



Online Trust & Safety Course

Hosted by the Justice Collaboratory's Social Media Governance Initiative at Yale Law School and On
Global Leadership

March 24th, 2022

9am - 4:00pm EST

Zoom: <https://yale.zoom.us/j/92985490608>

The Social Media Governance Initiative invites you to attend a one day training on Online Trust & Safety. Housed at the Justice Collaboratory at Yale Law School. Matt Katsaros (Director, SMGI), Sudhir Venkatesh (SIGNAL Lab, Columbia University), and Doug Guthrie (Thunderbird School of Global Management), will host this one-day virtual training on Thursday, March 24th, 2022.

Building and maintaining healthy online environments is now a required task of nearly all consumer-facing companies. This course prepares individuals to be effective practitioners of governance and high-performing members and leaders of Trust & Safety teams. This one day workshop provides a state-of-the-art overview on Trust & Safety and teaches best practices for building healthy, prosocial environments online. Topics include social/behavioral approaches to online governance, leveraging procedural justice theory, and building effective Trust & Safety teams. If you have any questions before or on the day of the event, please reach out directly to Matt Katsaros - matthew.katsaros@yale.edu

A schedule for the day's workshop is outlined below:

9:00 - 10:00: Welcome, Introduction and Overview

Sudhir Venkatesh will set the stage for the day introducing the three pillars of our curriculum's focus for the day

10:00 - 11:30: The Art & Science of Human Behavior

Sudhir Venkatesh introduces the key tools that enable teams to promote rule following and successful self-regulating environments.

11:30 - 11:45: Break

11:45 - 1:15: Procedural Justice in Online Environments

Tracey Meares, Matt Katsaros, and Tom Tyler will give an overview of Procedural Justice theory, its principle components, and some of the challenges and opportunities in applying it in an online environment through some example studies.

1:15 - 1:30: Break

1:30 - 3:30: Leading Trust & Safety Teams

In the first half of this session, Doug Guthrie describes the organizational challenges of building successful teams. In the second half, Sudhir Venkatesh will connect these ideas to the unique challenges of working within a Trust & Safety organization trying to bridge cross-functional teams working on policy, product, and operations.

3:30 - 4:00: Review and Takeaways

Sudhir Venkatesh and Matt Katsaros will review the key lessons and takeaways from the day's sessions.

Online Trust & Safety Course Instructors

Sudhir Venkatesh:

Sudhir Venkatesh is William B. Ransford Professor of Sociology, and the Committee on Global Thought, at Columbia University in the City of New York. He is on the executive committee of the Justice Collaboratory and is a Faculty Director of the JC's Social Media Governance Initiative.

Matt Katsaros:

Matt Katsaros is the Director of the Social Media Governance Initiative at the Justice Collaboratory at Yale Law School. Before this, he spent the past decade working in the tech industry (two years at Twitter and seven years at Facebook). During that time, he worked as a Researcher and Advisor supporting product teams on various online governance issues from developing machine learning, automation of detection of offensive content, and reshaping systems to better incorporate principles of procedural justice theory after users violate platform rules. Outside of his research interests, Matt is deeply engaged in his art practice working in textiles, natural dyes, and print making.

Doug Guthrie:

Doug Guthrie is a professor and the director of China Initiatives at the Thunderbird School of Global Management. He is an expert in international business and trade, technology and society, entrepreneurship and technology transfer, and organizational development. Prior to his most recent teaching position, he was a senior director at Apple in Shanghai, China, where he led Apple University efforts on leadership and organizational development in China.

Tracey Meares:

Tracey L. Meares is the Walton Hale Hamilton Professor and a Founding Director of the Justice Collaboratory at Yale Law School. Before joining the faculty at Yale, she was a professor at the University of Chicago Law School from 1995 to 2007, serving as Max Pam Professor and Director of the Center for Studies in Criminal Justice. She was the first African American woman to be granted tenure at both law schools.

Tom Tyler:

*Tom R. Tyler is the Macklin Fleming Professor of Law and Professor of Psychology at Yale Law School, as well as a Founding Director of The Justice Collaboratory. He is also a professor (by courtesy) at the Yale School of Management. He joined the Yale Law faculty in January 2012 as a professor of law and psychology. Professor Tyler's research explores the role of justice in shaping people's relationships with groups, organizations, communities, and societies. In particular, he examines the role of judgments about the justice or injustice of group procedures in shaping legitimacy, compliance, and cooperation. He is the author of several books, including *Why People Cooperate* (2011); *Legitimacy and Criminal Justice* (2007); *Why People Obey the Law* (2006); *Trust in the Law* (2002); and *Cooperation in Groups* (2000).*