Cade: Thank you everybody for being here today, how do I switch over to the... share screen. Hang on, I'm going to turn on my camera.

Ashley: Yes, hold on, I think I'll need to give you permission here so that you can be a presenter. Alright, you should have access now.

Cade: Excellent. Hang on, I just need to flip my camera. Okay, working for everybody?

Ashley: Yes.

Cade: Oh, yeah. Excellent. Fantastic.

Hi. Thanks everybody. And once again, I apologize for the delay in arriving. It took a lot of modem restarts in order to get going, and if you got time, try to make me full screen because I'll be doing a lot of stuff today as demonstrations for this session. Originally when I do these I typically... We typically do them in person and we typically go through them with people in small groups and everything, but unfortunately because of the logistics of it and indeed because of the chaos of my end today, we'll just be doing the basic run-through of some stuff that we usually do as a workshop, but what I wanna do is go through some examples of this... An online version of this tool, of this idea, and then from there, we can go into some questions and maybe people can try it themselves at some point as well.

But before I get started... Again, welcome to the session, this is Anxiety Games. Before I get started, I wanted to say thank you very, very much to Georgia, Ashley, Tiffany, Adriana, Carrie, Nicole, Eileen, and also to everybody who has come today, I really appreciate and honored that you've taken the time to stop by and see my work or to listen to this workshop, and I know that everybody's extremely busy and everything is extremely hectic and strange, so I appreciate that.

So thank you all. I'm going to start with a small introduction. My name is Cade, I identify as a male. When I'm not pretending to be a dog on the internet, I look like this.

And I am the founder of an organization called the New Design Congress, and the New Design Congress is a small research group that looks... It's half political, half digital security research group. We look at the way in which technology combines very social and economic and political systems or circumstances for individual communities and small groups of people and societies, and how it combines the problems and the experiences of those communities together and accelerates them to all sorts of outcomes be them good or bad. So rather than see technology as a cause of good or bad things in society, we work from the presumption that technology brings scale and speed to existing issues and existing states in society.

Before that, I was an early contributor to the Signal messaging app, which I'm sure you're familiar with or you've heard about today during this month-long work with AXIS. And before that as well, I was a Chief Design Lead at Tactical Tech, which I just left at beginning of this year, it's a

German-based Berlin-based NGO. We look at data privacy and how that interacts with civil society and with governments, and before that, I worked as a Chief Creative Officer for a group called SpiderOak.

So I kind of... For my entire career, I've kind of existed in this space in which people and their communities interact with technologies and how that then can have particular outcomes for people. And today, we're gonna talk about an anxiety game, and what I hope to accomplish with you all today is to demonstrate a tool that explores concerns or risks in a way that people can do it collaboratively together and how to do so safely.

In this case, "safely" is less about the digital security side of it and more about the safety from a perspective of the current COVID situation. So what we're going to look at today is an example of a workshop and a game that we can play together as groups or by yourself, that you can do in person, we'll be using some tools that mimic the real world, such as a white Orden and some of the tools, but at the same time, what this does is it also lets people, either a small group of people or an organization, conduct this online, when we're in this period of social distancing. And this is kind of important because in a lot of cases, when we start looking at... When we start looking at governance or organization and people start working online together, there can often be this invisibility from all of the things that we do in person that we take for granted, which then doesn't carry very well into the online space and sort of leads to like this, not isolation, but a sense of being invisible or not quite understanding what's happening in the greater scene because we're not in front of each other for real.

So this is a quick demo. Unfortunately, it be 30 minutes instead of 45, because of my delay. Gonna do a set up and show you the tools that we're gonna use for this, then I'll do a quick demo, and then what I'll do is open it up in the public chat for a Q and A, if anyone has any questions. I'm not sure what the moderation policy is on the chat today, but what I would ask is that in your Q and A, just remember that if you had specific questions, try to ask them in ways that... The lovely fox. Absolutely, yeah, this is... It's actually interesting, this entire Shiva persona that I have, works really well with doing these trainings because it's much, much more interesting than trying to do these with a human face... But yeah, the Q and A, just remember that if you had specific questions, remember, this is a public forum, and it's not necessarily a massively secure forum either, so try to keep your questions as general as possible. So what we're gonna use is, we're gonna use two tools today, we're gonna use Miro which is a white board. It mimics the white board, where you can put post-it notes or other material into a 2D space. So like working on a wall. And we're gonna use a dice from Free Dice Online, and this will become clear in a minute, but what I'm gonna do now is I'm going to transition to the Miro Board, and I'm going to make sure that everybody can see me okay and see the board.

Okay, can everybody see that if you need to full screen me, you should do so now, because that might make it a little easier to see the board, and I might make it a little bit bigger as well.

Before I do get started though, as I just wait for everybody to just add a little bit more. Do we have any questions before I get started and introduce these concepts?

I see someone's typing, so I'll give it a minute.

Yeah, okay, I will move this in so you can see the board as well, we're gonna zoom right in on it as well, and I will make sure that I zoom in so people can see it. So Lukasz, can you see the board when I zoom in closely like this?

Excellent.

Alright, so for the purposes of this demo we'll move a little bit slowly, and what I'll do is I'll zoom in and out to make sure that people can see what's going on.

Okay, so, fantastic. As you can see, we've got a board here, it's divided into two halves. On the left half, we have the board itself. On across here we have different collections, so we have physical, digital, social and environment. Down the Y axis here we have today, one week, one month, three months, six months, one year, two years.

We also have a category for inflection and catastrophe, and I'll get into the full understanding of what this is, I'm just describing the board at the moment, so people can, with bad connections, k now what's going on here.

On the right, we have a black and white part of the board, which just has a grid, and inside it are assessments. So first assessment, second assessment, you can do as many with assessments as you want.

Now, what are we doing here?

This is the set up and a template for exploring risks and trying to understand risks communally together. This can be used in all sorts of contexts.

You can use it in a mutual aid context, that is a group of people self organizing to provide support. You can use it in an organization to kind of begin to explore some of the safety concerns you might have collectively for an organization.

You can use it for your family, you can even use it for yourself to... If you're in a situation where you feel a little uncertain, you can use this to focus on that particular situation itself. This anxiety game is a very, very flexible way, of gently exploring different configurations of risks and kind of nudges you either by yourself or with a group, to think about the ways in which a combination of different things that you might be concerned about could manifest together in ways that are unexpected, and from there, how you might begin to respond to those and plan for them.

As I said, you can use this in your organization or your personal sense, but you can also use it to help other people in situations where you can help guide them through that process, or you can also use it when you're looking at software or other digital infrastructure. So you can use this kind of framework in order to begin to explore and uncover things that may be concerning around a piece of software, you could use it in a quality assurance testing, you could use it in a digital security sense, if you've been asked to work with someone to evaluate a tool, and again, you can use it in all sorts of contexts.

Depending on your situation, you would use different collections of things across the top here, I'm using these physical, digital, social and environmental because they are fairly generic for the purposes of what we're going to do today, and then above these, you can see there is a set of colored cards, and the colored cards basically are collections that we're going to build of different things that we are anxious about and different components of them. So, physical, in this case, would be... Well, actually let me firstly back up a little bit and make a quick scenario, so when I'm gonna use a COVID-19 example, because it's fresh in my mind. When we had lockdowns here in Berlin, I live in a building, in an apartment building where I'm actually very good friends with the majority of the people in my apartment building.

And when things started to get really intense and we were very uncertain in the beginning of March as to whether we would be able to still get food, what the lockdown would look like, whether we could still get... Sorry, there's a siren outside, whether we could still get any medicines and so on, what the police response would be like, all of these sorts of things, we started to think together about what the things were that we were concerned it out.

So for the sake of today's anxiety game, I'm going to do an example where I go through a building of people, a collection of people in an apartment who are interested in protecting each other, both from an online perspective and an offline perspective.

When they are unsure of when they'll be able to leave the building again.

So in this case, physical risks would be something that happens to a person, something that we're worried about, maybe someone gets injured or something. The digital risk is something related to connections to each other and to the broader world via internet. The social risks are risks of a tension between us or attention within the wider world. The environmental risk might be the building itself having issues or it might be something in the broader environment. And then these through her inflection and catastrophe are sort of broader issues that kind of don't fit into any of the other categories while also simultaneously being these things that we have no control over, that may mean we have to change things very quickly. An inflection point is something that we can see coming that means we have to rethink everything. And a catastrophe is something really catastrophic. So for example, an inflection point might be in the COVID-19 building case, it might be that people can't get... People can only go grocery shopping once a week, or there's a shortage of medical supplies, so just people's medications that they have to take every day, and catastrophe might be something like that, the building itself that we live in catches fire and we all have to move out or something similar.

Does that make sense so far?

Fantastic, I'm gonna give everybody a second to signal whether or not they have any questions, and then I will move on to the process of actually doing an anxiety game. While I wait to see if there are any questions, and I'll give it a minute or so, I just wanna mention something as well, that's pretty important with this, when you do an anxiety game, these are actually... Especially when you do them and explore a lot of different things with people, it can be extremely emotionally difficult, because obviously what can happen here is you're beginning to examine different configurations of

worst case scenarios, and as you start to communicate with each other and go through these processes, you can come across some things that you haven't really accounted for, and that can be really jarring And so it's really important when you do this kind of work to ensure that you're taking the time for self-care as well, don't try to power through this work. If you're looking to do it with a group of people in a software evaluation perspective, the addition of external people can also be really tough, depending on what you're prepared for and what the project is. So I just wanna acknowledge that this can be really hard work, and it's okay that this is hard work as well. So with that, I'm going to quickly go through, since we don't have any questions, and go through and run through how to exactly this anxiety game works.

So as you can see here, I'm using this tool called Miro. This is a free sign-up on miro.com, and I've just built this simple board that I can use, and this is just made up in various parts, just building squares and building a grid out and things like that, it's a really simple tool. And it's fantastic because what I can actually do is if I wanna work with this with other people, I can actually invite people by email and they can come and work with the me on it too. And in fact, I can actually give people access without having an account, so you can spin these up very quickly and work with people who don't even have accounts on these services. So I would, you know, in this case, I've got a group together and what we might do is, I could either share my screen, like I'm doing now, or I could invite a handful of people and I would see their cursors moving around on the screen as we went and we could edit this document together.

And then above me, what you can see here is a dice. This dice here is the FreeDiceOnline.com dice, and what will happen this'll become clear very shortly is that I'm going to start to produce some things that I'm anxious about on these cards. So I'll duplicate this card and I'll start to explore some of the things that I'm concerned about. And indeed, I will refer back to the Q and A here, if anyone has any suggestions for this, for things they might be concerned about in the fictitious example that I've given, or the people trying to look after each other and provide mutual aid in a lockdown scenario, feel free to do so. You don't have to, I'll just check the Q and A, the public chat in a second, but you know, physical, so like I'd be concerned maybe that as I cook something, someone cooks something in the building, they might cut themselves in a really bad way. So if I can be as detailed or generalized as possible, it doesn't really matter that the point here is not to be judgmental of that because everybody, what they're anxious about is gonna be different, some people will be really anxious about things that are more broad and vague, and some people will have anxieties that are very, very, very focused. After I give this thing, so I'm worried about someone cutting themselves while they're cooking, and what we're gonna do about that as a group afterwards. I'm gonna give this a number, right, so I'll give this a number three, I'm gonna use a system of one to six so here's a physical risk that I'm concerned about... I'm worried about people cutting themselves. I might also be worried about, say in the physical sense, let's say, just a more general thing, like a health emergency, maybe we've got a neighbor who has some kind of issue, maybe they've got a health issue, like just an ongoing thing that they're worried about. And so, in general, they might wanna talk more about that and raise that with the group. So these are like two examples I'm gonna do, like as a digital one, I might say something like, let's say the internet gets cut off in our area like what happened to me this morning, and I'll give that like a five.

And then maybe, because I'm really concerned about that, someone else might say they are concerned about... I don't know, maybe they're concerned about disinformation and not being able

to trust the news sources that they're looking at. That might be a concern for them. In the social risks, you know, maybe we're concerned about, maybe we've got a neighbor down the street who is kind of not super great. So we might be concerned about aggression from a neighbor. This is just completely theoretical, but it's not a big deal, we just sort of worried about that a little bit. We might also be worried about, social could be like, job loss, so how do we handle people who lose their jobs in our building, so maybe we're a bit concerned about that. And then environmental, we've got some renovations that are happening in our building, so maybe I'm worried about... Let's say I'm worried about the floor boards in the common area so maybe I'm worried about them giving way. So I'll give that like a two... Maybe someone else is worried about summer, they might be worried about the heat. So maybe we're a little worried about having a heat wave and so on. So I can't take my pet for a walk... Yeah, that's a good one. So let's put that under social, because that might be to do with political things yet, or can't take my dog for a walk, my Shiva. And that's a really big deal. We could get pretty serious about this under environmental, we could say we're worried about the building falling down or not the building sorry, that goes in physical...

I'm sorry, goes in both of them, so "building fire". So maybe we're really worried about all of us trapped in the apartment, there might be something bad that happens. In the social one, I might be concerned about being hassled by the police. And so on.

And so as we go through, we might be worried about another neighbor who doesn't have, lives on top floor and has issues with the elevator access to people not having good mobility as a move through...

I'm just having a quick look.

Yeah, so these are some examples, right? So what we're doing, the idea here is that you sit together with a group and you start to go through some of the issues that you explore. It's really critical during this time, you're very... That everybody's very patient. Right, and that things are done in a respectful way. Oftentimes, they'll be some people who are a little bit hesitant about giving this kind of, talking openly about their issues, and as you go through and start to explore, especially if you start by exploring some of the ones that are a little bit less dramatic and then build up and delve into some of the larger issues or deeper fears that people have, then you start to explore and you start to get a nice sort of matrix of different things here. So as you can kind of see, we'll do two more because there's not actually a lot of time, so actually the building fire itself is actually not an environmental issue, this would actually be a catastrophe, right?

Because it's a big thing that could happen to us that we can't really help, and an inflection point might be... Everybody in the building loses their jobs.

So in one of these cases, these seen similar, but in one of these cases, it's something that an economic or a political thing that means that you have to then re-think something and then the other one is an immediate danger, like this is happening right now.

It could be a building fire as one of them, it could be, in the case of what I was concerned about, I was very worried that the supply chains would shut down entirely back in March. So it literally... know trued.

And so you can kind of get an understanding of the different categories of risks here. Yeah? This make sense? So I'm just checking the chat while I start talking through this a little more because again, started late. So basically what we have is a series of risks across all sorts of... All sorts of components of life, and in this case, as I said before, this is around an issue around a physical organization, but again, these can be totally tailored to whatever you want, and the idea is to try to explore it as much as possible from the tiniest little risk or anxieties all way through to things that are really concerning. And indeed the risk, the number that I've given here is either... It's how I feel about the risk. Whether I think it's a big, major thing to be concerned about or not, it's not necessarily to do with how catastrophic or how much my life is in danger, it can be any number that you want, whether you think it's likely to happen, whether you think it's unlikely to happen, whether you're really worried about it, whether you're not worried about it, and so on.

But then when you have these inflections in catastrophes on the right hand side, this is around things that are all encompassing and societal changes, and this can be adapted to technology to from an example of discovering a back door inside a computer system or something like that, which would be an inflection point or a take over of a company in a hostile way might be a catastrophe.

So what I'm gonna do now, is I've got my group of people together and we're going through the system, and we've done a round of explorations.

What I'm actually gonna do now is start to roll my dice... This isn't gonna work super well because we don't have too many examples, so I'll have to do a couple of these, but what I'm gonna do is I'm gonna roll for one of these items here. So I'm rolling for a physical, and I got six... We don't have a six, we can use five. And so five, going to worry about a health emergency or a health emergency is gonna be the risk, and then for digital, I'm worried about disinformation, so someone falling for disinformation. I'm gonna roll this again for social until I get a number that fits. Alright, five. So I'm worried about someone losing their job, and then five again, I'm worried about heat waves. Alright so now I have a set of things that could happen together, so the question now becomes collectively as a group, what happens if these five things happen, and what can we do to respond to these five things that we aren't doing right now. By putting these fourth, sorry, these four things together, if we put these four things together and we say over the course of from today through to two years from now, what are some of the ways in which we could adapt to any of these things happening in any order, either today or sometime in the future? What are some of the ways in which this could manifest either immediately or sometime in the future, and as you begin to explore these, you start to be able to... you're kind of forced by the dice to understand and put a situation together that has some of the kind of chaos of life associated with it. So by mapping out and putting on paper all of the things that you're concerned about that that the people you're working are concerned about, you can then, using the randomness of the dice, you can then you're forced to, outside of your own biases and your group biases, put together scenarios and discuss these in a way that completely trumps the issues, the things that you think might never happen.

So if we have a person who has a health emergency, let's say they got COVID, and unfortunately that person also is falling for disinformation, also at the same time someone else in our building has lost their job, and we have a heat wave in summer... What are some of the ways in which this may happen, what are some of the ways in which we can start preparing for responding to these four

things happening together? What can we do today? What might this look like in one week, what are the things that could happen in the course of a week? What could happen a month from now, what are some of the things that could happen three months from now and so on? And so the idea is really to to look at this situation and try to explore both how these things might manifest over the course of two years or however long you want to set your time frame for, and then also how you might respond to those things over time, and then finally, what you can do is you can then take these inflection points and these catastrophes and you can compare them against as these serious events that change everything and start to put them and start to bring them in. So we have a general idea of how things might go wrong and how we might begin to respond to them over a period of time, and then you can add in these wild cards. And the idea is that these wild cards aren't necessarily going to happen, but they really force you to test the plans and the assumptions that you have in these systems, and so then once you've gone through that process and you talk through things with people, you can then start to write down your assessment. You can write down whatever questions you're trying to answer, whether it is in the case of the mutual eight example, this might be writing down the plans that the group is going to take, and the things that we think are most likely to happen versus not most likely to happen. In the case of the quality, or a threat modeling project with a piece of software or with a developer of some kind, this might be recommendations to the software vendor or the developer as to how things could get better. And then if you're working with people in a digital security perspective this could also just be like how they respond to things that happen to them, as well, or to their social group or their immediate family or so forth.

And so as you go through these examples, you can create as many assessments as you like, where you basically just say, These are some of the pathways we can then explore, and over time, what you will end up with alongside being absolutely emotionally drained, unfortunately, is a list of assessments and a board that is absolutely covered with these clusters of pathways that you might not otherwise being able to figure out together pr by yourself, and if it's done it in a way in which isn't highly intensive for people, a greater sense of understanding between the groups that are working together. And again, just to summarize that, it's an extremely difficult process, and it can be very, very challenging because what you'll be doing is going through a lot of very potentially disturbing or confronting work, but at the end of it, what you end up with is a set of pathways that you can then use as a basis for action. And I know I mentioned this at the beginning, but what I really like about this system is how versatile it is and how it can be how accessible it is, and indeed how, by combining it with a dice, if you roll online, you can kind of see... You can expose the thought processes in ways in which might not be otherwise possible during a time when we all have to rely on digital screens in order to stay in touch with each other and to work with each other.

So these systems, which don't, you know, these very, very small and simple tools can then be used to almost completely faithfully recreate the kind of experiences that you would have in person, like in front of a white board together or in front of a table with sets of papers, stacks of paper. And yea, I think, I kinda wanted to dive a little bit deeper into some of this, but we are running out of time, I'm gonna zoom back in, yeah? So I'm getting it to pan over the work here, and then I'm going to refer back to the chat and see if anyone has any questions in the last few minutes of this workshop. And indeed what I can actually do is I can create a copy of this for you.

And if you want to use Miro and you think that this would be a useful tool, I could make available a version of this that you could then copy and use yourself. So as you can see here, just to recap, we

have color-coded four different things, or four different sections of things that we are concerned about, grouped into their overall area of society or the environment that we find ourselves in.

So in our case, what I look at today was a house, a community under lockdown in a building, and we divided it into four sections, physical-that is the physical world around us, digital-communicating with each other and the wider world, social-the wider social city that we find ourselves in, and environmental-specifically to do with the weather and the building itself. And then you have inflection points, which are things that force made you change for your group itself, but not necessarily all of society, and then you have catastrophe, which is society-wide changes you have to adapt to very quickly. And then further along here, we have assessments that we write into as a group and sign off on, and as we produce more assessments of the same kinds of configurations, we then document those and we continue to do so.

On the Y axis here, this grid is divided into a timeline where we ask what are some of the risks today and how could we respond to them, or prepare for them, risks in one week, one month, three months, six months, one year, two years. And again, this timeframe, everything here is configurable based on what your individual circumstances are, but I think what's most important is that however you divide this, these inflection and catastrophe points are good way to really seriously examining resilience and cultivating resilience, and then having some kind of documented assessments that are available to all within the group in whatever context you're working in, is also a really good way of not just producing a basis for a fundamental additional set of actions, but also documenting the things that people have been heard and that there's a broader understanding of a group of people's concerns and threats in a sort of threat-modeling exercise.

So I think... Yes, we have a few minutes. I can stay if there's some questions but I, yes, I apologize again for the delay and the internet access problems, but NewDesignCongress.org, let me just switch back to that before you go. If you have any questions, you can get to newdesigncongress.org and email me or find me on Twitter. My username is ***** which you can't see so I'll just type it into the chat.

Thank you very much for coming. Anybody who can stay and has questions, please ask them. I know that there's a recording coming as well, so some of these questions will be documented, so please... Yes, NewDesignCongress.org. Thank you, Ashley. Please. Yeah, I just asked now, and some of those will be documented and if you have to run, I will be available over email or other forms.

I appreciate that. David says it's been one of his favorite sessions so far... Thank you. We had one question, I think, but I think people are... You need a powerful computer to use the dog. One question off topic, "How can we use the dog?" Yeah, there's a tool that you can use, but you need a fairly powerful computer to do it. The tool is called FaceRig. FaceRig.com.

And what I've actually done is, I'm streaming my iphone camera to my computer, and then mapping my face to the dog and... Yeah, you can actually model. So someone here said, their daughter wants to be a rabbit, so you can actually map... You can model anything you want, if you've got the skills or you can like pay someone a couple of hundred dollars to do it, you can buy some of these models online for really cheap as well, but there's people that actually do this for a living where they make

the characters and then you can map your face using just off-the-shelf components.

It's actually funny because I used this to stop my face being online as much as possible. Turns out it works really well.

Marianne: Okay, great, maybe I could jump in with a question?

Cade: Yes, please.

Marianne: That cools. So first of all, thank you very much for this inspiring input that was really, really interesting and helpful. What I don't really do more traditional way of risk assessment, let's say, so I would ask people, So what are the risks and how... What's the impact? How big is the impact and how... How big is the likelihood and what can we do to work on that? And then we think of prevention and response, so first question would be like, where is prevention and response in your way to work on the threats, and second, what is really the advantage of using the dice and having a kind of random way to assess the risks?

Cade: Yeah, both very good questions. So the first question is around where the assessment and response fits into this project.

So the idea here is that in these assessments, this is very much an informal process, and it's a very exploratory process, and really it depends upon what it does is it gives you the room to breathe with people who you can work on this in a very informal sense, or you can work on in a very formal sense, so kind of leaning into the more traditional forms of threat-modeling as you've described. This can be a discovery process for a deeper threat-modeling process where you're kind of... You know, that people, I believe that people have a good understanding of their individual threats, but not everybody can actually communicate those in a way that is fully, that can get other people to fully understand the risks, and so... And it's not necessarily a communication between security researchers and individuals, but rather people or in a group setting indicating the levels of risk, the types of things they're concerned about to other people within their organizations or within their groups.

So these kinds of exercises can be used as a jumping point for that more traditional form of threat-modeling where you take the outcomes of some of these things and then use those as a basis to go deeper and start to develop a response.

You can also, depending on how many of these you do, you can also use as a sort of a less immediately, this is not necessarily about going extremely deep into a single issue but rather building a profile of a variety of issues that may be shared or individualized for different people or the communities. And so where the response comes into this is in the assessment. So when you roll these dice, what you're doing to answer the second part of your question. What the dice roll does is it allows you to have... It forces you to confront a collection of risks that theoretically have happened that sit outside your biases. So you might say it's impossible for... It's impossible that, you know, we might have issues with the elevator and we might have the heat wave. That's silly, of course, but there might be an example of some risks that have come up where you can... If you were just talking about them between each other, you might think that it's impossible for these two things

to happen, so what the dice rolling does is it forces you to confront things that you may... by randomizing everything, it forces you to confront scenarios that are deeply unlikely. In some cases, obviously, they could be extremely unlikely or impossible, but in a number of cases, what it will do is actually give way to a set of events that happen together that you might think aren't very likely, but in fact, once you start diving into them together as a group of risks in one event or over a number of events, that then you might suddenly realize, actually, this is quite likely to... Or something like that.

So it's a way of preventing the biases of different risks and dismissing certain configurations of risks from actually manifesting in a threat-modeling scenario, and then responding to those os what you do across this Y axis, but you look at how can we respond to these be it today or in the future? And then it's documented in the Assessment, so your assessment is everything from how likely you think it is to happen, some of the things that are agreed upon as to what you would do to mitigate them or respond to them if they were to happen.

Yeah, so I'm gonna read this out here: "I'm already thinking how to adapt a tack to it some to be actually a challenge because they would probably not use the Miro platform, but I think it's very useful and will definitely use this on trainings.

Here's the thing, you can use this with Microsoft Paint, it's a little bit more annoying because you have to draw it all out, but it's just squares, right? So you could totally run this as a very simple exercise like that. You could literally just be live streaming or point the webcam at a wall and literally just stick post-it notes on the wall and let people dictate it remotely. I'm using mirror because that way I can give people copies of this as a template, and I'm also showing how you could do this for people who have that kind of connectivity and working together. But you could run this entire system just by pointing a webcam at the wall and dictating the risks for people in writing them down for them and so on. Yeah, and just to reiterate someone here in the chat says "is that what I'm saying about the dice rolling?" Yeah, what's really important about this is this is a really good example of, as I've said before, explosing the ways in which decisions are made in an online context where obviously we're not face-to-face anymore, and so those little things that we take the granted are gone.

So I'm all for, where possible, exposing those to people, and so by broadcasting the dice rolling, what you're doing is you're setting an expectation not of transparency but of an understanding of communication beyond just very simple Zoom calls or video conferencing by exposing the processes and using tools that help you do that. You actually... It helps, it really helps in these times.

Right. So in the chat here, after the group or organization goes through the game, you can collectively decide which protocols or measures to put in place as prevented measures. Absolutely, so this again ties in to the assessment, the assessment itself is whatever the goal is that you want out of this process, so again, what's neat about this anxiety game is that you can use it in times of crisis, but you can also use it to help develop an organizational security policy that you can kind of say, we don't anticipate anything to be happening that's bad right now.

So we are with... We're not dealing with the immediate crisis, so then the assessments become less

about how we're going to respond to things that could happen in the moment, and more about turning the assessments we make here into notes for a security policy or someone like a preventative policy.

So yeah, I mean, another message in the chat would love to hear about my experiences with this... Can I share a little bit of experience? Okay, yeah, so once again, so I've been online a lot, like a lot, so moving, for me, in lockdown into COVID space was not super difficult for me personally. For a lot of people that I've worked with before, it can be very difficult. Let me give you an example that's less about... dramatic around lockdown and more to do with general governance. So when I worked for Tactical Tech, we were asked to produce, a friend of mine and I, who also does security work, she and I worked together to move the organization into a state where they could work more online. We spent from 2017 to 2019 assessing and rolling out some ideas for that, and what we had to do in that, in order to get the buy-in for that, in order to move from an organization that was just using PGP mail to an organization that was using encrypted versions of Riot or moving into more of Teams chat example and next Cloud and so on.

We went through and interviewed every single person in the organization and we said, "What are you worried about, what do you want, etc?" And then we had this living document that we kept in the main space when we ask people to start trialing this secure Slack alternative, and we would say things like, Okay, today we're going to test this tool and we're gonna ask a group of you to come through and test this tool for a day or so, and we're going to write in the main chat all the good things and all about things that you have experienced with this thing, and that's going to be a completely open process, and if... We're going to take that criticism directly and so on, and so what the first two months of using Riot looked like were basically tons of screenshots of people using stuff, tons of screenshots of testing, like a Google Docs alternative for Next Cloud and so on. And what that led to is, rather than having these people behind their screens just trying stuff themselves... Hey, see you later, thank you for for coming.

Rather than seeing people working on stuff themselves and keeping that knowledge to themselves, they were able to see the good and the bad of the system directly. And so not only did that create a sense of accountability, even though there was more information being generated at the time, it also meant that people who had issues and struggles didn't feel like they were alone in them. So by moving people's struggles from behind the screen into the open, that meant that people could then see those issues. Hey, thanks for coming. So this is a more complicated example, but in the examples of Anxiety Games I have played online with people. Yeah, when you take the dice away, you then start to get an undercurrent of... a negative outcome of taking the dice away is that people tend to think that you then have control over the situation and that you're kind of trying to upset them in a sense, right? And this is kind of related to the example with Tactical Tech that I just brought up, which is to say that as you confront these difficult parts of communicating with each other in a digital space, if there's solidarity to be built for making that visible and those processes visible, then people are more fault tolerant because they can see that they're not drawing their own conclusions. And let's be real, the online life is a really isolating place, and so any kind of solidarity that you can build, be it people showing how they're having issues with and documenting their issues in a digital sense with a company going online properly for the first time, or exposing the dice rolling in order to show that you're truly being random and not just trying to challenge people assumptions. These all have the same effects. What you're doing is you're reducing the amount that

people have to rely on their own understanding of what's happening and draw their own conclusions in a really isolating space. Does that make sense? Sorry, it was a bit of a round-about answer but I think that makes sense.

People are typing, I'm just saying that for the recording, not like there is a missing piece to hear. Yeah, so someone who left the chat just said, and I missed this a little early, while I'm waiting for the typing... This was on the subject of the randomization concept with the dice, so you imagine that you might lose your car keys, oversleep, miss breakfast on a day, but never a mix, but we do oversleep so we miss breakfast, so we leave our card at home, so we're hungry and we lose our keys... Yeah, precisely.

So the idea here is that you can take that a step further by... Of course, you can have examples of this where you use logic and people's experiences to detail how these might actually play out one by one together, but by adding the random element, it means that you then have to explore why they might happen. And sometimes it's impossible. The other times, those might happen together and indeed... Yeah, we might imagine that we lose our car keys or oversleep, but never all of them at once, and that's precisely what the anxiety game is about trying to prevent or trying to expose.

Yeah, the thing is, what I've found is that there's two groups... So the question here is, does the catastrophe and the inflection point scare people? If we say an atomic bomb or something, is it dis-empowering?

No, it's definitely dis-empowering, and I think that there's... That's the kind of thing where you have to lean very, very carefully into your own understanding as a facilitator or someone who's an organizer to understand how to address that. So typically what I've done is, if I'm in a group that isn't motivated or is in a space where they're not quite up for that, you can modify that and start to pull that back a little bit, you can also rename it, so you say you instead of calling it a catastrophe, for example, you could call it unavoidable or something else, right?

And you can scale those down a little bit. What I've found, and I think this is super important, is that when you play the anxiety game, you start relatively surface level, and in some cases even drop the catastrophe side of things, and then you can introduce them over time.

So one way which you could play this is you could take out the catastrophe example and just have an inflection point, because the inflection points are like things that happen to the group that aren't necessarily bad. So in an organization perspective, that might be... an inflection point would be everybody loses their backups, so we don't have a... Our organization totally loses all data. Now that's pretty scary, but it's not like something that's catastrophic to people, in a lot of cases, not all but a lot of cases.

And then you go through and you build a number of these assessments out, and then you could introduce the catastrophe after that. And what I've found is that unless there's a particular sensitivity within that tends to not always, but tends to reveal itself as you play an anxiety game, you can... Once you start playing this and people begin to feel both a little bit, sort-of, anxious about it but also give the assessments help to empower you as well, and you can start to see those trajectories, you can then assess them against the catastrophe as well.

So you could actually move this entire last column into a post-assessment recap, if you wanted to. It is flexible enough that you could do that, I think. Because the idea behind the catastrophe is that you don't necessarily roll a dice to determine those. Those can be contextual if you wanted them to be. They don't have to be as random as everything else, and indeed part of the reason why the dye again can be so confronting is because of the chaos that the dice represents.

Ashley: Cade, I just wanted to say thank you so much for this amazing session. I think lots of folks are super interested and probably will have many follow-up questions for you in the days and weeks to come, so I just wanted to...

Cade: Thank you.

Ashley: Yeah, clarify, is there a best way that folks can reach out to you if they do wanna continue the conversation?

Cade: Yeah, so as I said before, and you can find it on the side, if you contact me at... My email is cade@newdesigncongress.org, putting that into the chat now, but you can also find me on the website.

That's the easiest way to get in touch with me is by email. Anybody who has any questions, I will loop back around with the organizers here, and I will send a link out to the Miro board and then also... Yeah, I might make a template or two if there's... If anyone has any questions or wants a certain kind of template, let me know. And if I've got access to the tools, I might be able to make one in different tools, but it just depends. No promises. But thank you again, I am deeply honored that people took the time today to come and see this presentation, and again, apologies for the technical difficulty and thank you for your patience.

Ashley: Yeah, no problem, thank you for baring with us and figuring it all out. We're glad that it worked out in the end. I think there were a few other questions in the chat that I just wanted to quickly highlight, I know folks were asking if you do any sort of facilitation like this with groups, or can do facilitation, I think these folks are interested in reaching out to you about that.

Cade: Yes, we do do facilitation like this, the New Design Congress, as one of the things that we want to do a lot of and indeed we do do a lot of... is this kind of work within design systems and also within communities as well, and what we get out of that is a deeper understanding of how different types of technologies touch on people's lives, and that's really valuable for us, so yes, absolutely.

Ashley: Excellent. Alright so if people are interested, they can follow up on that.

Cade: Yes, absolutely. I'm just trying to see if I missed anything else. I think that's about it.

Ashley: Excellent, well, thank you so much, Cade.

Cade: Oh yeah, and how much time would you do... So it depends. In a small group you can do this

over an hour or so. In a larger group, I would break this into multiple sessions. So to be very clear, this is not a once-off, you can't just do this once, and then off you go. What you would do is you can do as many of these as you like until people get concerned. I would say 45 minutes of exploration, like putting... Take 30 minutes to put pieces, risks down and discussing different types of risks, and then maybe 45 minutes to an hour of just trying... Rolling the dice and actually going through some of them, and then you could either document the discussions as you go and write them up later and then review them, or you can do another round. What I would typically do is actually produce, over the course of like an hour and a half to two hours, a set of these kinds of risks, and then a couple of rounds of playing them and then either come back later and do more, or assess those ones that we've done so far, or leave that collection of material in the hands of the organization for them to continue with. So it's really, I would say, blocks of an hour and a half to two hours at a time, but having said that, there is a sensitivity issue, again, like some people get... This can be pretty overwhelming sometimes. So it just depends. There's a sensitivity component to it as well.

Ashley: Awesome, thank you, Cade, for following up on all of these questions. They're all super helpful context. Alright, I will just thank you again, Cade, for your time, and end the recording now but we'll look forward to staying in touch over the weeks to come, and I'm sure lots of folks are looking forward to piloting this activity, so thank you for sharing.

Cade: And anybody who had any feedback... and tries it or anything, please let me know because I would be curious as to other people's experiences.

Participant: Thank you, Cade.

Cade: Thanks everybody.

Participants: Yeah, thank you. Thank you. Thank you.