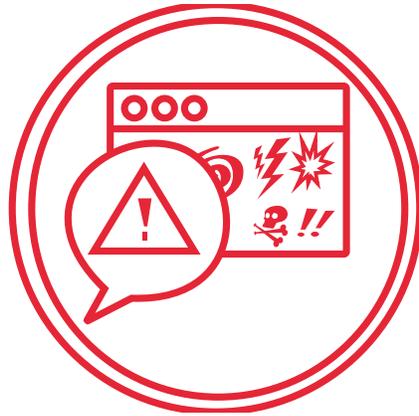


Addressing Online Hate



CHEAT SHEET

1. Awareness of Forms of Hate

Messages that instill hate, promote hate or seek to exclude people based on their membership to a group are harmful and can be illegal. It is vital to be able to identify hate speech

- DO recognize and identify different forms of marginalization against identifiable groups.
- DO understand why it's a problem, and the consequences
- DO recognize and identify different forms of marginalization in closer communities and more globally

2. How and Why Hate is disseminated Online

Social media may be used to propagate hatred, discrimination and, violence toward certain groups. It is important to understand how different online media tools are used to spread hate speech and discrimination.

- DO identify online hate speech;
- DO understand and explain how Social Media has augmented the extent of hatred and discrimination;
- DO be aware of the different forms of Social Media involved in this form of online hate.



3. Participating in non-discriminatory dialogue and being resilient online

It is important to think critically about the information found online, particularly in terms of how identifiable groups are represented, and to develop one's sense of resilience and empathy in the context of online hate. Use these skills to find positive, tolerant sites and contribute to creating to non-discriminatory online spaces in which to participate.

- DO know your rights as an individual and the rights of others
- DO actively question the credibility of what you read and watch online
- DO have offline conversations about online behaviour



Glossary of Terms

Hate speech	Messages that instill hate, promote hate or seek to exclude people based on their group
Astroturfing	Automated virtual personas on Social Media created to give the impression of a social movement.
Digital citizenship	The norms of appropriate, responsible technology use.
Social Media	A service designed to provide tools for socializing with others across the Internet.
Hate	Extreme dislike or intense hostility usually out of fear, anger, or feeling injured.
Resilience	Having the skills and resources necessary to fare well in the face of adversity
Empathy	Experiencing an understanding of another person's condition from their perspective; walking a mile in their shoes.
Discrimination	Unfair treatment of a person or group based on an opinion formed before having the relevant facts.
Racism/ Racial discrimination	Any distinction, exclusion, restriction or preference based on race, colour, descent, or national or ethnic origin, which has the purpose or effect of impairing the recognition, or equal enjoyment of human rights and freedoms.
Islamophobia	A fear or dislike of all or most Muslims.
Anti-Semitism	A discriminatory perception or hatred toward Jewish people.
Homophobia	A fear or dislike of all or most Homosexuals.
Gender	A culturally specific set of characteristics that relate to the social behavior and relationships of men and women.
Propaganda	Information used to promote or publicize an ideology or point of view that is often biased or misleading.