



CREATE & MODERATE SAFE DIGITAL SPACES

Day 1: Introduction to community
moderation



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Camera on, mic off



Notebook and pen



OLA account



Smartphone

WHAT YOU NEED

LET'S BREAK THE ICE!





OUR APPROACH TO CREATING SAFE DIGITAL SPACES

What is community moderation and why is it important?

**Moderation in practice:
simulation assignment**

Moderation challenges

Moderation strategies

AGENDA DAY 1



4 hours training
1 hour lunch break

**What is moderation and
why is it important?**

**Moderation in practice:
simulation assignment**

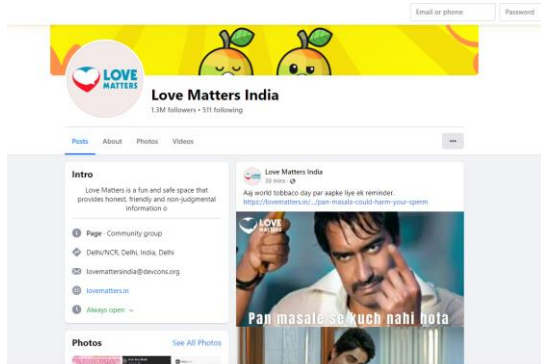
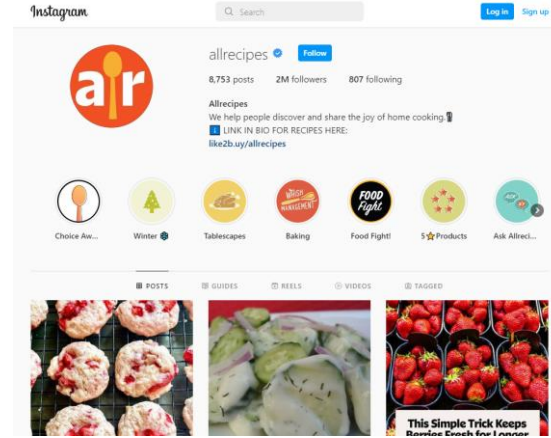
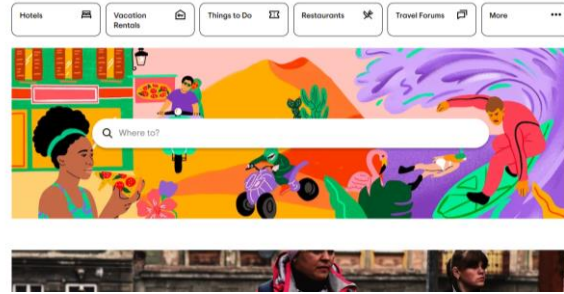
A digital community is:

- A group of people who come together for a defined purpose;
- who engage on content shared with the community (both made by the community or the community managers),
- for whom engagement is focused on purpose;
- and participate because they feel they get something out of it (there is a benefit).

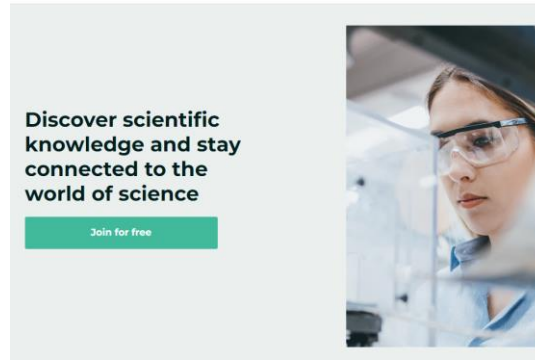


The different layers of a digital community





ResearchGate



ResearchGate

allrecipes!



**What is the aim
of your digital
community?**



Discrimination

Online harassment

Hate speech

Cyber stalking

Disinformation

Trolling

Cyber bullying

**Digital communities
= safe digital space?**



DEFINITION ROUND-UP

We will split off into break out rooms now.

Go to **MURAL** & match the terms to their appropriate definition.

You have 10 minutes!



GROUP EXERCISE

DEFINITION ROUND-UP

In groups, match the terms to their appropriate definition.

d. Cyberstalking

c. Flaming

i. Disinformation

a. Harassment

j. Fake News

h. Misinformation

g. Trolling

f. Cyberbullying

b. Hateful Speech

e. Doxing

1. Repeated harassment using electronic devices and networked technology that includes threats of harm, or that is highly intimidating and intrusive upon one's personal privacy. and forth between individuals repeatedly.

2. Sending angry, rude, or obscene messages directed at a person or persons privately or an online group. A "flamewar" erupts when "flames" are sent back.

3. Deliberately misleading or biased information; manipulated narrative or facts; propaganda.

4. Unsolicited words or actions intended to annoy, alarm, or abuse another individual. Often based on a protected status (e.g., sex, race, disability, or sexual orientation).

5. False news stories, often of a sensational nature, created to be widely shared or distributed for the purpose of generating revenue, or promoting or discrediting a public figure, political movement, company, etc.

6. False information that is spread, regardless of whether there is intent to mislead.

7. A deliberately offensive or provocative online posting with the aim of upsetting someone or eliciting an angry response from them

8. Intentional and repeated harm inflicted through the use of computers, cell phones, and other electronic devices.

9. Expression that attacks a specific aspect of a person's identity, such as their race, ethnicity, gender identity, religion, sexual orientation, disability, etc.

10. The publishing of sensitive personal information online—including home address, email, phone number, social security number, photos, etc.—to harass, intimidate, extort, stalk, or steal the identity of a target.



What is the definition of a “safe space”?





Click on the **Mural** link in the chat.

In the template, share:
How do you define a safe space?

What is a SAFE DIGITAL SPACE?



- **Love Matters:** The Love Matters platforms offer a safe space online where young people can ask questions and will always find quality, balanced, open and honest discussions on love, sex and relationships.
- **Safe Space Alliance:** We define digital safe space in the same way we define physical safe space. They are both spaces where LGBTQI+ communities can freely express themselves without fear, and they are both spaces that do not tolerate violence, bullying, or hate speech towards LGBTQI+ communities.
- **UNICEF:** Virtual safe spaces for girls: a platform designed to facilitate access to information and services in a way that is safe, culturally appropriate and accessible to adolescent girls, particularly those who face higher levels of marginalisation, such as girls with disabilities and married girls.
- **World YWCA:** Virtual safe space: An online space/platform created to provide an environment that encourages all people present to share experiences, opinions, and views without fear or threat of political, economic or personal harm.

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ACTIVE, NOT PASSIVE

- A safe space should not be a passive space where people simply go for safety, but one in which they participate and contribute to its establishment and maintenance.

SAFE AND BRAVE

- A safe space can also be a brave space. It is a place where people are encouraged to challenge their misconceptions and express wrong and misleading information without fearing judgement or else.

DIGITAL SAFETY

- A safe space is also a space where people can understand what tools they can use to protect themselves, considering the limitations of digital safety.

ONLINE COMMUNITY MODERATION





Moderation means different things to different people and a large part of an organisation's approach to moderation is contingent on their understanding of **what it is** and **what they are trying to achieve**.

For most digital platforms, moderation refers to *the practice of managing content, comments and discussions by applying a pre-determined set of rules and guidelines.*

Why is community moderation important?



It can help build a vibrant, respectful and inclusive digital community by encouraging participants to actively engage in conversation.



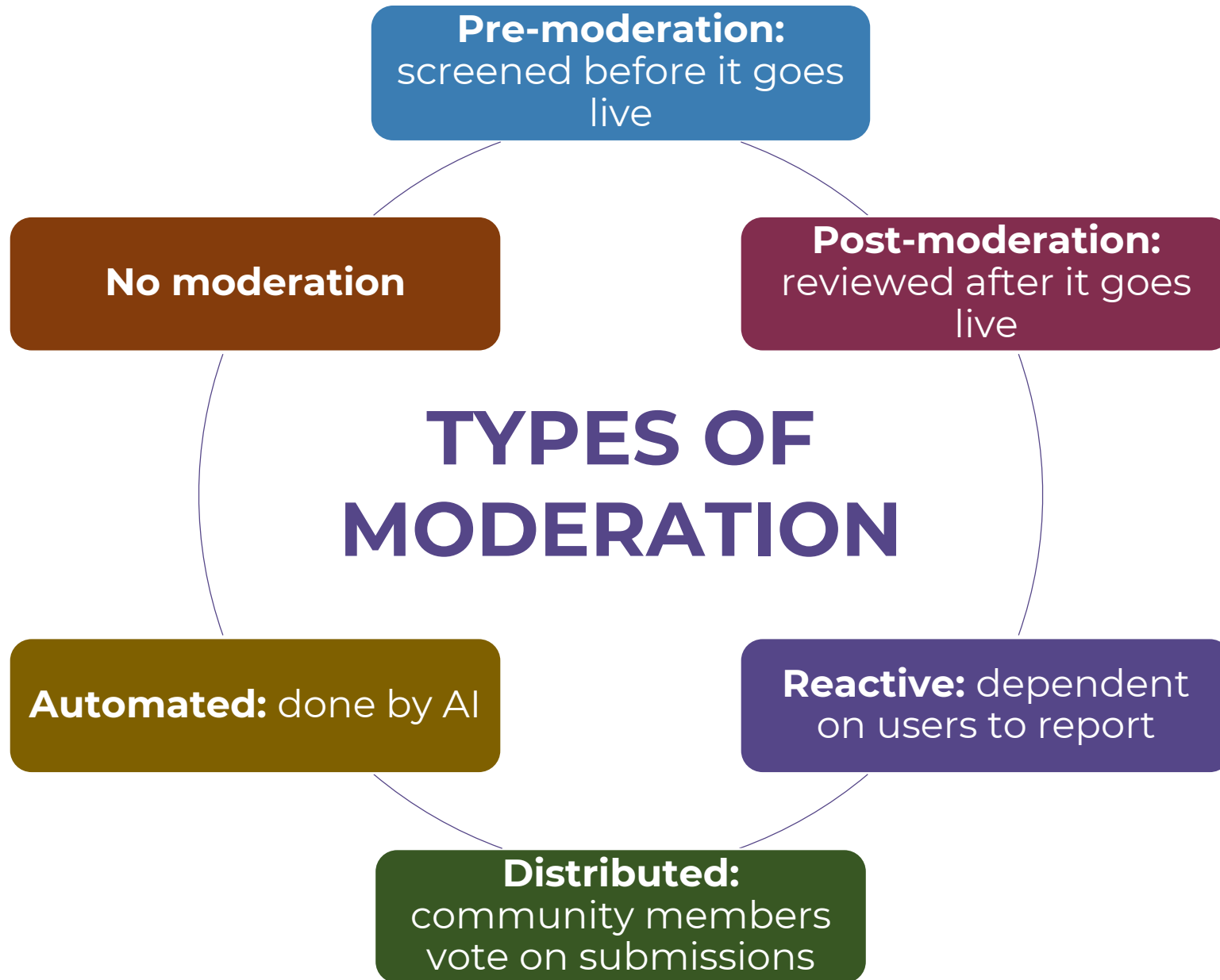
It can offer you the chance to set the tone, bring users back on topic, and answer users' questions.



It can diffuse tense conversations, provide additional information and propagate a healthy, safe and respectful dialogue.

What is community moderation to RNW MEDIA?

- RNW Media's community moderation aims to encourage young people to engage in respectful dialogue, allowing everyone to have a voice.
- Careful strategic moderation of online conversations helps build trust among community members who then feel safe to express themselves freely.
- This, in turn, nurtures diverse and resilient communities with strong relationships among members.





HOW PLATFORMS MODERATE CONTENT





SIMULATION ASSIGNMENT

Time to
moderate!



SIMULATION

- Divide into groups.
- Review and discuss the example posts (in 2 discussion rounds).
- How would your group respond?
- What would the process be if the first moderation tactic does not work?
- Return to plenary and share. Did all groups choose the same moderation tactic? Discuss!

“Falling in love with a transgender person”: the article is written by an Egyptian trans-woman and tackles dating for the transgender community in Egypt.

Comment: I really object. This is prohibited in our religion, and this is just your effort to justify perversion! You are promoting very abnormal behaviour!

Post 1

Context: Being transgender is not illegal in Egypt, however, it is very difficult and the steps you need to take to receive medical care are very long. It is also almost impossible to change official documents to reflect the gender you identify with.

Context: Sex remains a taboo topic in the MENA region, and content about it is only approved by the majority if targets married people or those preparing to get married soon.

Post 2

“Dry humping: a fun and safe practice”: an article about outercourse as a pleasurable and relatively safe sexual practice.

Comment: This is a secular page. It aims to disintegrate the values and principles of all religions. And about this post, he talks about girls before marriage.. The aim is to educate them that there is no problem in your having sex, even without marriage, and it is also an enjoyable type of sex so that every virgin will be drawn to it.

“Discover it for yourself - sex toys”: a discussion

Problem: One of the female users takes part in the discussion and then some male users start asking her to check her inbox and send her inappropriate messages.

Post 3

Post 4

A random post on the platform

Problem: A female user is sharing screenshots of messages she received after leaving a comment on our posts. The screenshots contain attempts by random men to chat.



REFLECTION

SIMULATION
ASSIGNMENT



REFLECTION

Go to **menti.com**, enter the code [**7796 7274**] and answer the following question:

What is your key takeaway from this session?