the QR code and complete the survey. Now, we look forward to your feedback. Thank you.

Because society is constantly evolving, the work doesn't end in this 75 minute. One thing that I invite you, if you are in conversation with people today, to reflect together with the new friends that you made during this session. Reflect on what surprised you today or what is one thing that you learned personally. And with that, we'll open the floor to one question. I'll see if there are any questions either in the space or on Slido. Do you see any questions on Zoom? Okay. Are there any questions or thoughts coming up in the space, at least? Yeah.

UNIDENTIFIED SPEAKER:

I was wondering, I know that ICANN is continuing enhancing these spaces and so on, but I was wondering if these kinds of sessions have been spread to the rest of the ICANN community, such as the rest of the multi-stakeholder, the other entities, probably organize a webinar during our monthly calls of the rest of the communities of ICANN.

ERGYS RAMAJ: I'm happy to take this question. Yes, as Betsy mentioned at the beginning of the session, this is the second iteration of this program. This is obviously open to the entire community. Unfortunately, it just so happens that at an ICANN meeting, there's a lot of conflicting sessions, so some individuals cannot participate. And the whole point of this particular training is for people to be here in person, if possible at all, because it allows for this engagement and conversation. We also incorporate segments of this into the leadership training, which is where leaders from SOs and ACs come together, and that happens once a year as well. So as we continue to evolve this program, I think you'll see more of it happening across the ICANN community. Thank you.

UNIDENTIFIED SPEAKER: Sorry, Ergys, just to respond to that one, could I ask perhaps that I know that work is underway, planning for the contracted party summit next year. Would it be possible to have this as one of those sessions to make sure that people in the industry -- because I can see there's a couple of my industry colleagues here, but to make sure people in the industry do get this training and think about it, because there's a lot of people I would love in the industry to get this.

ERGYS RAMAJ: From my perspective, the more the merrier. Please reach out to me, and we can have a discussion about what works best in the context that you need it in. But, yes, absolutely.

TABARK ABDELHABIB: Okay. I love the excitement for this to be in more spaces. So that's awesome to hear. I just want to say thank you all so much. I want to respect your time and all the sessions that you'll be attending today. If you have any questions for me, I'll hang out after the space. But thank you, thank you all so much. Hope you have a great rest of your day.

[END OF TRANSCRIPTION]