

Trauma-Informed Computing

Towards Safer Technology Experiences for All

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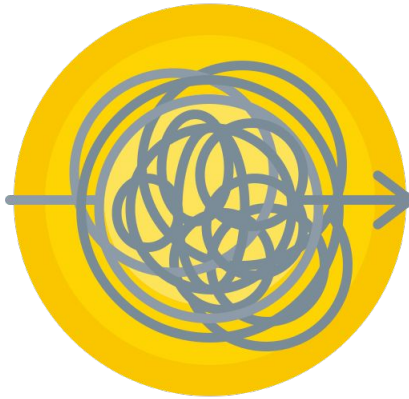
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Content warning

This video contains discussions of intimate partner violence, digital abuse, and trauma, which may be harmful to some audiences.

- A Working Definition of Trauma

- Trauma is the experience and resulting aftermath of an extremely distressing event or series of events such as violence or abuse.





- # Trauma and Technology

- What is the role of trauma in people's interactions with technology?

How can we design, deploy, and support technologies that account for the potential effects of trauma?

● Trauma and Technology: a Vignette

- Technology can cause and exacerbate trauma in a wide range of contexts

Vignette: technology-enabled intimate partner violence

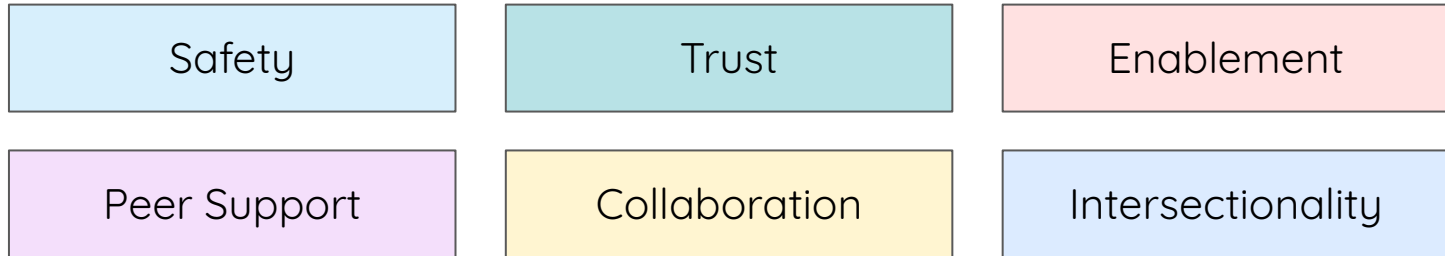




- Trauma-Informed Computing

- an **ongoing commitment** to **improving** the design, development, deployment, and support of digital technologies

Trauma-Informed Computing Principles



Adapted from SAMHSA's concept of trauma and guidance for a trauma-informed approach (2014)

1. Safety

Help people feel safe when using, designing, or otherwise interacting with technology



Alarming warning

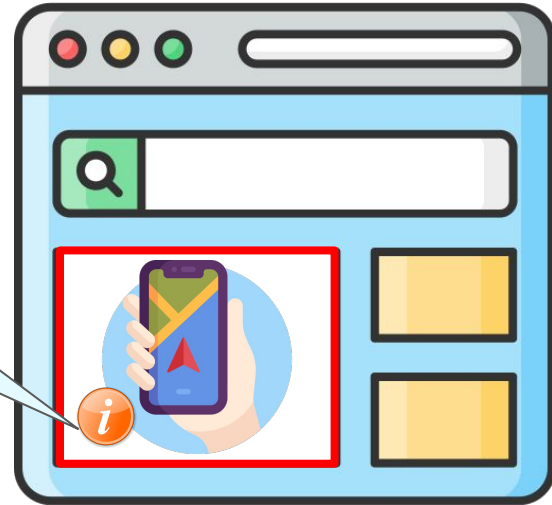


Calm and cool colors

2. Trust

Ensure technology products, processes and organizations operate transparently, predictably, and reliably

"This ad is shown to you because you searched 'is my location being tracked?'"

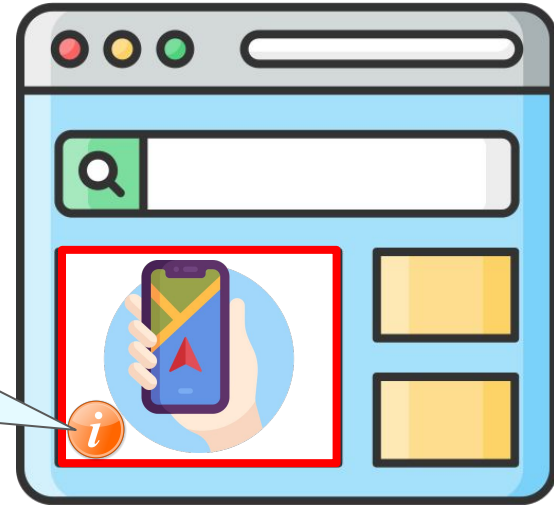


3. Enablement

- Give people greater control over their decisions and well-being

"This ad is shown to you because you searched 'is my location being tracked'"

Remove ad topic



4. Peer Support

- Enable connection with people and fellow trauma survivors, as peer support is a vital part of healing and recovery

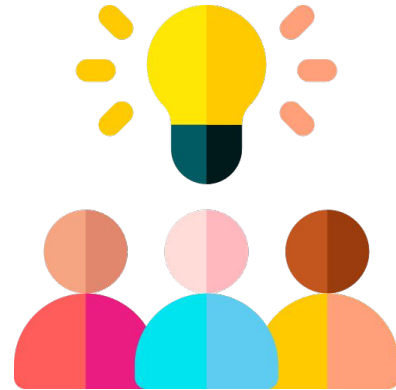
Incorporate peer support into jobs with high risk of trauma (e.g. content moderation)



5. Collaboration

- Keep people actively involved in decisions regarding their care and support. Trust that people are “experts in their own lives”

Involve community members directly in the design of content policies



6. Intersectionality

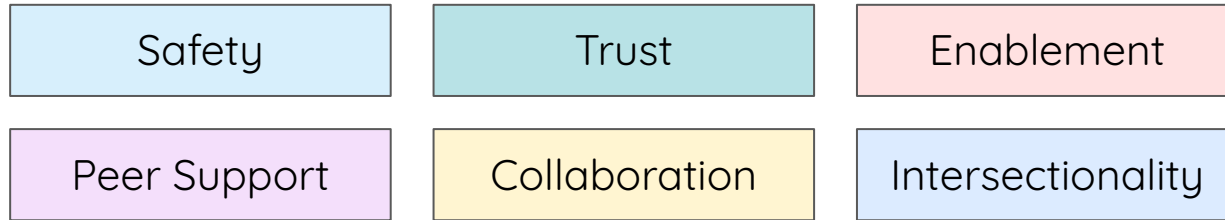
- People's lives are mediated by multiple interlocking forms of oppression.¹ Consider how social structures construct and reinforce power relations at different levels.

¹ See, e.g., Crenshaw (1990); Hill Collins (2002)

Audit algorithms and datasets in systems that make socially consequential decisions (e.g., in criminal justice, employment)



● Looking Forward: Applying Trauma-Informed Computing



- Trauma-informed computing is an *ongoing commitment* to improving technology
- The goal is to help all people—with or without trauma. Explicit knowledge of trauma is not required

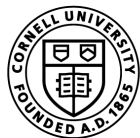
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