

TROLL TAMING

| PHASE I | PHASE II | PHASE III | PHASE IV |
|--------------------------------------|--|---|--|
| Connect | Socialize | Incentivize | Isolate |
| Say hello | Say what they're doing is "not okay" | Don't respond to provocative statements | Tell them you are isolating them |
| Offer compassion | Say what behavior you will & won't tolerate | Don't initiate dialogue | Explain why (without discussion or debate) |
| Invite them to join the conversation | Tell them what will happen if their misbehavior persists | Respond only if they engage with you respectfully | Say they can return later when they're ready to behave |