youth worker's reference keybook

Scroll off

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INTRODUCTION

INTRODUCTION

The widespread use of social media has expanded opportunities for debate and personal expression, while also creating an environment prone to increased polarization and the spread of false or misleading information.

In the initial phase of the **ScrollOff project**, efforts are focused on gathering insights, techniques, methods, approaches, and data related to gender-based hate speech. This information has been collected from young people, social workers, educators, psychologists, and others who have encountered or addressed such incidents. To achieve the project's main goal of training youth workers to support young people facing gender-based hate speech, in this Work Package the consortium produced a Keybook designed specifically for youth workers.

Purpose of the KeyBook:

The primary objective of the KeyBook is to train youth workers to effectively support young people in recognizing, responding to, and challenging gender-based hate speech. Youth workers are in a unique position to guide and educate young people, and this Keybook aims to provide them with the necessary tools to cultivate environments that are safe, inclusive, and respectful of gender diversity.

Specifically, the KeyBook equips youth workers with:

1. **Awareness of the prevalence and forms of gender-based hate speech (online and offline)**

2. **Practical strategies for intervention and prevention**

3. **Skills to support victims of such speech,** and

4. **Resources to foster critical thinking and resilience among young people** in the face of harmful gender norms and discriminatory behaviors.

The KeyBook's goal is to empower youth workers to become advocates of gender equality and human rights, enabling them to challenge harmful stereotypes and gender discrimination, which are often perpetuated through hate speech. Ultimately, this initiative aligns with broader EU objectives of combating intolerance, promoting gender equality, and ensuring young people grow up in a culture of respect and diversity.

STOP
Hate speech
ONLINE

What is it?
Hate speech refers to any communication that belittles or attacks a person or group based on attributes like race, religion, ethnicity, gender, sexual orientation or disability. It can incite violence, discrimination, or hostility.

Where?
Between 2020 and 2023, reports of online hate speech increased by 20% across social media platforms. X (former Twitter), Facebook. TikTok and Instagram are the most common platforms where hare speech is reported.

Impact
Victims experience depression, anxiety and a tense of isolation. Hate speech can normalize prejudice, leading to move widespread discrimination. Hate speech often correlates with real-world violence.

What can we do?
Social media platforms have community guidelines, but enforcement can be inconsistent, since they often rely on users to flag offensive content.

What can I do?
- **Do Not Engage**
- **Report**
- **Block or Mute**
- **Support the victim**

Importance of the issue

Addressing gender-based hate speech is crucial due to its profound impact on both individual well-being and societal cohesion. Hate speech, particularly when directed at young people based on their gender or gender identity, can cause long-lasting harm. It erodes confidence, isolates victims, and perpetuates gender inequality by reinforcing harmful stereotypes.

In recent years, the proliferation of hate speech, especially on social media platforms, has become a significant concern for the European Union. According to the **European Commission's Code of Conduct on Countering Illegal Hate Speech Online,** hate speech can destabilize communities, disproportionately affecting vulnerable groups, including young women, LGBTQ+ individuals, and others who face gender-based discrimination.

To summarize, by educating youth workers on the importance of recognizing and combating gender-based hate speech, the ScrollOff KeyBook contributes to the EU's broader efforts to protect fundamental rights, ensure gender equality, and promote mental and emotional well-being among young people.

These initiatives not only protect individuals but also help build more equitable, respectful, and inclusive societies across Europe.
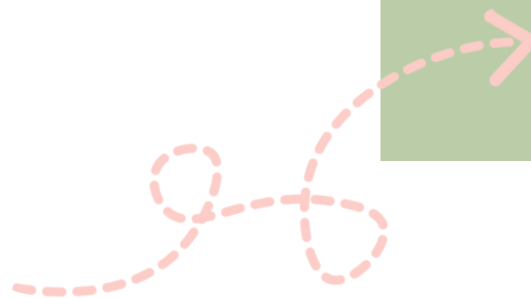
Several key points underscore the importance of addressing gender-based hate speech:

1

Emotional and Psychological Impact: Young people targeted by hate speech often suffer from anxiety, depression, and a loss of self-esteem. Research by the **EU Agency for Fundamental Rights (FRA)** shows that gender-based discrimination and hate speech have severe psychological consequences, especially for young women and LGBTQ+ youth.

2

Normalization of Gender Inequality: By not confronting gender-based hate speech, societies risk normalizing sexism, misogyny, homophobia, and transphobia. The European Union's **Gender Equality Strategy 2020-2025** highlights the need to tackle all forms of gender-based violence, including verbal and online abuse, as part of a broader effort to achieve gender equality. If unchecked, hate speech fosters an environment in which gender inequality is perpetuated and accepted.

3

The Role of the Internet and social media: The sudden rise of digital platforms has amplified the reach of gender-based hate speech. The **European Commission's Digital Services Act** and its work with online platforms underline the urgency of countering online hate speech. As young people are particularly active on these platforms, they are more exposed to such harmful content. According to the **EU Kids Online Survey**, a significant percentage of youth report exposure to hate speech, which can have a damaging effect on their mental health and their perceptions of gender roles.

4

Building Inclusive Communities: Youth workers play a critical role in creating safe spaces where young people can grow, learn, and express themselves freely. By equipping them to address gender-based hate speech, the KeyBook supports the **EU's objectives of fostering social inclusion and active citizenship** among youth. The **European Youth Strategy 2019-2027** emphasizes the need for young people to feel safe and valued in their communities, free from discrimination and hate.

Meet the team:

Internationella Kvinnoföreningen i Malmö (IKF Malmö), Sweden, is a nonprofit organization independent of religion and political ideologies. IKF Malmö functions as a meeting point and a platform for equality, democracy, and inclusion. The organization has been working for foreign-bron women in the region of Öresund for almost 50 years. IKFs strengths also include the operative width of working with individuals with different life experiences. The organization works with different tools and projects on environment and climate change adjusted to each target group.

Halmstad University, Sweden, creates values, drives innovation, and develops people and society for the future. Since its inception in 1983, innovative thinking and collaboration with society have characterized the University's education and research. The research is internationally well-reputed and is primarily conducted in a multidisciplinary manner within the university's two focus areas: health innovation and smart cities and communities. The university has a wide range of courses with many popular degree programs.

Non-formal Education 4Y

NGO «Non-formal Education for youth», Ukraine, is a non-profit, non-governmental youth organization established in Dnipro in 2010 and working nationally as well as internationally. NGO «NFE 4Y» is an important center for building youth social movements and training leaders of a new generation in Ukraine. Our mission is to build a more tolerant, understanding, and accepting society in Ukraine. We focused on the topics of peace building, intercultural, interreligious dialogue, human rights, inclusion of minorities and refugees (IDP), tolerance and diversity, and active citizenship and participation of young people.

www.bpwcr.cz
inspirace | podpora | propojení

Business & Professional Women CR (BPWCR), Czech Republic, is part of the global Business & Professional Women International, with branches in over 100 countries and 45,000+ members. Founded in 1930, it holds advisory status with the UN and the Council of Europe. BPWCR, established in 2010 as an NGO, now has over 150 members, including influential women leaders, businesswomen, and students. It focuses on strengthening women's workplace roles, promoting equal opportunities, increasing women in leadership, and leading a major #equalpay campaign.

THE HIVE

The Hive, Greece, is dedicated to providing training services and consultancy, covering the needs of various target groups on numerous topics. The courses' topics are developed by experienced trainers and selected according to the EU priorities, the needs occurring in the multicultural and rapidly evolving environment that our society is experiencing on pan European scale, and always based on the current education & innovation trends. The Hive is aiming to promote active participation in society and improve the learning performance and the career prospects of the courses' participants.

STANDOUTEDU

STANDO LTD, Cyprus, is a research and educational organization focused on advancing research and innovation. As an accredited VET Centre, our strength lies in a highly qualified team and a global network of partners. We implement large-scale, co-funded projects and collaborate internationally to provide innovative solutions for societal development. Since 2016, we have offered professional and academic training, seminars, and consulting under Erasmus+ programs, serving various groups such as students, teachers, and VET providers.

CHAPTER

1

DEFINING GENDERED-HATE SPEECH AND DISINFORMATION THROUGH SOCIAL MEDIA

Understanding Hate Speech

Hate speech is a complex and contested term, lacking a universally accepted definition. International treaties like the ICCPR (International Covenant on Civil and Political Rights) have attempted to define it, while multilateral processes such as the Rabat Plan Action [1] have aimed to clarify its boundaries. Internet platforms like Facebook and X (former Twitter) have developed their own definitions, which guide user conduct. Although achieving a universal definition is challenging, these efforts highlight the shared goal of preventing violence and protecting human dignity, emphasizing the need for locally relevant solutions.

Definition of hate speech and disinformation through social media

According to national and international legislation, hate speech refers to expressions that advocate incitement to harm, particularly discrimination, hostility, or violence based upon the target's being identified with a certain social or demographic group.

(Gagliardone et al. 2015)

The hate speech phenomenon has increased since 2014, which is linked to its growing presence in social media and the internet in general (Paz et al., 2020). However, a systematic and universally accepted definition remains elusive.

In this chapter, we address the challenge of defining gendered hate speech and disinformation, particularly as it manifests through social media. The complexity of defining hate speech is well-recognized, as traditional definitions often fall short of capturing the nuanced and context-dependent nature of such harmful communication. To offer a more grounded understanding, **this book presents definitions drawn from research attempts and supports them directly from the lived experiences of real people who participated in our research**. By incorporating these personal insights, we aim to provide a more comprehensive and relatable exploration of what constitutes gendered hate speech and disinformation in the digital age.

According to the European Center For Electoral Support ECES (2022), hate speech refers to any communication that provokes violence, discrimination, social or political unrest, defamation, or hostility. However, it's important to note that the distinction between criticism and hate speech can be subtle.

According to the European Institute for Gender Equality (EIGE), online hate speech is an umbrella term commonly employed to describe any form of vitriol, libel, or offensive remarks directed at another user using ICT, including on social media platforms, messaging apps, and discussion sites.

According to social networking community standards and hateful conduct policy hate speech is "direct and serious attacks on any protected category of people based on their race, ethnicity, national origin, religion, sex, gender, sexual orientation, disability or disease" (ElSherif et al., 2018; Davidson et al., 2017).

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[1] The Rabat Plan of Action on the prohibition of advocacy of national, racial or religious hatred that constitutes incitement to discrimination, hostility or violence brings together the conclusions and recommendations from several OHCHR expert workshops (held in Geneva, Vienna, Nairobi, Bangkok and Santiago de Chile). By grounding the debate in international human rights law, the objective has been threefold:
To gain a better understanding of legislative patterns, judicial practices and policies regarding the concept of incitement to national, racial, or religious hatred, while ensuring full respect for freedom of expression as outlined in articles 19 and 20 of the International Covenant on Civil and Political Rights (ICCPR);
To arrive at a comprehensive assessment of the state of implementation of the prohibition of incitement in conformity with international human rights law and;
To identify possible actions at all levels.
The Rabat Plan of Action was adopted by experts at the wrap-up meeting in Rabat on 4–5 October 2012.
Source: https://www.ohchr.org/en/documents/outcome-documents/rabat-plan-action

Online gender-based hate speech is defined as content posted online that is hateful towards women and/or girls, which spreads, incites, promotes, or justifies hatred based on gender. This form of hate speech can also target individuals due to a combination of gender and other factors, such as race, age, disability, sexual orientation, ethnicity, nationality, religion, or profession. It can also involve posting and sharing violent content that consists of portraying women and girls as sexual objects or targets of violence. This content can be sent privately or publicly and is often targeted at women in public-facing roles.

The gender-based hate speech can:

1. Start online and continue offline.
2. Start offline and continue online
3. Perpetrated by an unknown person / group of people who are unknown to the the victim
4. Perpetrated by a person or / group of people who ar known to the victim

To assess expressions of hatred in terms of whether they really incite harm, we should consider the following factors (Alava et al., 2017):

a) context of effect (the intent and likelihood),

b) the status of the speaker

c) the specific content

d) the reach of the expression, and

e) the actual imminent likelihood of resulting harm

In general, hate speech on social media refers to any communication intended to demean, marginalize, or incite violence against individuals based on their gender, identity, or other characteristics. It often involves derogatory language, stereotypes, and harmful norms that contribute to systemic discrimination. Whereas disinformation involves spreading false or misleading information with the intent to deceive. Social media often reinforces harmful stereotypes and contributes to a divisive and hostile online environment.

Online violence and harassment targeting women encompass a wide range of behaviors and contexts, involving perpetrators who may be anonymous, known personally to the victim, or acquaintances. Gendered patterns often reveal that men are predominantly the perpetrators of technology-facilitated violence and harassment against women. Terms like "online gender-based violence," "online violence against women," and "online abuse and gender-based violence against women" are often used broadly to cover the diverse forms of abuse that women and girls experience (Harris & Vitis, 2020).

A wide array of different forms of speech could or could not fit a definition of "hate speech," depending on the speech's particular context, which rarely makes it into the definition itself. Looking at the content of speech, epithets and insults may be easy to define and identify, but an epithet devoid of context may lead a scholar to see hate speech where the speaker, recipient, and subject of discussion may not (Sellars, 2016).

In conclusion, the complexity of defining hate speech is well-documented in the literature, with scholars acknowledging that despite extensive discussions on its causes, harms, and responses, a systematic and universally accepted definition remains elusive. Existing studies often focus on identifying particular words or phrases likely to cause harm based on immutable characteristics, but they frequently overlook the critical role of context in determining whether a statement constitutes hate speech. As a result, definitions of hate speech can be inconsistent, with the same expression being interpreted differently depending on its context (Sellars, 2016). Accordingly, in the following we provide some definitions drawn directly from the lived experiences of real people who participated in our research.

> **Hate speech often involves derogatory language, stereotypes, and harmful norms that contribute to systemic discrimination. Whereas disinformation involves spreading false or misleading information with the intent to deceive.**
> **On social media, it often reinforces harmful stereotypes and contributes to a divisive and hostile online environment.**

“

"Often they seem innocent at the first sight, but the hidden meaning is offensive, or at least unjust. For instance on Facebook I am part of a group about jokes with religious topics, where the jokes are seemingly innocent, not openly offensive, but the hidden meaning is disrespect towards women, mockery.

It's kind of a grey zone, it's sublime, because it is a joke, so you don't even think that it is offensive. And therefore it is more dangerous, I call it symbolic violence which makes it legitimate to make jokes about women."

ScrollOff's Participant

Is the hate speech?

1. "Directed" towards a specific person or entity, or
2. "Generalized" towards a group of people sharing a common protected characteristics (ElSherief et al. 2018)

Directed hate:

Hate language towards a specific individual or entity. An example is:"@usr4your a f*cking queerf*gg*t b*tch".

Generalized hate:

Hate language towards a general group of individuals who share a common protected characteristic, e.g., ethnicity or sexual orientation. An example is:"— was born a racist and — will die a racist! — will not rest until every worthless n*gger is rounded up and hung,n*ggers are the scum of the earth!! wPww WHITE America".

Filters and classifiers based on specific hate terms is unreliable because of:

1 Use misspellings and abbreviations

2 Different contexts, different meaning

3 Community tolerance and contextual attributes

Figure (1) Top entity mentioned in Directed, Generalized, and General-1% sample (ElSherief et al., 2018)

Note: Directed hate speech dominated by person names. Generalized hate speech is dominated by religious and ethnicity words, while the Gen-1%is dominated by celebrity names .

How people define hate speech

Participants in ScrollOff project defining hate speech :

What is hate speech?

"Rude, discriminatory, derogatory, or generally mean or hateful language used against someone of a different gender identity but could also mean hate speech that is linguistically associated with a specific gender."

"Showcasing stereotypical gendered behaviors and promoting it, or attacking people specifically using gendered norms, or shaming people because of their gender."

"Recognizing gendered hate speech can be challenging due to the complexity of the issue. However, it often becomes obvious when harmful language with malicious intent is directed at someone, especially through words and phrases with hateful meanings."

"I believe that hate speech on social media is one of the factors behind my generations high numbers of anxiety, depression, self doubt and other mental issues."

Several participants pointed out that the prevalence of gendered hate speech on social media normalizes these behaviors.
Young people may come to view these harmful attitudes and behaviors as normal and acceptable, which perpetuates the cycle of discrimination and violence.

Context and Scope

Offensive Language and Gender Identity: Gendered hate speech includes offensive language specifically targeting a person's gender. This encompasses harassing comments, derogatory remarks, and reinforcing patriarchal privileges (e.g., "toxic masculinity").

Stereotypes and Degradation: Gendered hate speech is often rooted in harmful stereotypes, intending to degrade a particular gender. This reinforces sexist norms and contributes to societal inequality.

Online Harassment of Political Figures: Women, especially those who openly express their political opinions, are frequent targets of online harassment, where their femininity is used to undermine their credibility.

Intense Online Attacks: Prominent figures, including young activists and influencers, often face severe online attacks, including death threats and personal insults, especially when they challenge gender norms.

Technology-Facilitated Family Violence: it refers to the use of technology to perpetrate abuse within a family setting, typically by a current or former intimate partner targeting their own children or the children of their partner. This form of abuse can involve a variety of actions, including sending defamatory or threatening messages, making and sharing secret recordings, engaging in image-based sexual abuse, doxing, impersonation, or identity theft. It may also include monitoring or stalking someone's movements, activities, and communications; gaining unauthorized access to devices or accounts; impairing functions on devices or accounts; restricting access to or destroying technologies; or carrying out other forms of offline abuse (Douglas et al., 2019).

Technology-Facilitated Sexual Violence: it involves using technology to perpetrate sexual violence and harassment. This includes unwanted or unwelcome sexual behavior and aggression conducted through digital platforms, gender-based hate speech, online sexual harassment, and cyberstalking. It encompasses image-based sexual abuse, such as the non-consensual creation or sharing of sexual or nude images, threats to distribute such images, and the use of digital channels to solicit sexual assault. Additionally, it involves online image-based voyeurism, which refers to viewing, but not creating, images that have been shared or produced without consent (Henry & Powell, 2015; Powell & Henry, 2019).

Legal Challenges: Traditional legal measures are often ineffective for online content, which is characterized by its permanence and ability to reappear even after removal. The digital landscape complicates enforcement, especially with content hosted in different jurisdictions.

Platform-Specific Dynamics: Different social media platforms facilitate the spread of hate speech in unique ways. For example, X (former Twitter) allows for rapid dissemination of content, while Facebook may enable long-term, unnoticed harmful discussions. Understanding these dynamics is crucial for developing platform-specific strategies to combat hate speech.

Permanence and Itinerancy of Content: Hate speech online can persist indefinitely and migrate across platforms, making it challenging to fully eliminate. The longer such content remains accessible, the more damage it can cause to victims and society.

Transnational Nature of the Internet: The transnational nature of the internet complicates legal responses to hate speech due to cross-jurisdictional issues. While Mutual Legal Assistance treaties exist, they are slow, making private-sector internet intermediaries more effective in some cases. However, these intermediaries face challenges with cross-jurisdictional data requests. Online hate speech often involves multiple actors, making accountability complex. Victims may feel powerless, but collective action by NGOs and lobby groups has proven effective in raising awareness and prompting action from various stakeholders (Gagliardone et al. 2015).

Normalization of Harmful Behaviors

Reinforcement of Patriarchal Norms: Gendered hate speech perpetuates patriarchal worldviews, normalizing harmful behaviors and attitudes that diminish the value of certain genders.

Influence of Public Figures: Influential public figures who promote misogynistic views contribute to the normalization of these harmful behaviors, especially among young people.

Social Media as a Platform for Hate

There is a relationship between being active on social media and exposure to hate speech: social media platforms users are active on, the more likely they are to encounter hate speech. This is expected, as user-generated content is often the primary source of offensive speech.

(Blank, 2021)

Ease of Targeting: Social media facilitates targeted hate speech, making it easy for like-minded individuals to reinforce prejudices and attack others based on gender.

Algorithmic Influence: Social media algorithms often expose users to harmful content, such as transphobic or misogynistic remarks, particularly in comments sections and reaction videos.

Vulnerability factors

Socio-Economic and Demographic Factors:
Certain demographics, including those with lower socio-economic status, limited education, or belonging to marginalized communities, are more vulnerable to the negative impacts of gendered hate speech and disinformation.

Isolation and High Visibility:
Those who lack strong social networks or who are highly visible online are more susceptible to attacks and the associated emotional harm.

Prevalence of Gender-Based Hate Speech

Reinforcement of Patriarchal Norms: Gendered hate speech perpetuates patriarchal worldviews, normalizing harmful behaviors and attitudes that diminish the value of certain genders.

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Social Media as a Platform for Hate

The statistics and research findings provide a robust foundation for understanding the prevalence and impact of gender-based hate speech on young people.

Publisher	Year	Results
Plan International	2020	58% of girls and young women aged 15 to 25 have experienced online harassment or abuse.
Amnesty International	2017	23% of women across eight countries reported experiencing online abuse or harassment at least once, with 41% of those affected experiencing anxiety, stress, or panic attacks as a result.
Pew Research Center	2021	59% of teens in the United States have experienced some form of cyberbullying, with girls more likely than boys to be the target of online abuse related to their gender or appearance. Online harassment led to increased levels of depression, anxiety, and low self-esteem among young people, with girls reporting higher levels of emotional distress than boys.
University of New South Wales		70% of young women who experienced online harassment reduced their engagement on social media platforms, which can lead to social isolation and diminished opportunities for networking and self-expression.
The International Center for Research on Women (ICRW)	2021	The prevalence of gendered hate speech is higher in regions with less stringent online regulations and where patriarchal norms are deeply entrenched. For example, in South Asia and parts of the Middle East, gendered hate speech on social media is not only widespread but also frequently linked to offline violence against women.
European Women's Lobby		Gender-based hate speech increased by 30% during the COVID-19 pandemic, with a significant rise in cases involving younger women and girls.
UNESCO		Gendered disinformation is often used as a tool to undermine women's credibility, particularly in politics and journalism. This disinformation is not only damaging to individuals but also contributes to the broader erosion of gender equality.
Center for Countering Digital Hate (CCDH)	2022	Posts containing gendered disinformation and hate speech were shared and liked more frequently on social media, demonstrating the viral nature of such harmful content.
European Institute for Gender Equality (EIGE)	2021	One in ten women has already experienced a form of cyber violence since the age of 15. Gendered hate speech can lead to self-censorship, where young women and girls limit their online presence or avoid expressing their opinions to avoid harassment.

The Plan International report (2020) highlights the severe issue of online harassment, emphasizing that as technology and the internet become increasingly integral to daily life, they also facilitate a range of abusive behaviors. Online harassment includes severe forms such as sextortion, death threats, and impersonation, which are exacerbated by the ease of manipulating shared images and private information. The report notes that victims, particularly girls and young women, face significant challenges in controlling and reporting these abuses, especially in developing countries where reporting mechanisms are inadequate. To mitigate these risks, the Resilience Organisation advocates for protective measures, such as using strong, unique passwords, securing personal information, and creating awareness about online security practices. However, it argues that individual efforts are insufficient and calls for systemic changes, urging governments and technology companies to implement robust protections. The report underscores that online harassment is a critical human rights issue that drives many girls and young women away from the opportunities the internet should offer.

Online harassment includes severe forms such as sextortion, death threats, and impersonation, which are exacerbated by the ease of manipulating shared images and private information.

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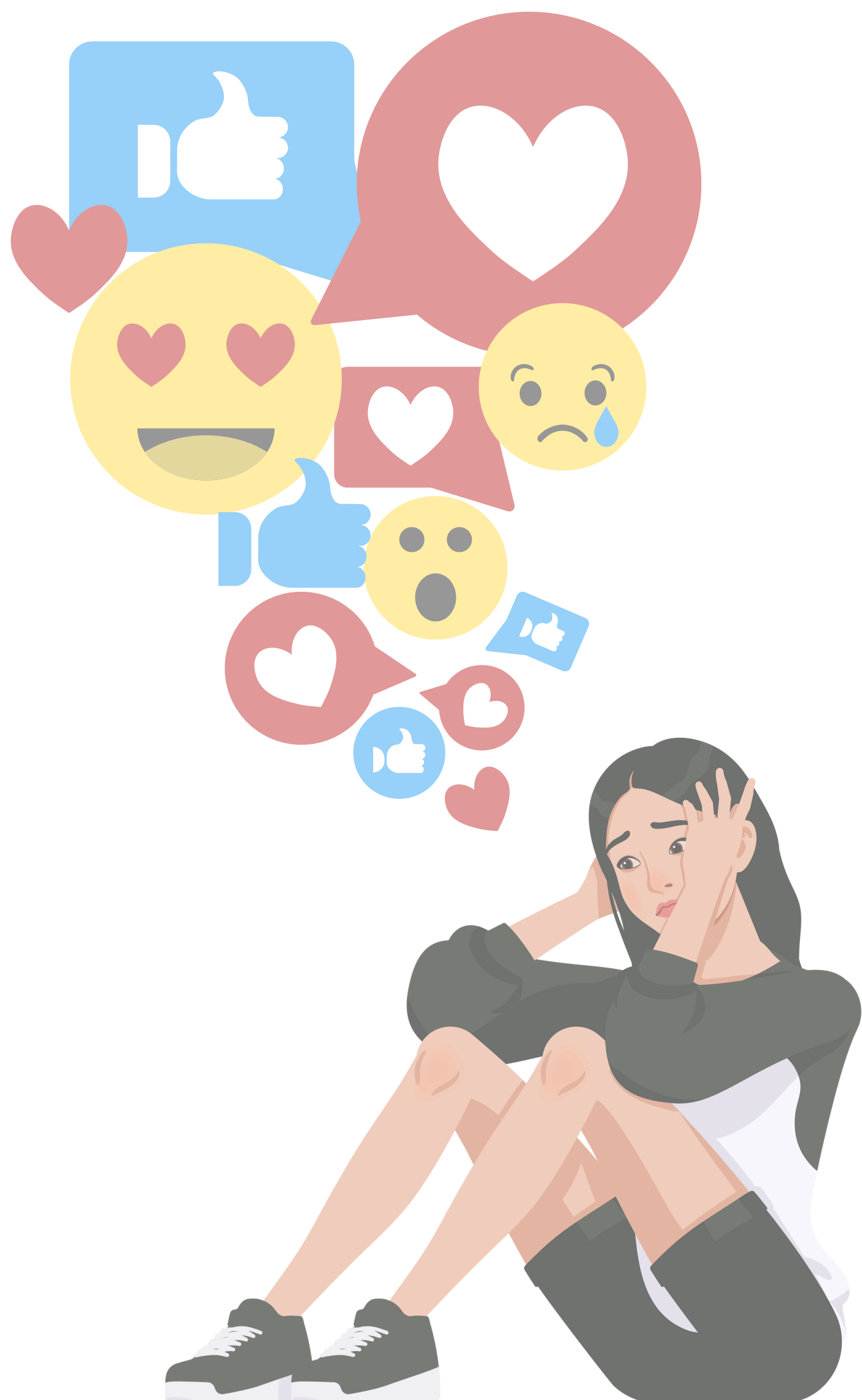
CHAPTER

2

RECOGNIZING GENDER-BASED HATE SPEECH

Signs and Indicators

Signs and Indicators for Recognizing Gender-Based Hate Speech

1

Platform and Context:

Often occurs on social media, especially Facebook, gaming platforms, and in comments or messages that seem harmless at first glance but contain hidden offensive meanings.

2

Symbolic Violence:

Subtle jokes or comments that seem innocent but carry disrespectful undertones toward women or minorities.

3

Target Groups:

- Vulnerable Communities: Young mothers, LGBTQ+ individuals, especially transgender people, are frequent targets due to their need to socialize and the fact that they often do not fit into the aggressor's worldview. People from different nationality, ethnicities, and religions, particularly against Muslim women.
- Marginalized Groups: Individuals from single-parent families, children from orphanages, people with disabilities, and those from excluded areas are more susceptible to hate speech due to their vulnerable social status.
- Specific Targets: Commonly directed at female journalists, public figures, and individuals in male-dominated spaces, such as gaming or technical fields.

4

Content Themes:

- Appearance-Based Criticism: Comments on physical appearance or clothing that imply unworthiness.
- Age and Expertise Disparagement: Derogatory remarks that dismiss a woman's opinions based on her age or supposed lack of experience.
- Stereotypes: Reinforcement of gender stereotypes, such as multitasking abilities or emotionality.
- Sexual Nature: Threats or insults of a sexual nature, particularly towards women.

5

Patterns of Attack:

- Physical Appearance: Frequent derogatory comments about looks.
- Sexual Orientation & Identity: Targeting women, LGBTQ+ individuals, and minorities.
- Anonymous/Fake Profiles: Often low-activity, fake profiles are used to hide identity.
- Political & Traditional Views: Attacks often stem from conservative, pro-Russian, or traditionalist rhetoric.

6

Specific Content Indicators:

- Sexist and Racist Jokes: Often used under the guise of humor but with harmful undertones.
- Family & Gender Roles: Enforcing narrow-minded views on traditional family structures, leading to the exclusion of women and minorities.
- Targeted Hate Speech: Especially prevalent against women in non-traditional roles, such as technical fields, or those advocating for progressive causes.

7

Public Figures' Influence:

Public displays of discrimination by influential figures, leading to broader social stigmatization and distress.

8

Algorithmic Influence:

Frustration with social media algorithms that initially prioritize harmful or irrelevant content.

9

**Psychological Motivations and Target Groups Behind Gender-Motivated Hate Speech:**

- Personal Pain and Bitterness: Hate speech often stems from an individual's unresolved emotions, like anger or bitterness, which are projected onto others as a coping mechanism.
- Self-Empowerment: Some individuals seek to boost their self-esteem or affirm their power through derogatory remarks, driven by feelings of inadequacy or victimhood.
- Dopamine and Social Validation: The pursuit of "likes" and approval on social media can drive individuals to post inflammatory content, providing a sense of accomplishment and wisdom.

10

Recognizing When to Disengage:

- Manipulative Aggression: Manipulative aggression in conversations often manifests through subtle yet disruptive tactics, including diverting the topic, launching personal attacks, or employing fatalistic language. These behaviors can signal a shift away from constructive dialogue, making it difficult to reach mutual understanding.
- Setting Boundaries: In such situations, the importance of setting personal boundaries becomes clear. Recognizing one's own limits allows individuals to step away from harmful discussions, prioritizing their mental and emotional well-being.

Recognizing these indicators helps in identifying and addressing gender-based hate speech more effectively, especially in online environments.
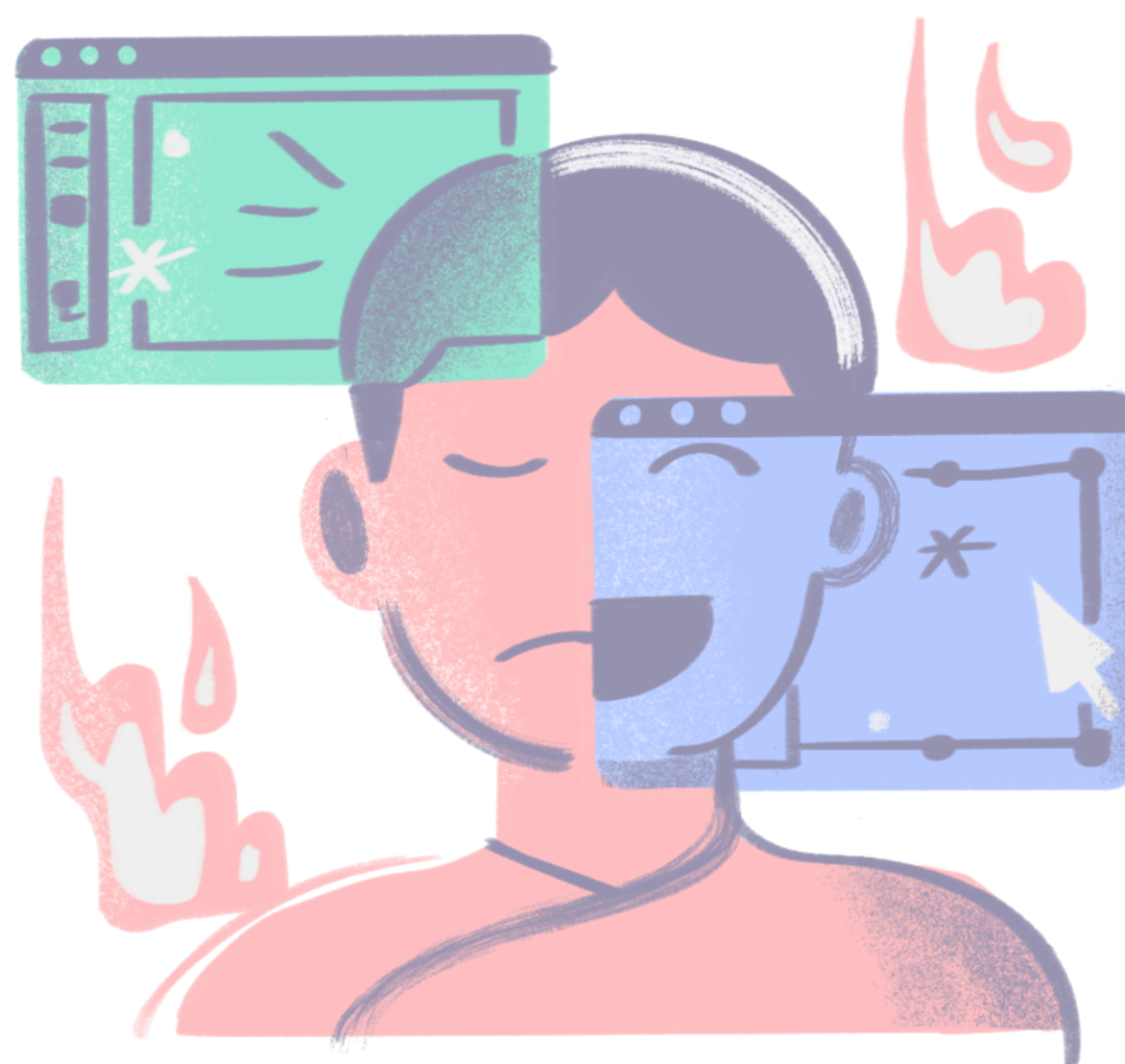
Case Studies:

Testimonies
YOUTH

Normalizing Sexism

"I think gendered hate speech and disinformation can significantly influence the attitudes and perceptions of young people by normalizing sexist stereotypes and discriminatory behavior. Constant exposure to such content can shape their beliefs about gender roles, erode their self-esteem, and foster intolerance. This can lead to a more hostile online environment and perpetuate gender inequality in society."

Stereotypes in Media

"It happened mainly in business, because I work in IT, which is a male environment. We women face many barriers here – it is believed we can't do that kind of job simply because we are women."

Anonymity

"Anonymity on social media allows people to hide behind fake identities, making it easier to engage in hate speech without facing immediate consequences."

Role of Algorithms

"I only use Instagram as social media and my algorithm shows me mainly feminist content. Hate speech I only see in comment sections, especially in critical (comedic) videos"

Testimonies from youth who participated to ScrollOff research.

STUPID!
LOSER!
IDIOT
NERD

Case Studies:

Testimonies

Social workers / educators / youth workers

Target Groups

"Attacks are directed at the intimacy, self-confidence of the victims, attacks on appearance, intellect, questioning their roles in society, attacks wishing women to be raped, especially for example those who support immigration, all have received wishes to be gang raped by migrants."

Algorithmic Influence

"Click more on what fulfills you, energizes you on social media platforms, so the algorithms will offer it to you rather than things that make you uncomfortable, hurt you."

Viral Backlash or Silence

"Either they stand up for themselves and it goes viral online, or they shut down. In both ways it leads to traumatisation and mental health abuse."

Supporting Victims

"Intervention should be aimed at victims, not aimed at perpetrators. Don't downplay what is happening to them, any hint of downplaying is a sign of mistrust and misunderstanding, deepens re-victimisation."

Women's Unequal Representation

"Women actually manifest themselves as a minority even though they represent 50% of society; only a few people are ready and able to defend their positions in the hostile environment."

Testimonies from experts who participated to ScrollOff research.

The dynamics of social media platforms

and how they influence the spread and management of hate speech.

The dynamics of Facebook

Multiple Threads:
Unlike Twitter's public broadcast model, Facebook supports multiple simultaneous conversations, allowing harmful content to continue unnoticed in some threads while other discussions take place.

Long-Term Engagement:
Facebook's platform allows for the creation of groups and pages where like-minded individuals can gather, making it easier for hate speech to persist over longer periods. These spaces can foster echo chambers where harmful ideas are reinforced and normalized.

👍 Like

Privacy Complexities:
Facebook blurs the lines between private and public spheres. A post shared in a private group can easily be disseminated publicly, often without the original poster's knowledge or intent.

Trending Topics:
Twitter's emphasis on trending topics can amplify hateful messages, but it also offers opportunities for counter-speech. Influential users can redirect conversations or drown out harmful content by promoting positive messages or condemnation.

The dynamics of X (former Twitter)

Public Amplification:
Twitter is designed as a public space where messages (tweets) can be rapidly disseminated through retweets, likes, and replies. This architecture allows hate speech to spread quickly and widely, often going viral within minutes

Ephemeral Nature:
Although tweets can be deleted, their content may have already been screenshot or shared elsewhere, making it difficult to fully erase the impact.

The dynamics of Snapchat

Ephemeral Communication:
Snapchat's core feature is the temporary nature of its messages, which are deleted after being viewed. This can limit the lifespan of hate speech, but it also means that harmful content can be spread and disappear quickly, making it hard to trace and address.

Smaller Audiences:
Conversations are usually limited to smaller, more private circles, which can reduce the immediate public impact but may still cause significant harm within those groups.
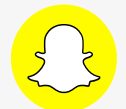
The dynamics Instagram

Visual Emphasis:
Instagram's focus on images and short videos means that hate speech often takes the form of memes or visual content. These can be shared widely through stories, posts, and direct messages.

Influencer Impact:
Influencers on Instagram have significant power to shape opinions. Hate speech can spread through these channels, but influencers can also play a role in countering it by promoting positive content

Hashtags and Explore Page:
The use of hashtags can help hateful content reach a broader audience through the Explore page, but it also provides a means for monitoring and flagging problematic content.
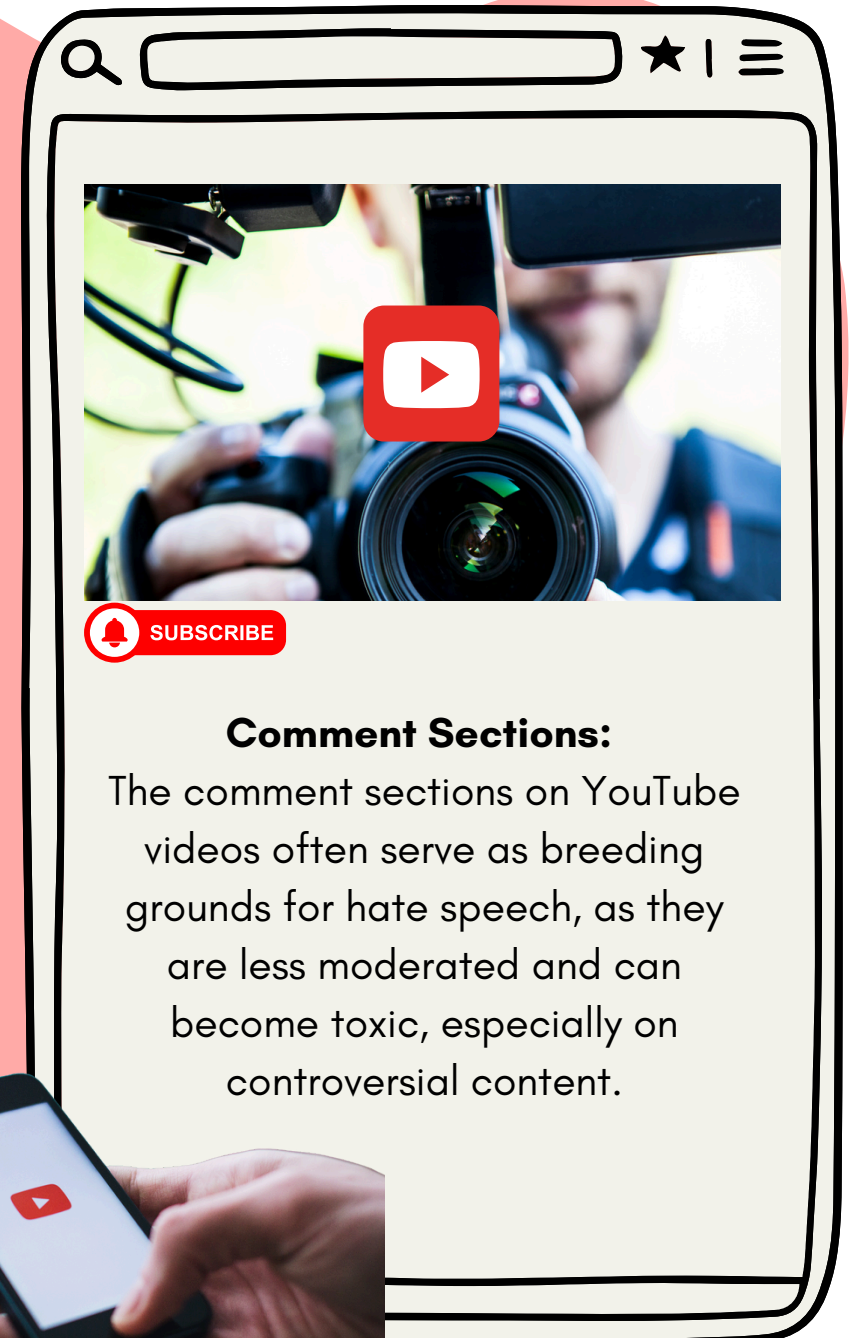
The dynamics of YouTube

SUBSCRIBE

Long-Form Content:
YouTube supports long-form video content, which can be used to disseminate more in-depth hate speech. Videos can be shared widely, and even if taken down, they may already have been downloaded or mirrored on other sites.

SUBSCRIBE

Comment Sections:
The comment sections on YouTube videos often serve as breeding grounds for hate speech, as they are less moderated and can become toxic, especially on controversial content.
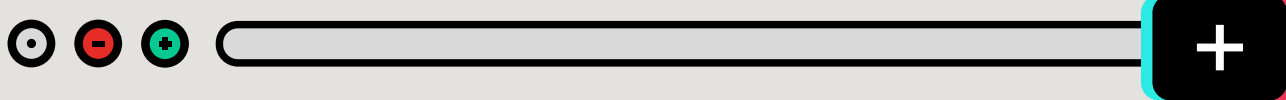
Algorithmic Recommendations:
YouTube's recommendation algorithm can inadvertently promote hate speech by suggesting similar content to users who have engaged with it before, leading them down a "rabbit hole" of harmful content

The dynamics TikTok

Viral Trends:
TikTok's algorithm heavily promotes viral content, which can include hate speech if it aligns with trending challenges or themes. The platform's short, engaging videos can spread rapidly across diverse audiences.

Community Guidelines:
TikTok has stringent community guidelines, but enforcement can be inconsistent, allowing some hate speech to slip through while other content is removed.

LIVE

Youth Demographics:
With a predominantly young user base, hate speech on TikTok can have significant psychological impacts, particularly as it can target and influence impressionable viewers.
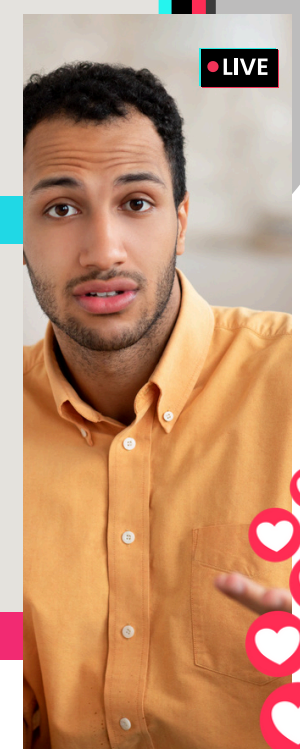
Summary of ScrollOff's research

Sweden – Research Context:

The research from IKF findings demonstrates that, despite some initial steps taken by social media platforms, there remains a notable need for improvement in dealing with gender-based hate speech and disinformation. The far-reaching effects on mental well-being, social interaction, and financial security emphasize the pressing necessity for more impactful measures elevating this issue to an immediate and critical concern.

It's important to address the problem of gender-based hate speech and disinformation on social media. Despite some initial attempts to address it, the problem is still very serious and needs immediate attention. Many people have been hurt by this abuse and false information. **It damages self-esteem, relationships, and can even affect financial security.** This toxic behaviour divides communities and stops us from making progress together.

Social media companies need to implement **Strong rules** to fight this problem. Lawmakers also need to make regulations that protect people and punish those responsible. We all need to create a culture online that is caring and fair. By standing against hate, supporting those who are left out, and making online spaces welcoming, we can make the internet a place for understanding and progress.

> *This is a critical time to decide how people interact online. We all need to work together to make the digital world fair and kind.*

Czech Republic – Resech Context:

The research from the BPWCR on gendered hate speech on social media in the Czech Republic highlights a pervasive issue affecting predominantly women with higher education and diverse professional backgrounds. All participants have encountered gendered hate speech with varying degrees and have also frequently come across disinformation related to gender issues, which has become a significant concern. The impact of gendered hate speech is severe, particularly on young people. **Their mental well-being has been significantly affected, with many reporting feelings of anxiety, depression, and social isolation.** The economic and legal consequences are also alarming, with gendered hate speech impeding job opportunities and legal responses falling short. Participants in the study have voiced the urgent need for social media platforms to step up and take greater responsibility in addressing gendered hate speech and disinformation.

However, the current responses from these platforms have been largely ineffective, leading to widespread frustration and a sense of helplessness among users. This exacerbates the negative impact on their well-being and professional opportunities, underscoring the need for more effective responses.

> *The impact of gendered hate speech is severe, particularly on young people. Their mental well-being has been significantly affected, with many reporting feelings of anxiety, depression, and social isolation.*

Cyprus – Research Context:

A recent study conducted by STANDO has revealed that **cyberbullying** has a significant negative impact on the self-image of most young people. This often leads to **feelings of fear, anxiety, depression, humiliation, and shame.** Surprisingly, many young individuals do not fully recognize the adverse effects of cyberbullying on their academic performance.

It is important to acknowledge the serious challenges that young people encounter when facing cyberbullying. Their typical responses include withdrawing from online activities, suffering damage to their reputation, feeling unjustly blamed for the violence inflicted upon them, and, in extreme cases, resorting to drastic measures such as reducing social activities, isolating themselves from friends and family, changing schools, or even relocating.

Additionally, the most common economic impact among young people is the damage to their career advancement and loss of income. Less common consequences include the inability to secure a new job or the loss of an existing one.

Many young individuals demonstrate resourcefulness in responding to cyberbullying by either blocking the offenders or leaving social media platforms. Confronting the attackers or exposing them are rare occurrences, as well as reporting incidents to the police. However, they are more inclined to report the cyberbullying to the online platform in pursuit of having them banned.

> ❝ *This often leads to feelings of fear, anxiety, depression, humiliation, and shame. Surprisingly, many young individuals do not fully recognize the adverse effects of cyberbullying on their academic performance.*

Greece – Research Context:

Extensive research conducted by THE HIVE underscores the urgent need for immediate and resolute action to combat the growing threats posed by existing digital infrastructures to the fundamental principles of gender equality, democratic values, and global peace. **The proliferation of online disinformation targeted at specific genders and the rise of hateful, sexist language have gained alarming momentum,** resulting in adverse effects on mental well-being, professional opportunities, and societal cohesion, particularly for women, girls, and non-binary individuals in the media.

Organizations dedicated to media development and empowerment bear the responsibility of actively addressing these significant challenges by formulating and **implementing robust policies** to tackle online gender-based violence, raising public awareness, and providing essential support to those affected by such harmful behaviours. Moreover, these organizations have a crucial opportunity to foster collaborations and partnerships aimed at creating secure and inclusive digital spaces.

The issue of online harassment and abuse is further compounded by the internet's reputation of anonymity, which diminishes the fear of facing consequences for engaging in abusive behaviour. **Women and girls disproportionately bear the impact of online harassment and abuse, significantly affecting their mental well-being and daily lives**. Prioritizing education, preventative measures, comprehensive support systems, effective reporting mechanisms, and the establishment of a strong legal framework are vital in effectively mitigating the adverse effects of abuse and addressing the pervasive issue of online harassment.

> ❝ *The issue of online harassment and abuse is further compounded by the internet's reputation of anonymity, which diminishes the fear of facing consequences for engaging in abusive behaviour.*

Ukraine – Research Context:

Gender-based hate speech in Ukraine **intersects with cyberbullying and discrimination**, significantly impacting young people in their daily lives. Notably, 87.3% of boys and 93.1% of girls aged 15 to 24 in Ukraine are active online, indicating that youth are highly exposed to potentially harmful content. According to a Ukrainian U-Report survey, one-third of individuals within this age group reported having their personal information shared online without their consent. [2]

This high level of exposure, combined with the prevalence of hate speech, has drawn the attention of international organizations such as the Council of Europe. The Council has undertaken efforts to map hate speech in Ukraine and build partnerships with institutions dedicated to combating these acts. Through human rights-centered narratives and educational initiatives, the Council aims to address hate speech effectively. These efforts are further supported by collaboration with public authorities and other stakeholders to ensure a comprehensive approach to tackling this pervasive issue. [3]

Words related to nationality, sexual orientation, political views, religion, and physical appearance can carry judgmental or neutral meanings depending on the speaker's intentions and the context. In the digital age, where individuals can easily broadcast their opinions to a broad audience, developing effective algorithms to detect and prevent hate speech is crucial as it is complicated. Further research into hate speech markers and the role of humor, often a gray area between offense and harmlessness, can offer valuable insights. Such studies not only help to refine ethical norms and protect human dignity but also provide powerful tools to combat xenophobia and promote a more inclusive online environment. [4]

"

Notably, 87.3% of boys and 93.1% of girls aged 15 to 24 in Ukraine are active online, indicating that youth are highly exposed to potentially harmful content. According to a Ukrainian U-Report survey, one-third of individuals within this age group reported having their personal information shared online without their consent.

[2] https://www.unicef.org/ukraine/en/press-releases/safer-internet-day-502-cent-children-under-15-years-are-online-ukraine
[3] https://www.coe.int/en/web/kyiv/combating-hate-speech-in-ukraine
[4] Monakhova, T., & Tuluzakova, O. (2022). Hate speech in Ukrainian media discourse. Cognitive Studies | Études cognitives, 2022(22), Article 2624. https://doi.org/10.11649/cs.2624

CHAPTER

3

IMPACT ON YOUNG PEOPLE

Psychological Effect

Mental Health Issues:
Victims often experience anxiety, depression, and a distorted self-image, which can lead to self-censorship and withdrawal from public spaces. Over time, they may also face sleep disturbances, social phobia, emotional detachment, heightened insecurity, and, in severe cases, suicidal thoughts. Traumatic events can further trigger panic attacks and mental breakdowns.
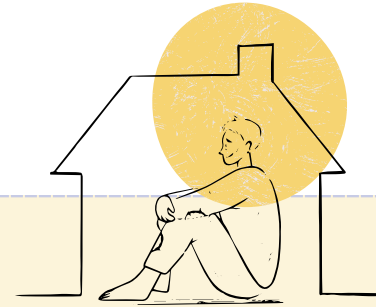
Isolation and Self-Doubt:
The continuous verbal abuse can lead to a loss of trust in social connections, increased isolation, and a reluctance to form new intimate relationships.

Distorted self-image:
Victims may internalize the hate, leading to self-censorship and withdrawal from public engagement

Social and Educational Consequences

Hate speech significantly disrupts the social and educational lives of young people. Those targeted may feel isolated, alienated, and unable to trust others, leading to a breakdown in peer relationships and a reluctance to participate in social activities. In educational settings, the impacts of hate speech can lead to a decline in academic performance, difficulties concentrating, fear of attending school, and absenteeism.

The hostile environment created by hate speech can make educational institutions feel unsafe, impeding learning and contributing to a broader decline in overall well-being. This will then have an avalanche effect in the reminder of their lives as the decrease in academic and social performance will prevent the individual from being able to pursue higher education, professional development or be able to network with peer's thus stunting almost every aspect of their lives.

Economic - Financial Impact
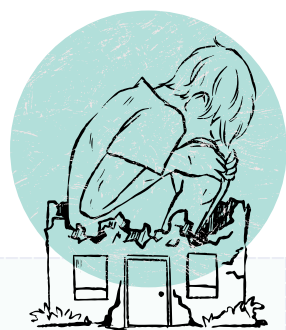
Hate speech's economic and financial impact on young people can have significant long-term consequences. Those affected may find it challenging to complete their education or secure stable employment, limiting their economic opportunities. Individuals that have been subject to gendered hate speech in the workplace or an educational environment over a period of time will begin doubting their own abilities. They will also begin keeping to their work only fearing humiliation and ridicule, which can lead to a stunted career growth and preventing other marginalized groups such as women from approaching that field due to a hostile work environment.

Additionally, the need for mental health care, legal assistance, or other support services can impose a financial burden on young individuals and their families, leading to a cycle of poverty and reduced socioeconomic mobility.

Long - Term Implications

The long-term implications of hate speech on young people are far-reaching, affecting personal and professional development. The trauma inflicted by hate speech can lead to long-lasting mental health issues, hindering individuals' ability to form meaningful relationships, maintain stable employment, and lead fulfilling lives. Educational disruptions and economic challenges caused by hate speech can limit career prospects and reduce lifetime earning potential, contributing to ongoing economic disparities. Furthermore, the internalization of hate speech can lead to self-limiting beliefs, affecting ambition and drive to succeed.

Ultimately, the long-term impact of hate speech extends beyond the individual, influencing community dynamics and perpetuating cycles of discrimination and inequality. This will invariably lead to a subsection of a generation being isolated from their peers which will be detrimental to a society later on, having individuals who cannot properly integrate into society, are limited in their professional development and are suffering from potentially numerous psychological issues will be damaging not only, but most importantly to, those individuals but also the greater societal structure in general.

Case Study

Self-Image & Mental Health
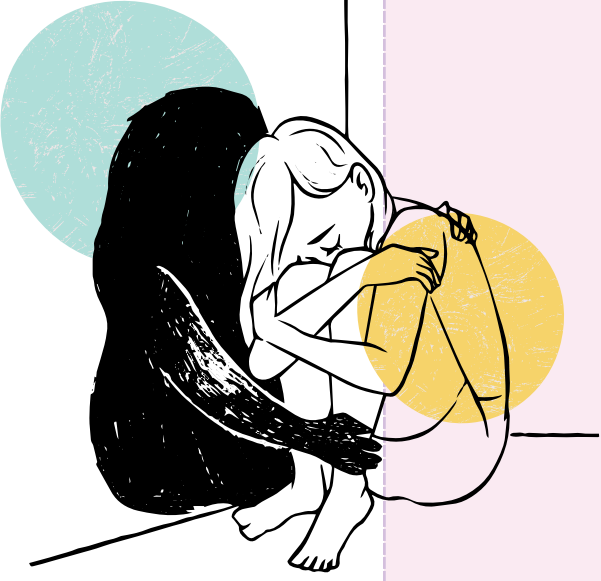
"I didn't believe in myself, I was uncertain how I looked, if I was doing my job right… I was the most quoted commercial spokesperson at a certain time because the company was exposed, and I faced comments related to the job I was doing stupid cunt, who knows who she slept with to get that job, what kind of a bitch you have got in there, she's incompetent… etc. It affected the way I looked at myself, it was knocking down my confidence. I was traumatized; I was shaking in front of the camera, and I couldn't even say a meaningful sentence, although partially it was due to exhaustion. It was frustrating, stressful, exhausting… It led to mobbing at work when I got to a higher position, which was extremely hard."

" "I didn't believe in myself, I was uncertain how I looked, if I was doing my job right…"

1. Distorted Self-Image

- Constant self-doubt
- Anxiety about appearance and job performance
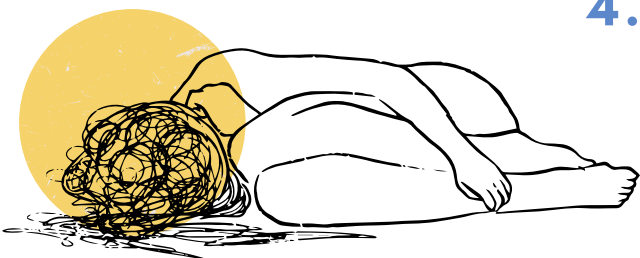- Decline in self-esteem
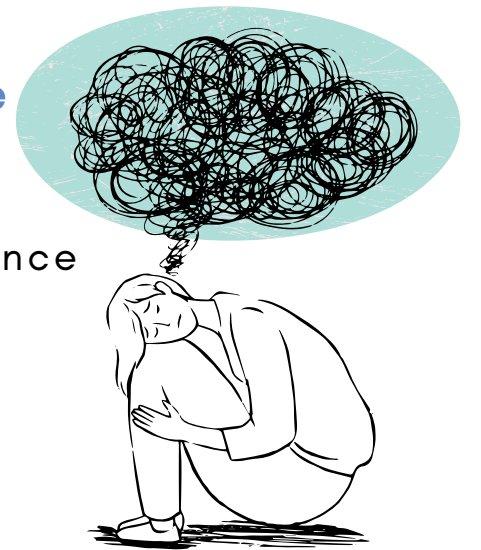
2. Harassment & Verbal Abuse

- "Stupid cunt"
- "Who knows who she slept with to get that job"
- "What kind of a bitch you've got in there"
- "She's incompetent"

Impact

- Erosion of confidence
- Emotional trauma

3. Psychological Effects

- Trauma leading to physical symptoms (shaking)
- Inability to perform at work (struggling to speak on camera)
- Stress and exhaustion

4. Long-Term Effects

- Mobbing at work
- Increased stress in higher positions
- Persistent self-doubt and fear

5. Call to Action!

Addressing Workplace Harassment:

- Implement strong anti-harassment policies
- Provide support systems for employees
- Encourage a positive and respectful work environment

CHAPTER

4

RECOMMENDED STRATEGIES AND PREVENTING HATE SPEECH

How to support youth experiences gender-based hate speech on social media

Method and approaches for youth workers to support youth experiences gender-based hate speech on social media

3 Supportive Communication

Training on how to communicate supportively and empathetically with victims. If a youth comes to you with such incidents or confesses that they have been struggling with this, it is important to approach the situation with compassion, understanding and open minds. It is important that you provide a safe private or public environment where the youth can express themselves fully without fear of judgement. In said environments they can progress towards solutions, rebuilding confidence and feeling secure once more.

1 Raising Awareness

Strategies for educating young people about gender-based hate speech, teaching them how to understand the patterns, how to properly combat against it, and most importantly that it's okay to communicate about this openly with a trusted friend or family member.

Additionally, awareness should be raised and that sometimes one should not stay silent. Raising awareness is important because many people who are affected by hate speech directly or indirectly may begin to grow numb to such incidents and not respond as much, it is important to establish it is not okay and one should not become used to it.

4 Reporting Mechanisms

Instructions on how to report hate speech on various social media platforms. Effective reporting mechanism and instructions on how to carry out said reporting should implemented across social media platforms. The issue sometimes with current mechanisms is that they can be time consuming, confusing or will potentially expose the victim to the poster of the hateful content directly.

5 Creating a Safe Space

Tips for fostering an environment where young people feel safe to share their experiences. The creation of a safe space is crucial to combating and mitigating hate speech and its effect not only on young people but also on professionals. This space should ideally be in an educational setting for young people as school/after-school environments may be the easiest for young people to access. These spaces should be made of an individual's peers, other's who have also been affected and can more easily relate to them not only based on their common experience but also age, occupation etc.

2 Immediate Response

Guidance on how to respond immediately when a young person reports an incident. Young people should be taught hateful online content should be blocked immediately at any encounter, and to not remain silent. Additionally, when a young person report's such incidents to a counsellor or trusted individual, said person should deject the hateful comments and reassure the youth of their worth

These spaces should have available resources such as psychologists, counsellor's and other such resources for the affected individuals. These safe spaces should connect individuals to each other, building a community and network to provide a feeling of community to combat the sense of isolation affected individuals may experience. These spaces will also importantly need to foster a sense of zero tolerance and should publicly denounce hate speech whenever possible.

6 Coping Strategies

Verbal Self-Defense:
Learning techniques for defending oneself online.

Social Support:
Discussing incidents with trusted individuals or groups.

Avoidance and Digital Wellbeing:
Knowing when to disengage from harmful content and managing social media interactions effectively

Therapeutic Interventions:
Focusing on understanding personal triggers and setting boundaries to protect oneself from online abuse.

7 Social Media Solutions

Human Moderation:
Suggestion that user-blocking should involve human moderators to avoid misuse.

Better User Verification:
To reduce the prevalence of fake profiles spreading hate.

Group Administration:
Empowering group admins to moderate discussions and create supportive spaces

> "
> To effectively counter gender-based hate speech online, it is essential to understand the unique challenges posed by the **digital environment**.
>
> This includes recognizing the proliferation of such **content**, identifying the **primary targets**, and navigating the complexities of **legal enforcement.**
>
> Youth workers must be equipped with strategies that consider the permanence, itinerancy, and platform-specific dynamics of hate speech, while also **addressing the anonymity** that often shields perpetrators.
>
> By developing **tailored, context-specific approaches**, it is possible to mitigate the impact of online hate speech and support young people effectively.
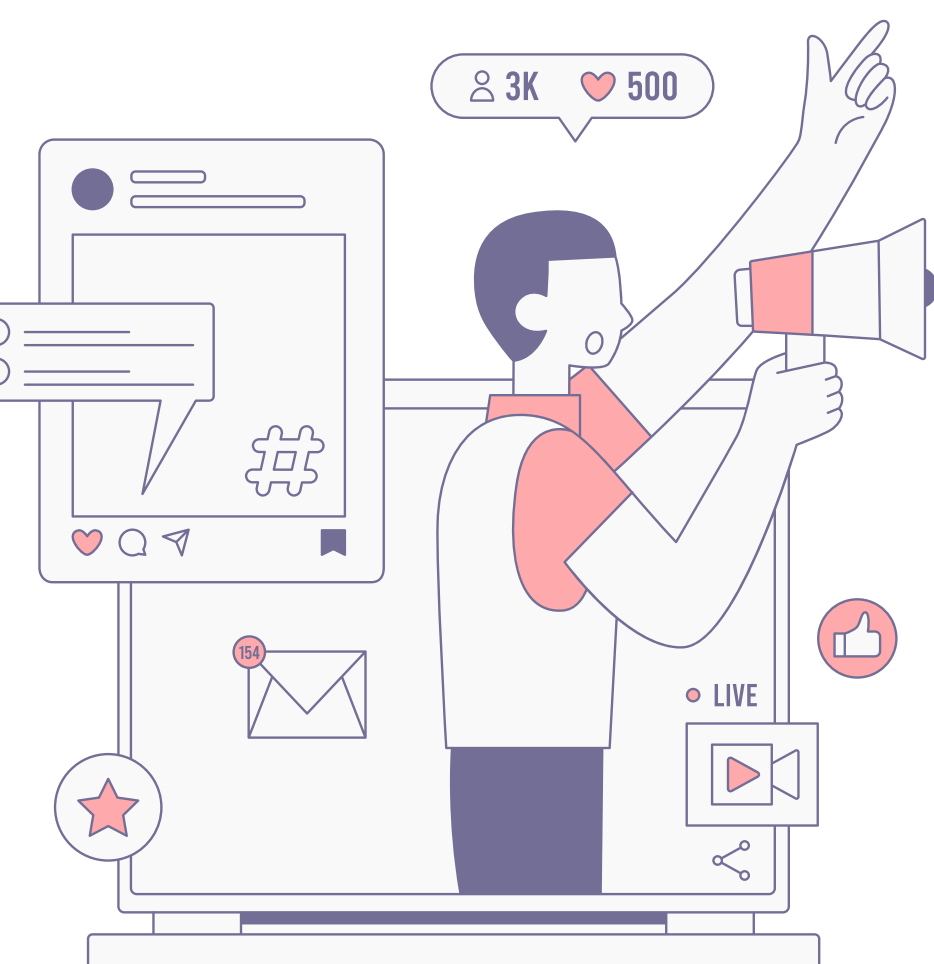
Challenges of Jurisdiction in the Digital Age

The global nature of the Internet complicates the enforcement of national laws against online hate speech. Social media platforms like Facebook and Twitter, which function as private spaces with public roles, pose significant regulatory challenges. Although these companies have started to address hate speech due to public pressure, they have yet to fully participate in global frameworks, such as the Rabat Plan of Action, that guide the identification and response to hate speech.

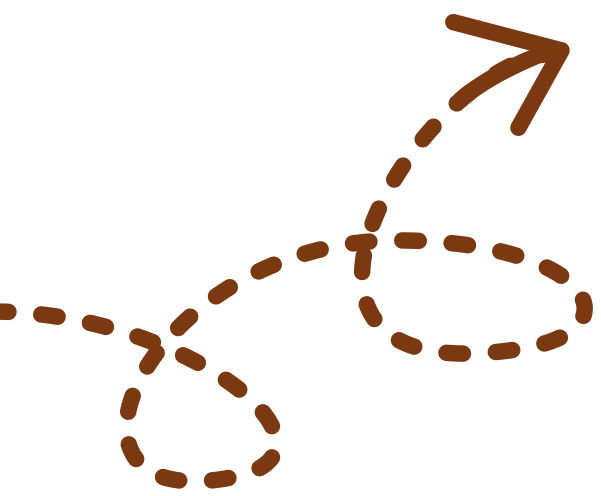### Understanding the Digital Landscape

Digital literacy

Learning from Online Extremism

Personal Mitigation Strategies

Complementary Legal Frameworks

Preventing Hate Speech

Preventing Hate Speech

1 — Understanding the Digital Landscape

The proliferation of gender-based hate speech online mirrors broader challenges in the digital realm, where legal measures often fall short due to the unique characteristics of online platforms. The persistence, itinerancy, and anonymity of online content make it difficult to regulate, with hate speech capable of spreading rapidly or lingering unnoticed, depending on the platform's dynamics. Addressing this requires a nuanced understanding of how different platforms operate and the specific challenges they pose in preventing and mitigating hate speech.

Participants called for enhanced content moderation, clearer policies, and better victim support on social media platforms to address gendered hate speech.

Understanding social media platform-specific dynamics is crucial for developing effective strategies to prevent and counter gender-based hate speech. Strategies should be tailored to the unique characteristics of each platform, focusing on how hate speech spreads, how long it persists, and how it can be effectively monitored and removed.

2 — Digital Literacy

Tips for teaching young people how to use social media responsibly and recognize hate speech. Ideally implemented within school curriculums, this would not only teach young people about the dangers of online hate speech but also instil in them the idea to be respectful and nice in digital spaces. Teach them that anonymity is not a "get of jail free card"

Media and information literacy programs teach users how to critically evaluate online content, fostering an informed and responsible digital citizenry. This proactive strategy not only mitigates the immediate effects of hate speech but also contributes to reducing its overall prevalence by addressing the root causes of harmful discourse. Unlike legal actions, which can be slow and costly, educational approaches offer a more viable long-term solution by cultivating respectful and constructive online interactions.

3 — Learning from Online Extremism

Gender-based hate speech, like violent extremism, exploits the vulnerabilities of young people through social media. The UNESCO report on "Youth and Violent Extremior on Social Media" provides valuable insights into the tactics used by extremists, which parallel those of hate groups. Understanding these tactics can inform our strategies for raising awareness, building resilience, and equipping youth with the skills to recognize and resist gender-based hate speech. The report highlights the importance of digital literacy, early intervention, and fostering critical thinking—key elements that should be incorporated into our training programs for youth workers.

4 — Personal Migration Strategies

Seeking Support and Self-Care: To mitigate the impact of hate speech, individuals can seek support from friends and family, limit social media use, and engage in self-care practices. Consulting mental health professionals is also recommended for those severely affected.

Experts said "What helps is sharing the incidents with others, talking about what you read on social media with like-minded people, because it brings it to a different perspective, allowing oneself to make fun of it. Misogyny, hate attacks and disinformation on social media makes me angry even though I am not the target, just an observer. Still, it affects me in a way and if I can talk about it with someone, it helps me to get over it."

5 — Complementary Legal Frameworks

While education is paramount, it is equally important to integrate legal education within these initiatives. Raising awareness and promoting responsible online behavior must be complemented by robust legal frameworks to prosecute hate speech effectively. This dual approach ensures that preventive educational measures are supported by the necessary legal tools to address violations when they occur.

CHAPTER

5

TOOLS AND RESOURCES

Educational Materials (Videos)

Title	Source	Video Link
Online violence against women journalists harms everyone. Let's end it!	UNESCO	https://www.youtube.com/watch?v=VqFqWIqOB1g
Gender Report Launch: Combatting Cyber Violence Against Women & Girls: A Worldwide Wake-up Call	ITU	https://www.youtube.com/watch?v=SMw-x7-EncA
Online Violence Against Women: "We need to break the shame, break the taboo."	FRANCE 24 English	https://www.youtube.com/watch?v=276bJksJW-g
Sexual Violence Against Girls and Young Women: A Call to Action	Public Health Institute of Western MA	https://www.youtube.com/watch?v=oNilJRjBAD8
Fighting Online Hate Speech: How UNESCO's Social Media 4 Peace Initiative is Making a Difference	UNESCO Regional Office for Eastern Africa	https://www.youtube.com/watch?v=fpk5oKUwSpM
How to Combat Hate Speech | Parenting Tips | Online Safety	Wranga - Digital Parenting Platform	https://www.youtube.com/watch?v=VDeoznAeGhg
ICYMI - A New Threat to Women in Politics: Online Gender-Based Violence	Woodrow Wilson Center	https://www.youtube.com/watch?v=bCxAeLE8aKI
Online violence means real-world danger for women in politics | Global Stage	GZERO Media	https://www.youtube.com/watch?v=SLVk2kaqfWA
5 Ways to Deal with Hate Speech Online	Common Sense Media for Families	https://www.youtube.com/watch?v=77j7Wfussrc
Tackling Cyber-Hate, Incitement and Dangerous Fake News	IEEE	https://ieeetv.ieee.org/tackling-cyber-hate-incitement-and-dangerous-fake-news-andre-oboler-ignite-sections-congress-2017?rf=education%7C&
UN Rabat Plan of Action	EU commission	https://vimeo.com/457699353

Educational Materials (Articles and reports)

Title	Orgaization	Link
Models of Feminist Helplines for people facing Gender-Based Violence in Digital Spaces	Digital Defenders Partnership	https://www.digitaldefenders.org/models-of-feminist-helplines-for-people-facing-gender-based-violence-in-digital-spaces/
Beijing +25 policy brief: Area J - Women and the media: harmful stereotypes persist	European Institute for Gender Equality	https://eige.europa.eu/publications-resources/publications/beijing-25-policy-brief-area-j-women-and-media
Gender equality and youth: the opportunities and risks of digitalisation – Factsheet	European Institute for Gender Equality	https://eige.europa.eu/publications-resources/publications/gender-equality-and-youth-opportunities-and-risks-digitalisation-factsheet
Cyber violence against women and girls (available in different languages)	European Institute for Gender Equality	https://eige.europa.eu/publications-resources/publications/cyber-violence-against-women-and-girls
Countering online hate speech	UNESCO	https://unesdoc.unesco.org/ark:/48223/pf0000233231?posInSet=1&queryId=1b885cd3-0d0a-4994-a7f2-b94002e7015f
Youth and violent extremism on social media: mapping the research	UNESCO	https://unesdoc.unesco.org/ark:/48223/pf0000260382?posInSet=8&queryId=1b885cd3-0d0a-4994-a7f2-b94002e7015f
Nurturing Safer Digital Spaces: Empowering Youth Against Hate Speech in the Western Balkans	UN Women	https://eca.unwomen.org/en/stories/news/2023/07/nurturing-safer-digital-spaces-empowering-youth-against-hate-speech-in-the-western-balkans

UNESCO report

The UNESCO report "**Youth and Violent Extremism on Social Media**" serves as a crucial resource for understanding the broader context of online harms, including gender-based hate speech.

This report offers an **analytical framework** that can be adapted to counteract online gender-based hate speech, focusing on the psychological, social, and technological factors that contribute to the spread of harmful content. Youth workers can draw from the report's findings to enhance their approaches to monitoring social media, supporting victims, and developing educational programs that address both online extremism and hate speech.

Support Services

Organization	What do they offer?	Contact Information
UN	Threshold test on hate speech in 32 languages	https://www.digitaldefenders.org/models-of-feminist-helplines-for-people-facing-gender-based-violence-in-digital-spaces/
EU commission	Guides and calculators for analysing hate speech	https://pjp-eu.coe.int/en/web/human-rights-speech/analyse
Digital Defenders Partnership	Feminist Helplines' Community Conversations is a cycle of sessions dedicated to helplines supporting people facing digital violence.	https://www.digitaldefenders.org/ team@digitaldefenders.org
HateBase	A web-based application that assist companies, government agencies, NGOs and research organizations moderate online conversations and potentially use hate speech as a predictor for regional violence. (Language-based classification, or symbolization.)	https://hatebase.org
Online Hate Prevention Institute	Tackling all forms of online hate and extremism.	https://ohpi.org.au/
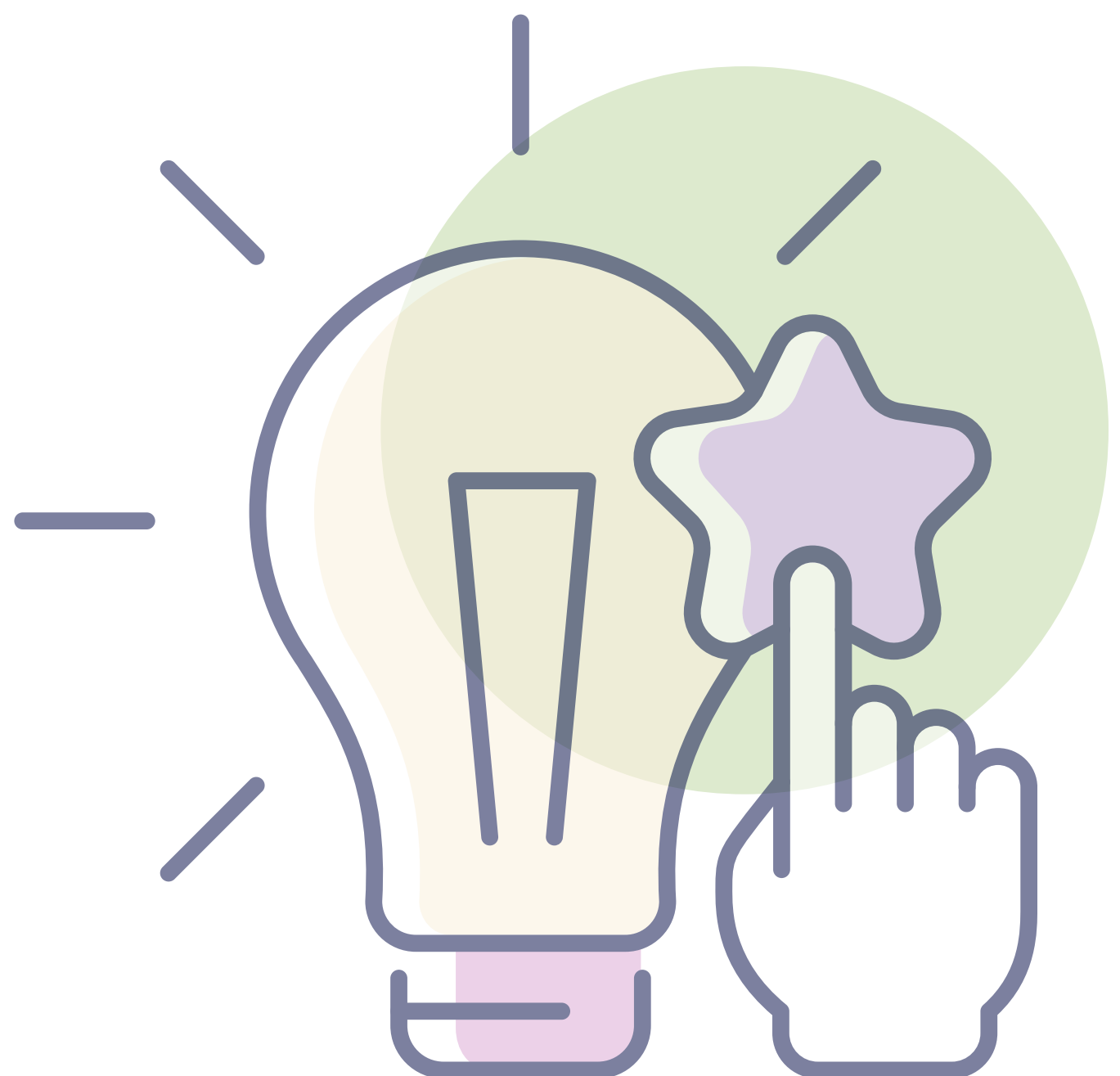
CHAPTER

6

BEST PRACTICES AND CASE STUDIES

Successful Intervations

TO RESPOND TO HATE ONLINE

(GAGLIARDONE ET AL., 2015)

Information

- Raising awareness about hate speech and its consequences

- Conveying and disseminating information

- Communicating the relevant legal framework

Educational goals of media and information literacy to respond to hate speech

Analysis

- Identifying and assessing hate speech
- Analyzing common causes and underlying assumptions and prejudices
- Recognising biased behaviours
- Reporting and exposing hate speech

Action

- Responding to hate speech

- Writing against hate speech

- Changing the discourse of hate speech

- Media monitoring

Lessons Learned

1

Broad Understanding and Dialogue:

This book highlights the importance of engaging in dialogue about the definitions, monitoring, and contextualization of hate speech due to its broad scope and severe potential harm.

Best Practice:

Facilitate open discussions with stakeholders (including youth workers, educators, and platform representatives) to develop a comprehensive understanding of what constitutes hate speech and how it manifests in different contexts. Regularly update definitions and monitoring strategies to reflect emerging trends.

2

Platform-Specific Approaches:

Social media companies address hate speech through user **flagging, reporting, and counter-speaking**, and the platform architecture influences these responses

Best Practice:

Understand the specific mechanisms and policies of different social media platforms regarding hate speech. Work with platforms to ensure their reporting and response systems are effective and user-friendly

Platform	Hate Speech Reporting Mechanisms	Response Time	Counter-Speech Initiatives	User-Friendly Features	Best Practice Suggestions
Facebook	- User flagging through post/report options. - Categories: hate speech, harassment, etc.	Varies (usually within a few days).	- Supports counter-speech campaigns via "**Get Digital**".	- Clear reporting buttons. - Provides education on hate speech.	Collaborate to simplify reporting and offer transparent outcomes.
Instagram	- Reporting via options on posts, comments, or profiles. - Categories: hate speech, bullying, etc.	Typically 24-48 hours.	- Runs campaigns like **#CreateDontHate** for counter-speech.	- Easily accessible reporting through post settings. - Account restrictions for repeat offenders.	Enhance reporting transparency and promote counter-speech visibility.
Twitter/X	- Report hateful content in tweets. - Categories: hateful conduct, harassment.	Varies, usually 1-3 days.	- Encourages counter-narratives against hate speech.	- Allows reporting of trends and specific tweets.	Ensure comprehensive reporting across languages.
YouTube	- Flagging videos for harmful or hateful content. - Categories: hate speech, incitement to violence.	Typically within 48 hours.	- YouTube Creators for Change program.	- Multiple report categories for specific hate speech violations.	Improve automated detection and educational content around hate speech.
TikTok	- Report videos and comments for hate speech, including hate symbols.	Typically 24 hours.	- Promotes counter-speech with **#CreateKindness campaign**.	- Simplified reporting process on the video page. - Educational resources available in-app.	Enhance moderation transparency and increase user feedback on reports.
LinkedIn	- Flag profiles, posts, or messages for hate speech.	Varies, usually within a week.	- Promotes professional counter-narratives against hateful speech.	- Provides in-app guidelines for reporting abusive content.	Increase speed of response and develop more detailed hate speech policies.

3

Role of Specialized Organizations:

Dedicated organizations play a crucial role in aggregating individual responses and pressuring companies and authorities to act.

Best Practice:

Collaborate with specialized organizations that focus on hate speech to leverage their expertise and networks. Support and participate in global reporting platforms and advocacy efforts.

4

Complementary Initiatives

Initiatives should complement each other rather than operate in isolation. For instance, while internet intermediaries respond to individual reports, civil society groups provide broader reporting and analysis.

Best Practice:

Develop a multi-faceted approach that integrates various initiatives. Encourage cooperation between tech companies, civil society organizations, and educational programs to create a unified response to hate speech.

5

Educational Empowerment

Educational initiatives help individuals understand how to identify and report hate speech, filling gaps left by platform-specific measures.

Education plays a crucial role in fostering long-term, structural solutions. Citizenship education, which traditionally focuses on preparing individuals to be informed and responsible citizens, is now being adapted to address the challenges of the digital world. This includes teaching the skills necessary to identify and counteract hate speech online, as well as promoting media literacy to help individuals critically engage with digital content

Best Practice:

Implement educational programs that teach young people and youth workers how to recognize, report, and respond to hate speech. Promote digital literacy and resilience-building workshops.

For example, UNESCO's Global Citizenship Education (GCED) initiative, part of its broader Education Programme, is particularly relevant in this context. GCED aims to equip learners with the values, knowledge, and skills needed to promote human rights, social justice, and other key principles in both offline and online environments. As individuals increasingly become not only consumers but also producers of digital content, media literacy has evolved to include the ethical and civic responsibilities that come with digital participation.

6

Concerted Effortss:

Addressing online hate speech effectively requires concerted efforts rather than isolated actions by individual actors.

Best Practice:

Foster collaborations and partnerships among different stakeholders to tackle hate speech comprehensively. Create networks for sharing best practices, resources, and strategies.

DON'T FORGET

Recognizing the target Groups

Hate speech online predominantly targets individuals based on ethnicity and nationality, with increasing instances focused on religion and class. This highlights the need for youth workers to understand and address these specific forms of discrimination.

Non-legal and social strategies

In addition to legal responses, non-legal and social strategies are essential. For instance, community mobilization and civil society initiatives can effectively counter and marginalize hateful messages. As noted by the UN Human Rights Council Special Rapporteur on Minority Issues, equal attention should be given to these non-legal responses. This broader approach includes media literacy campaigns, encouraging responsible behavior on social networks, and proactive efforts by internet service providers to combat hate speech.

The Role of Cross-Jurisdictional Cooperation and Collective Action

Given the transnational nature of the internet, addressing online hate speech requires cooperation across jurisdictions, which can be slow and complex due to legal constraints. The involvement of multiple actors, often unknowingly, complicates accountability. Victims frequently feel helpless in navigating this landscape. However, collective actions, typically led by NGOs and lobby groups, have emerged as effective strategies to raise awareness and prompt stakeholders, including private-sector internet intermediaries, to take necessary actions against hate speech.

**Initiatives providing information and practical tools for Internet users to be active digital citizens
(Gagliardone et al. 2015).**

- 'In other words' project by Provincia di Mantova and the European Commission.
- 'Facing online hate' by MediaSmarts, Canada. (https://mediasmarts.ca/teacher-resources/facing-online-hate-portal-page).
- 'No hate speech movement' by Youth Department of the Council of Europe, Europe;131
- 'Online hate' by the Online Hate Prevention Institute, Australia.

CHAPTER

7

TRAINING MODULES AND EXERCISES

The training techniques for addressing online hate speech should be a combination of experiential, cognitive, and reflective learning. As examples of such, role-playing provides hands-on experience, allowing participants to practice real-life responses to hate speech in a controlled environment, developing confidence and emotional readiness. Workshops and seminars deliver structured knowledge, offering both theoretical understanding and practical skills, such as conflict resolution and de-escalation. Discussion questions promote critical thinking and moral reasoning, encouraging participants to reflect on their own biases and develop empathy. Together, these methods create a comprehensive training approach, equipping individuals, in the ScrollOff case youth workers, with the tools to effectively recognize, respond to, and prevent online hate speech.

1. How can we use role-playing scenarios to build real-world response skills?
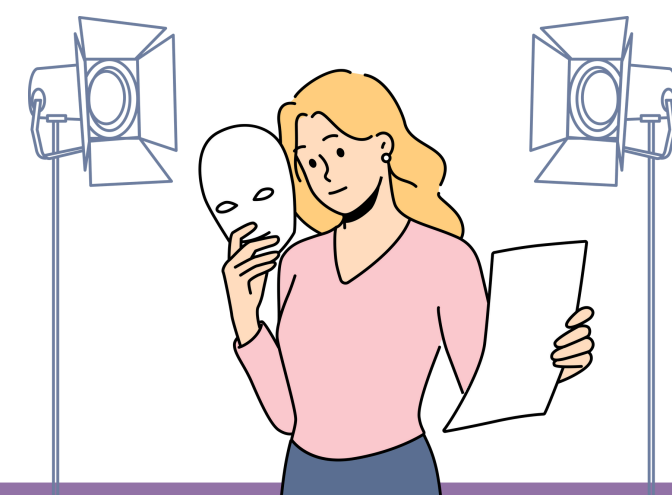
Experiential Learning

Role-playing allows youth workers to immerse themselves in real-world situations in a controlled environment. By simulating hate speech and discriminating scenarios, the ScrollOff participants actively engage in problem-solving, gaining hands-on experience in addressing issues as they unfold, rather than going through methodologies and theoretical frameworks without practical application. This type of experiential learning is more effective than theoretical discussions alone because it involves action and reflection, enhancing EI and response skills.

Behavioral Training

Role-playing helps individuals practice de-escalation techniques and positive interventions. Many youth workers working in the field might feel unsure or uncomfortable confronting hate speech in real-time, fearing they may make the situation worse, or trigger core memories that may put the victim in an uncomfortable position. Practicing responses in role-play scenarios reduces anxiety and increases confidence when encountering hate speech online.

Development of empathetic emotions

When participants take on roles such as the victim, bystander, or perpetrator, they begin to understand the psychological impact of hate speech. This paves the way for the cultivation of empathy and encourages youth workers to respond to these situations not just with logic but also with compassion. Role-reversal exercises allow them to internalize the effects of hateful language and become better advocates for those targeted.

Social Learning Theory

Bandura's Social Learning Theory suggests that individuals learn behaviors by observing others. Role-playing can act as a model for youth workers, showing them what effective interventions look like. This modeling helps them internalize these behaviors and apply them in future scenarios.

Social Learning Theory

Attention	Retention	Motor Reproduction	Motivation
Stimuli Focus	Rehearse Encode	Practice Feedback	Reward Reinforce

Source :
https://www.simplypsychology.org/bandura.html#:~:text=Social%20learning%20theory%2C%20proposed%20by,influence%20human%20learning%20and%20behavior.
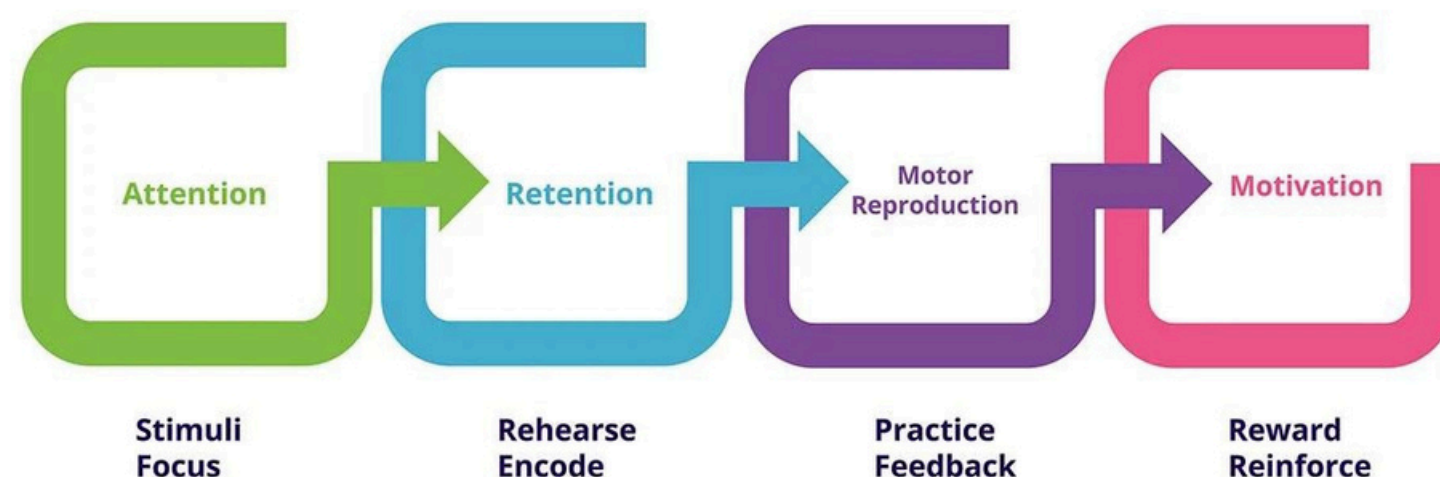
2. How can workshops and seminars assist in the development of structured knowledge transfer and capacity building?

- **Knowledge Acquisition and Deepening:**

Workshops provide youth workers with a structured environment to learn the theoretical underpinnings of hate speech from experts in the field, such as its legal, psychological, and social dimensions. They can learn about international legal frameworks, the psychology of online interactions, and the specific triggers of hate speech. By interacting with field experts, youth workers are better equipped to recognize and combat hate speech.

- **Skill Development:**

Workshops offer a safe space for skill-building activities, such as practicing conflict resolution techniques, learning about online reporting mechanisms, and developing community guidelines for online spaces.

- **Cognitive and Emotional Engagement:**

Workshops combine both cognitive learning (theoretical knowledge) and emotional engagement (through case studies and interactive discussions). This dual engagement is key in helping participants not only understand but also emotionally connect with the issue. Cognitive learning through factual presentations helps participants understand hate speech from a technical perspective, while emotional engagement through storytelling or case studies fosters compassion and moral responsibility.
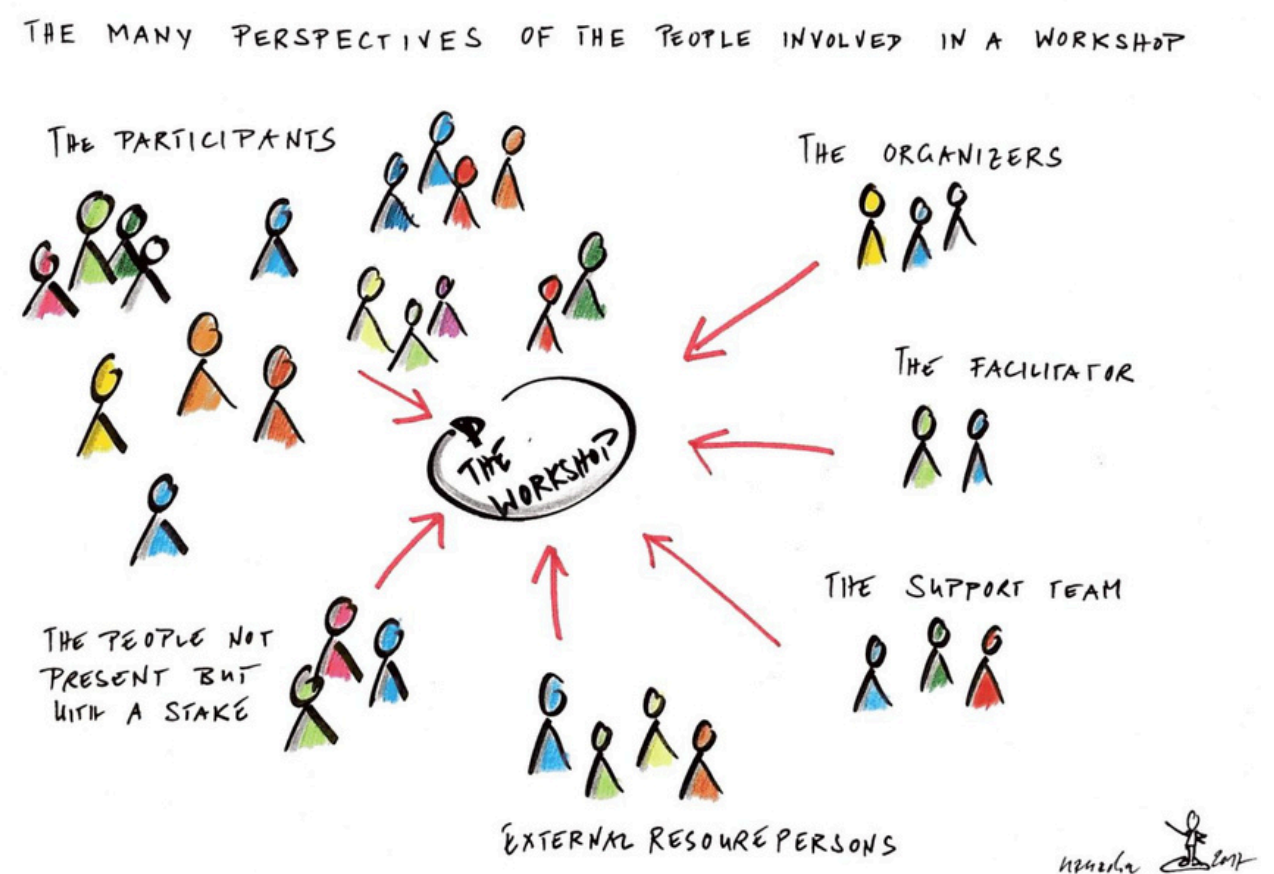

Source : https://learning-moments.net/2018/01/11/the-secret-of-successful-workshops/

- **Collaborative Learning:**

Workshops often incorporate group activities that promote collaborative learning. Through group work and peer groups, youth workers can share experiences, brainstorm ideas, and collectively come up with strategies to address hate speech. This shared learning helps build a sense of community and collective responsibility, which is crucial for youth workers who often rely on teamwork in real-life scenarios.

- **Problem-Solving Techniques:**

In workshops, participants are exposed to problem-solving frameworks (such as identifying the nature of hate speech, analyzing the situation, and selecting appropriate intervention methods). This is a structured approach that teaches youth workers to move beyond emotional reactions and engage in systematic thinking, improving their ability to handle complex situations online.

3. How can posing discussion questions cultivate critical thinking and reflective learning?

By promoting Critical Thinking

Posing questions stimulates critical thinking by encouraging youth workers to reflect on complex issues, in this specific case surrounding hate speech. Instead of passively receiving information, participants are invited to analyze situations, evaluate different perspectives, and form their own informed opinions. This type of reflective learning is crucial in preparing them to face nuanced situations in which hate speech may not be overt but still harmful (e.g., microaggressions or coded language).

Through Moral Reasoning and Ethical Development

Discussions help participants explore the ethical implications of hate speech and the importance of moral responsibility in responding to it. Through guided questions, youth workers can reflect on the balance between free speech and harmful speech, and what ethical interventions look like. Drawing on Kohlberg's stages of moral development
 (https://www.simplypsychology.org/kohlberg.html),
such discussions encourage individuals to move from basic, self-interested moral reasoning (e.g., "I shouldn't intervene because it's not my responsibility") to more advanced reasoning based on societal good and universal ethics (e.g., "I have a duty to stop hate speech to promote a just and inclusive society").

Via Social Constructivism

Discussion questions draw from social constructivist theory, which emphasizes that knowledge is co-constructed through interaction with others. By facilitating group discussions, youth workers not only build on their own knowledge but also learn from the experiences, perspectives, and insights of others. This interaction helps them understand hate speech from different angles and develop more comprehensive responses.

Using Transformative Learning

Jack Mezirow's Transformative Learning Theory suggests that deep learning happens when individuals engage in critical reflection, leading to a shift in perspective. Discussions can facilitate this transformation by prompting participants to challenge previously held beliefs, prejudices, or assumptions about online hate speech. Through dialogue, they may recognize their own biases and commit to more inclusive behaviors.

Transformative Learning: 4 Key Steps

01 — DISORIENTING DILEMMA
A crisis that learners experience when their past understanding and experience are challenged by new information.

02 — CRITICAL REFLECTION
Learners acknowledge their limitations and recognize the need to change and explore other perspectives.

03 — COLLABORATION
Learners understand that they are not alone in their thinking and that the problem affects others as well.

04 — IMPLEMENTATION
Learners generate new ideas, seek resources to develop an action plan to integrate the new mental schemes, and guide their future behaviors.

Source: https://elearningindustry.com/transformative-learning-a-way-to-develop-our-mindset-for-organizational-change

All the aforementioned methods (role-playing, workshops, and discussions) are grounded in experiential learning, social learning, and constructivist theories. They help youth workers move beyond passive knowledge acquisition to active skill development, critical reflection, and moral growth. Here's how these theories connect:

- Experiential Learning (**Kolb's Cycle**): Participants cycle through stages of active experimentation, reflective observation, and abstract conceptualization in role-playing and workshops, ensuring that their learning is practical and adaptable.
- Vygotsky's Social Constructivism: By learning together in discussions and workshops, youth workers co-construct knowledge, filling gaps in understanding through shared experiences.
- Bandura's Social Learning Theory: Role-playing allows participants to observe, imitate, and internalize effective responses to hate speech, which they can apply in real-life situations.
- Moral Development (Kohlberg): Through ethical discussions and reflection, youth workers can move from basic moral reasoning to more advanced stages where they feel personally and socially responsible for combating hate speech.

These approaches create well-rounded, responsive, and empathetic youth workers, capable of handling the challenges of online hate speech both from a theoretical and practical standpoint.

CONCLUSION

CONCLUSION

Summary of the Key Issues

Summary

Gender-Based Hate Speech Prevalence:
- The Keybook highlights the increasing spread of gender-based hate speech, especially on social media platforms, which has deeply affected young people.
- Young women, LGBTQ+ individuals, and marginalized groups are particularly vulnerable to these attacks.

Impacts on Mental Health and Social Inclusion:
- Hate speech contributes to feelings of anxiety, depression, social isolation, and self-doubt.
- It disrupts both social and educational environments, leading to a decline in performance, social withdrawal, and, in some cases, long-term psychological trauma.

Role of youth workers

Key Role of Education and Support:
- Youth workers are in a unique position to intervene by educating young people on how to recognize and respond to hate speech.
- Providing emotional support to victims, promoting critical thinking, and fostering safe spaces are vital parts of their role.

Training and Tools:
- The Keybook provides youth workers with the tools to foster inclusion, challenge gender stereotypes, and empower young people to resist harmful narratives.

Broader Societal Impact

- Gender-based hate speech perpetuates systemic discrimination and reinforces gender inequality.
- The Keybook aligns with broader EU efforts to promote gender equality, human rights, and social inclusion by addressing these issues at the root.

> The Keybook highlights the pervasive issue of gender-based hate speech and its profound negative effects on young people, particularly through social media. Youth workers play an essential role in mitigating these harmful behaviors by educating, supporting, and empowering young individuals. The rise of digital platforms has amplified hate speech, necessitating innovative strategies and comprehensive training to effectively combat this issue. By equipping youth workers with the tools to foster inclusive environments, we can address the emotional, social, and psychological impacts of hate speech, building a more equitable society. Collaborative efforts between governments, NGOs, and tech companies are critical for fostering safe digital spaces and promoting gender equality.

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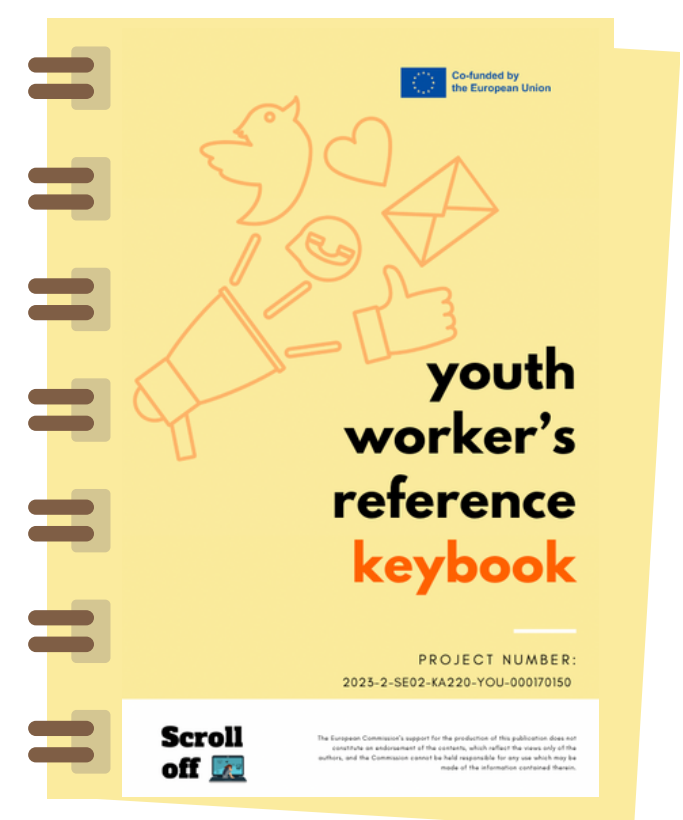
Call to Action

#TakeAction
AGAINST
Gender-Based Hate Speech

1.
Recognize the harm
- **1 in 3 women** have experienced online harassment due to their gender
- Gender-based hate speech leads to depression, and anxiety
- Hate speech fosters discrimination, low self-esteem, and social isolation among young people

2.
Take action online
- **Engage with digital tools!**
- **Report** hateful content immediately
  - Every platform has reporting tools—use them!
- **Block or mute** offenders and assist others in doing the same to create a **safer digital environment**
- **Promote Positivity!**
  - Share counter-speech messages and positive content

3.
Support
- Offer **empathetic and non-judgmental support** to build confidence
- **Create Safe Spaces** for victims to speak up without fear of judgment
- Provide **emotional support:**
  - Be a listener and an advocate for those affected
- **Train Youth Workers** to recognize, intervene, and support young people

4.
Educate and Empower
- **Integrate media literacy** into educational programs
- **Teach young people** how to critically assess and report hate speech
- **Encourage open conversations** about the psychological impact of hate speech

5.
Collaborate for Change
- Work with NGOs, government agencies, and tech companies to **develop more effective reporting mechanisms**
- Push for stronger regulations and platform accountability
- **Advocate for robust anti-harassment** policies online

ScrollOff's Future Directions

1.

Technology-Driven Solutions

The ongoing fight against gender-based hate speech must leverage cutting-edge technology to create safer digital spaces for young people. WP3 of the project introduces critical scenario-based role-play techniques, allowing youth workers to simulate real-life situations where hate speech occurs. This experiential learning not only enhances problem-solving skills but also fosters confidence in addressing hate speech as it happens. As social platforms continue to evolve, the integration of scenario-based role-play will help youth workers stay prepared and proactive, ensuring that they are equipped to navigate the complex digital landscape.

2.

Continuous Education and Training

The Keybook lays the foundation for training youth workers, providing them with critical strategies and tools to address gender-based hate speech. To ensure these skills remain relevant and effective, the project must emphasize continuous education and training. This is where WP4 plays a crucial role—expanding on the core Keybook content, WP4 includes training modules that go beyond theoretical knowledge, offering an interactive session, and practical exercises.

3.

Research and Innovation

To effectively support young people of gender-based hate speech, continuous research and innovation are essential. WP4 of the project emphasizes the importance of building and supporting peer networks and support groups, where victims and other youth can share their experiences, seek help, and rebuild their confidence in a safe environment.

4.

Enhanced Collaborations

The success of the project hinges on enhanced collaboration among a broad range of stakeholders. The promotion and dissemination of the project, particularly through strong partnerships with key stakeholders, is critical to its sustainability and growth. Engaging with governments, NGOs, educational institutions, and technology companies will foster a multi-faceted approach to combating online hate speech. By strengthening dissemination efforts, the project can serve as a model for others, promoting gender equality and digital safety at local, national, and international levels.

APPENDICES

One-pager on "incitement to hatred"

UNITED NATIONS
HUMAN RIGHTS
OFFICE OF THE HIGH COMMISSIONER

Legal framework:

Article 20, paragraph 2 of the International Covenant on Civil and Political Rights (ICCPR) states that "any advocacy of national, racial or religious hatred that constitutes incitement to discrimination, hostility or violence shall be prohibited by law."

Definitions:

- The terms **'hatred'** and **'hostility'** refer to intense and irrational emotions of opprobrium, enmity and detestation towards the target group;
- The term **'advocacy'** is to be understood as requiring an intention to promote hatred publicly towards the target group; and
- The term **'incitement'** refers to statements about national, racial or religious groups, which create an imminent risk of discrimination, hostility or violence against persons belonging to those groups.

Threshold test:

Article 20 of the ICCPR requires a high threshold because limitation of freedom of expression must remain an exception. The Rabat Plan of Action (A/HRC/22/17/Add.4, appendix) suggests that each of the six parts of the following threshold test needs to be fulfilled in order for a statement to amount to a criminal offence:

(1)   **Context**: Context is of great importance when assessing whether particular statements are likely to incite discrimination, hostility or violence against the target group, and it may have a direct bearing on both intent and/or causation. Analysis of the context should place the speech act within the social and political context prevalent at the time the speech was made and disseminated;

(2)   **Speaker**: The speaker's position or status in the society should be considered, specifically the individual's or organization's standing in the context of the audience to whom the speech is directed;

(3)   **Intent**: Article 20 of the ICCPR anticipates intent. Negligence and recklessness are not sufficient for an act to be an offence under article 20 of the ICCPR, as this article provides for "advocacy" and "incitement" rather than the mere distribution or circulation of material. In this regard, it requires the activation of a triangular relationship between the object and subject of the speech act as well as the audience;

(4)   **Content and form**: The content of the speech constitutes one of the key foci of the court's deliberations and is a critical element of incitement. Content analysis may include the degree to which the speech was provocative and direct, as well as the form, style, nature of arguments deployed in the speech or the balance struck between arguments deployed;
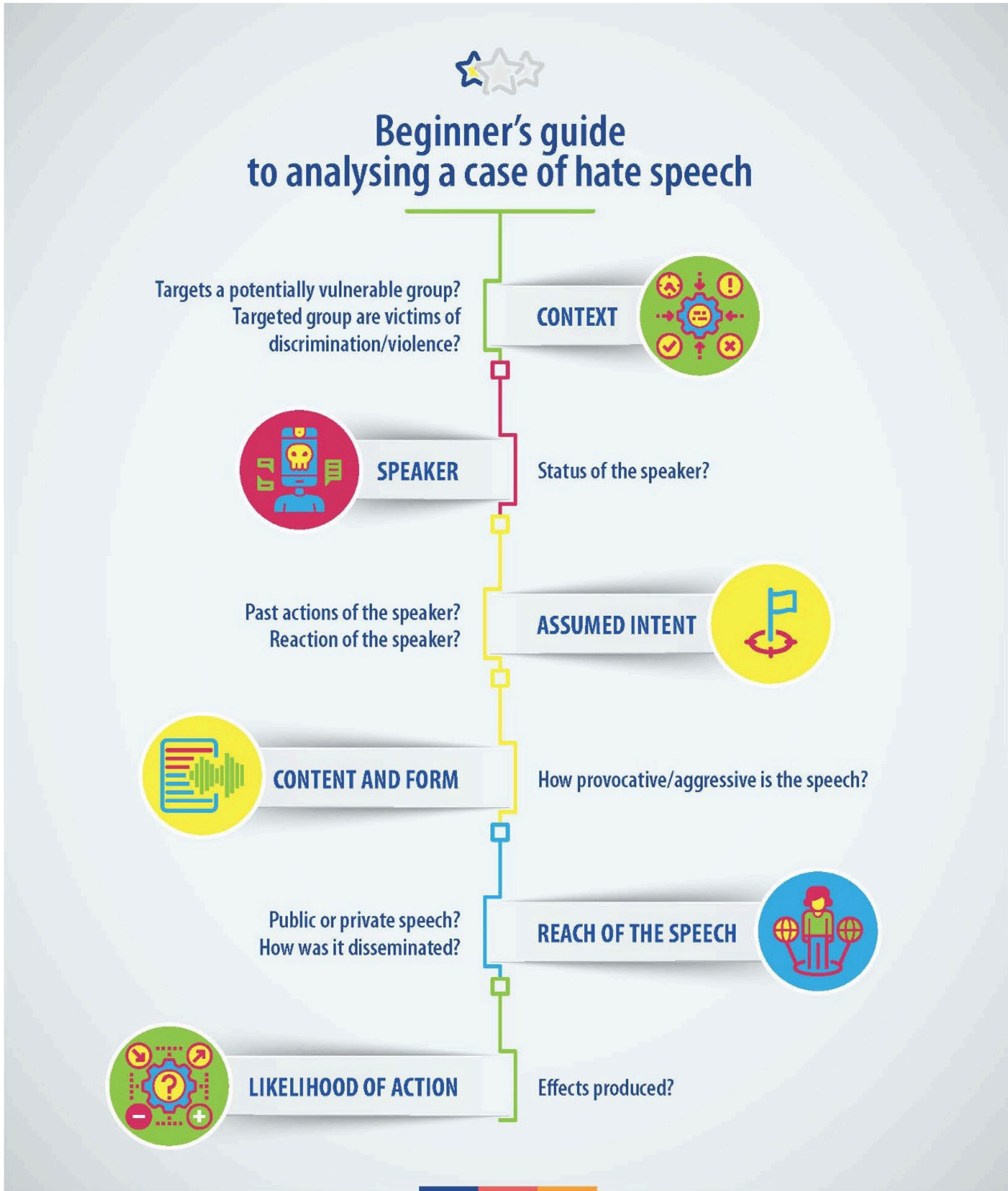
(5)   **Extent of the speech act**: Extent includes such elements as the reach of the speech act, its public nature, its magnitude and size of its audience. Other elements to consider include whether the speech is public, what means of dissemination are used, for example by a single leaflet or broadcast in the mainstream media or via the Internet, the frequency, the quantity and the extent of the communications, whether the audience had the means to act on the incitement, whether the statement (or work) is circulated in a restricted environment or widely accessible to the general public; and

(6)   **Likelihood, including imminence**: Incitement, by definition, is an inchoate crime. The action advocated through incitement speech does not have to be committed for said speech to amount to a crime. Nevertheless, some degree of risk of harm must be identified. It means that the courts will have to determine that there was a reasonable probability that the speech would succeed in inciting actual action against the target group, recognizing that such causation should be rather direct.

The Rabat Plan notes with concern that perpetrators of incidents, which indeed reach the threshold of article 20 of the ICCPR, are not prosecuted and punished. At the same time, members of minorities are *de facto* persecuted, with a chilling effect on others, through the abuse of vague domestic legislation, jurisprudence and policies. Political and religious leaders should refrain from using any incitement to hatred, but they also have a crucial role to play in speaking out firmly and promptly against hate speech and should make clear that violence can never be tolerated as a response to incitement to hatred (see also the 18 commitments on "Faith for Rights").

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Beginner's guide to analysing a case of hate speech

CONTEXT

Targets a potentially vulnerable group?
Targeted group are victims of discrimination/violence?

SPEAKER

Status of the speaker?

ASSUMED INTENT

Past actions of the speaker?
Reaction of the speaker?

CONTENT AND FORM

How provocative/aggressive is the speech?

REACH OF THE SPEECH

Public or private speech?
How was it disseminated?

LIKELIHOOD OF ACTION

Effects produced?

www.coe.int/human-rights-speech/analyse

WE CAN for human rights speech   NO HATE

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Intermediate guide to analysing a case of hate speech

CONTEXT
- Targets a potentially vulnerable group?
- Targeted group are victims of discrimination/violence?
- Negative stereotypes of targeted group?
- Speech connected to negative stereotypes?
- Political representation of targeted group?

SPEAKER
- Status of the speaker?
- Capacity in which speech was made?
- Influence of speaker on targeted group?

ASSUMED INTENT
- Past actions of the speaker?
- Reaction of the speaker?
- Intended audience?

CONTENT AND FORM
- How provocative/aggressive is the speech?
- Form of the speech?
- How direct was the hate?
- Legal status of the hate speech?

REACH OF THE SPEECH
- Public or private speech?
- How was it disseminated?
- How often was it disseminated?

LIKELIHOOD OF ACTION
- Effects produced?

www.coe.int/human-rights-speech/analyse

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Advanced guide to analysing a case of hate speech

CONTEXT

Targets a potentially vulnerable group?
Targeted group are victims of discrimination/violence?
Negative stereotypes of targeted group?
Speech connected to negative stereotypes?
Political representation of targeted group?
Extent of support to targeted group?

SPEAKER

Status of the speaker?
Capacity in which speech was made?
Influence of speaker on audience?
Credibility of the speaker?
Influence of speaker on targeted group?

ASSUMED INTENT

Past actions of the speaker?
Reaction of the speaker?
Probable objectives of the speaker?
Intended audience?

CONTENT AND FORM

How provocative/aggressive is the speech?
Form of the speech?
How direct was the hate?
Was it a call to action?
Linked to other dominate hate narratives?
Legal status of the hate speech?

REACH OF THE SPEECH

Public or private speech?
How was it disseminated?
How often was it disseminated?
Quantity of disseminated materials?
Accessibility of the hate speech?
Extent of audience reached?

LIKELIHOOD OF ACTION

Effects produced?
Audience has the means to act?
Probability of audience acting on the hate speech?

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