



CREATE & MODERATE SAFE DIGITAL SPACES

Day 2: Moderation challenges & strategies

AGENDA DAY 2



4 hours training
1 hour lunch break

Moderation challenges

Moderation strategies

RECAP AND REFLECTION



MODERATION CHALLENGES

- What are the challenges you are faced with in your digital community?
- What are regulatory, cultural or political challenges you are dealing with?
- What are the boundaries you are faced with?
- How do you tackle these challenges, while making sure that you still reach your goals and maintain a safe online space?



CASE STUDY

In Egypt, virginity is considered very important and there are many misconceptions around it. Most Egyptian girls are raised with a fear of losing their virginity since losing your virginity outside of wedlock could lead to horrific consequences. People believe that husbands or families can determine if a woman is a virgin or not if she bleeds in the first sexual encounter after marriage. The myth of hymen bleeding as a proof of virginity is a nightmare in the lives of many Egyptian and middle eastern women.

Love Matters Arabic received the following question from one of their female users and they often receive similar ones on their platform.

My wedding is near, and I think about blowing up the engagement because I feel I am not a virgin, and I am afraid to expose my family. I am 22 years old and since I was 10 years old, I have been masturbating, and I did not know what it means or what does it mean to have a hymen. I introduced my fingers in my private area, but I did not have any blood and I did not feel any pain, and ever since I heard about the hymen, I feel that my obsessed and that my obsession will kill me. Furthermore, I feel that I am not a virgin, and I'm terrified. I think I am not going to be married at all. The problem is that I do not know how to tell my parents why I am going to break the engagement? I swear to God, I am tired of overthinking and fear.



As a moderator, how would you respond?

You need to ask yourself: What aspects do I need to cover in my answer?

1. **Reassure** the user that masturbation is a healthy practice and that it does not lead to losing your virginity
2. **Differentiate** between hymen and virginity
3. **Explain** what the hymen is and the misconceptions around it
4. **Assert** that virginity does not dictate someone's worth
5. **Provide resources**

Welcome to the Discussion Board,

We understand that you're going through a difficult time. But you should not worry, masturbation is a safe and healthy sexual practice. You can read more about that here:

<https://lmarabic.com/making-love/ways-to-make-love/masturbating/>.

The hymen is a thin membrane that is located at a depth of 2 cm from the vaginal opening and can be affected by inserting a penis, fingers, or sex toys. There are many types of hymens. Some people will bleed after having sex for the first time, while others will not. Both are perfectly normal. Additionally, some women are born without hymens.

In general, you don't have to worry about the hymen. It is not a sign of virginity, as some believe. Virginity is a term that is defined by each individual, and it certainly doesn't dictate your worth and entitlement to love and happiness.

We understand the fear and anxiety that might arise because of the misinformation about hymen. For more information on virginity and hymen, please visit:

- <https://www.youtube.com/watch?v=df1stNGxBbE>
- <https://lmarabic.com/our-bodies/virginity>.

This is Love Matters
Arabic's response.

The key elements of moderation



**COMMUNITY
GUIDELINES**



**MODERATION
GUIDELINES**



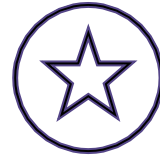
**MODERATION
TACTICS**

Community guidelines

- Contain the guiding principles of your digital community
- Are based on a set of rules and/or values
- Should be concise and easy to understand



KEY ELEMENTS OF COMMUNITY GUIDELINES



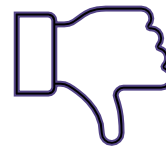
Core values of your organisation



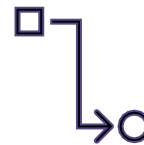
Purpose of your community



Positive guidelines: the behaviour that you encourage



Rules/restrictions: the behaviour that is not accepted



Consequences

Community Guidelines: some examples from the LMGN

Do's

- We welcome debate and dissent and encourage intelligent and respectful discussion of topics.
- We encourage participants to notify us of potential problems and help each other keep conversations inviting and appropriate. If you spot something problematic in community interaction areas, please report it.
- We encourage enthusiastic discussions but also respect for other people's views and beliefs. Consider your impact on others when making your contribution.

Don'ts

- We will not tolerate racism, sexism, homophobia or other forms of hate-speech, or contributions that could be interpreted as such.
- Personal attacks (against authors or other users), persistent trolling and abuse will not be tolerated.
- We will remove any posts that are obviously commercial or spam-like. We actively discourage commercial entities passing themselves off as individuals, in order to post advertising material or links.



ASSIGNMENT

- Create your own community guidelines
- Specify the do's & don'ts (max 10 each)
- Make sure that the community guidelines you develop are applicable to your community, fit your purpose, and are context-specific.

TANADGOMA EXERCISE ON COMMUNITY GUIDELINES

DO's



We accept polite comments, offers, suggestions on topics, questions, discussions. We are answering them, thanking them in the comments, or even with a video replies.

we answer personal questions, helping and providing with our resources, help, services and even give out emotional support.

Always answer to the question, that's very important
Always give them verified information and links.

Treat others online as you would treat them in real life.

Be tolerant towards other's viewpoints; respectfully disagree when opinions do not align.

Respect the privacy and personal information of other alumni.

Communicate with courtesy and respect.



DON'Ts

we dont accept hate speech, embarrassing comments, we hide/delete it. When repeated - we ban the user.

we dont tolerate misinformation and disinformation comments by bots or "facebook user granny". We dont tolerate harming society and community by false infos to make them afraid.

We don't allow defamatory, indecent, offensive, profane, discriminatory, misleading, unlawful or threatening comments. Personal attacks, name-calling, trolling and abuse will not be tolerated. Spamming, posting promotional material or posting links to third party websites is not permitted.

Don't be aggressive.

Don't discriminate others opinions, be polite.



Moderation guidelines

- Describe moderation principles
- Serve as a guide for moderation decisions
- Enable consistent moderation practices



Moderation Guidelines: some examples from RNW Media

- Always answer user questions.
- Contribute in respectful, non-judgemental way – but don't be afraid to challenge users.
- Ignoring comments, i.e. not replying, is a form of moderation. Especially on social media, not replying to a comment automatically diminishes the potential reach of that comment.
- We never delete comments – and we only hide them if they are abusive, violent, or offensive.
- We focus our moderation on norm/core topics – although dealing with comments of an abusive, violent, or offensive nature are to be dealt with regardless.
- Violent, abusive, or offensive comments have no place in the community – they should be immediately hidden, and private messages sent to offenders.
- Spam should always be hidden, and repeat offenders blocked.
- There should be short and clear behaviour guidelines on the site/page, that you can direct users to.

Moderation tactics

- Toolset of moderation options



COMMENT TYPES



Supportive/constructive

A user responding to the page or another user with the intention of having a respectful discussion.



Inquisitive

Users asking a question, clarifying content, or requesting more information on the topic.



Negative/unconstructive

Negative response from a user to another user or the page – not really seeking deeper conversation.



Antagonistic

A user participating in the conversation but not with good intentions – really aiming to stir up discord.



Abusive/offensive

This can be anything from threats of violence, hate speech, etc.

Supportive / Constructive	Inquisitive	Negative / Unconstructive	Antagonistic	Abusive / Offensive	MODERATOR RESPONSE
X					Like / React
X					Positive Affirmation
	X				Answer Question
	X	X			Inform / Clarify
X		X	X		Ignore
		X	X		Challenge
		X	X		Enforce Community Guidelines (Publicly)
			X	X	Hide Comment
			X	X	Hide (with DM to user)
				X	Hide & Block



How to deal with negative or antagonistic comments

- 1. Challenge:** This could take the form of questioning the user, providing information/research to dispute their claims, or direct the user to the community guidelines
- 2. Ignore:** Which is a method of managing conversations as unconstructive comments don't get extra visibility
- 3. Hide:** This should be applied for repeat offenders, at the moderator's discretion, and should be accompanied by a private message
- 4. Ban:** If a user becomes a nuisance on the page and is unwilling to follow community guidelines after warnings, consider banning them

Abusive comments include offensive, abusive, obscene or discriminatory comments, personal attack and incitements to violence. **They should not be tolerated under any circumstances.** If abusive or offensive comments are made, the moderator should hide the comments as soon as they are seen.

Depending on the moderator's judgement, they should message the user and either inform them this is not that kind of community or deliver a yellow card.

If a user offends repeatedly, or it's obvious they are a spammer, consider blocking them but be transparent and consistent. Never ban someone just for being critical or having a controversial opinion. If in doubt, assess the comments against your community guidelines.



How to deal with abusive or offensive comments



How to acknowledge and reinforce respectful user practices

It is equally important to acknowledge users respectfully participating in the conversation and abiding by the community guidelines.

Moderators can do this by thanking users for their contributions, liking their comments (or replies) and thus giving prominence to these comments in the thread, or replying to users in a positive manner.

It's important to understand when you are encountering polarisation. Polarisation in its simplest form is "us vs. them, where we are right and they are wrong". When dealing with polarised situations here are some of the options:

1. Change the topic: Move away from the narrative chosen by the polarisation pushers and start a conversation on the common concerns and interest of those in the middle ground.

2. Change the tone. This is not about right or wrong or facts. Use mediating speech and try to engage and connect with the diverse middle ground. Moderators here should not moralise, nor ask who is guilty but should focus on the development of mediating speech and behaviour with a non-judgemental approach to moderation.

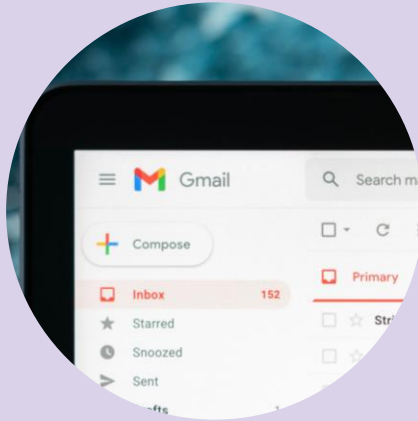


How to deal with polarisation

BONUS MODERATION TIPS & TRICKS



Small talk matters



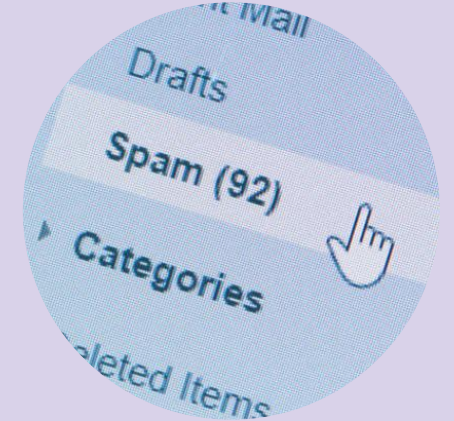
Tag your inbox



Keep track of
conversations



Timely crisis
management



Define and deal
with spam

ETHICAL MATTERS TO CONSIDER WHEN WORKING IN SEXUALITY EDUCATION

- Guaranteed Confidentiality
- Beneficence
- Non-Exploitation
- Competence
- Maintaining Boundaries
- Non-maleficence
- Non-judgemental
- Informed Choice and Consent

Adapted from TARSHI Guidelines for good helpline practice

THE ROLE OF THE MODERATOR

More important than being able to interact with people is not letting your biases show. Regardless of the topic or what respondents say, the moderator acts only as a sounding board.

Knowledge of the topic

Consistency

Accountability

Service to the community.

Empathy

Patience

"The most important role for a moderator is to bring different groups of people together and respect the different opinions they have. It's essential to consider the different personalities and backgrounds of our users."

Elodie, moderator with Yaga Burundi



"When a user thinks that women are inferior, I am tempted to answer as Bella (an individual), but I need to react as the organisation. I am not allowed to push for an argument in order to abruptly change the user's opinion."

Bella, moderator with Yaga Burundi



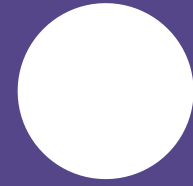
"Each person is different and has a different understanding. My advice is to have love and passion for moderation because moderation means helping to create a community where young people feel safe."

Mohammed, moderator with Benbere (Mali)



CREATE THE SPACE: NAVIGATING THE BIAS CREEP





ASSIGNMENT



DISCOVER YOUR CIRCLE
OF TRUST

THE CIRCLE OF TRUST

STEP 1

- Choose 5 of your "go-to "people at work/school/another group.
- Think of them as **your inner circle** - the people you consider trustworthy and whose counsel you seek in making decisions.

THE CIRCLE OF TRUST

STEP 2

Create 10 columns on a piece of paper like this:

Name	Gender	Sexuality	Race/ Ethnicity	Age	Education Level	Nationality	Religion	Ability/ Disability	Native Language

THE CIRCLE OF TRUST

STEP 3

In the first column write your five trusted names.

Name	Gender	Sexuality	Race/ Ethnicity	Age	Education Level	Nationality	Religion	Ability/ Disability	Native Language
Amir									
Jane									
Amaya									
Joel									
Yukiko									



THE CIRCLE OF TRUST STEP 4

Place a tick for everyone that defines themselves
as the same as you.

Name	Gender	Sexuality	Race/ Ethnicity	Age	Education Level	Nationality	Religion	Ability/ Disability	Native Language
Amir		x		x					
Jane	x	x						x	
Amaya	x				x	x	x	x	x
Joel		x	x				x		
Yukiko	x				x		x	x	



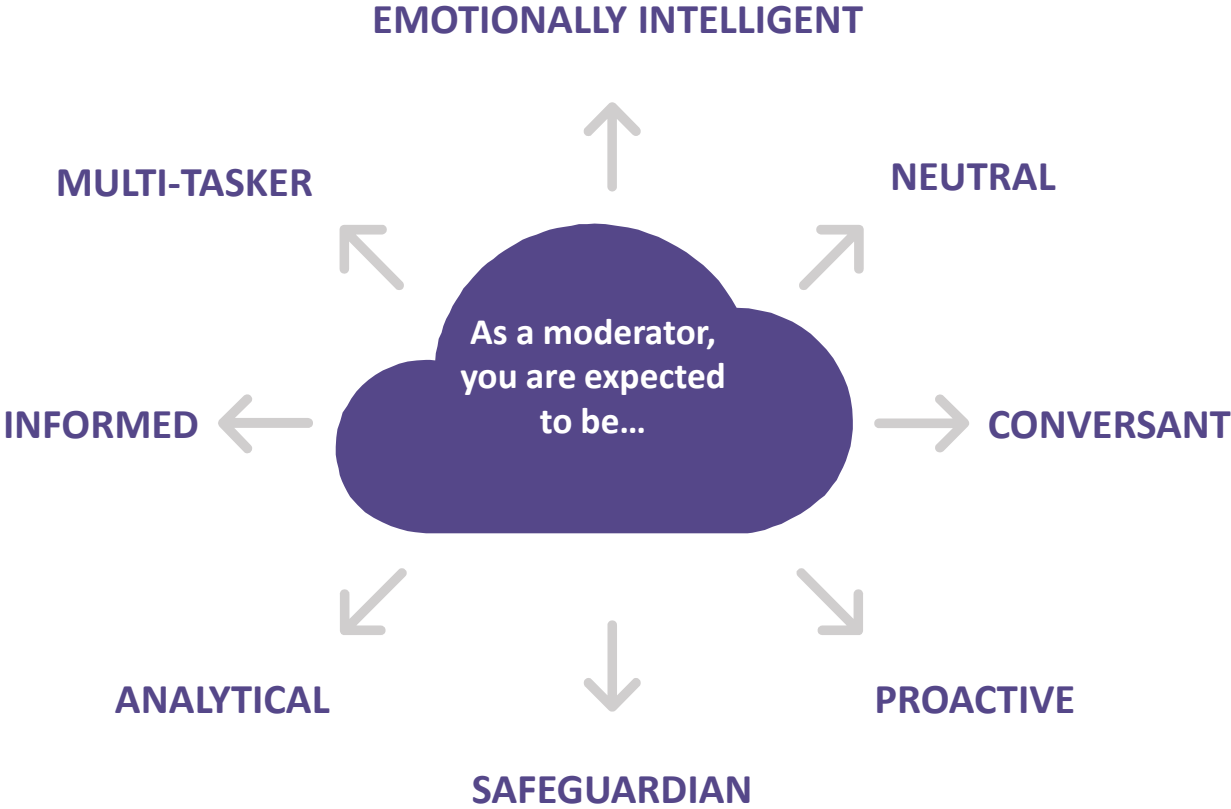
- **Unconscious biases**, also known as implicit biases, are the underlying attitudes and stereotypes that people unconsciously attribute to another person or group of people that affect how they understand and engage with a person or group.
- **Affinity bias**, also known as similarity bias, is the tendency people have to connect with others who share similar interests, experiences and backgrounds.
- Embracing diverse perspectives as a moderator can impact:
 - Community and members' empathy
 - Potential participants
 - Discussion and engagement possibilities

MODERATORS

Building resilience &
self-care



THE DUTIES OF A MODERATOR CAN BE OVERWHELMING



Know when you are at risk

- Everything starts to look bad or nothing looks bad
- You carry your stress as a badge of honor



Burnout is a state of utter emotional and physical exhaustion caused by a prolonged period of stress and frustration.

Secondary trauma is the emotional stress that results when an individual hears about the first-hand trauma experiences of another.

Compassion is the feeling of empathy for another's suffering and the desire to do something to alleviate that suffering. **Compassion fatigue** is the gradual lessening of compassion over time due to repeated demands.

SELF-CARE

The actions that individuals take in order to develop, protect, maintain and improve their health and wellbeing.



1. Practice self-awareness

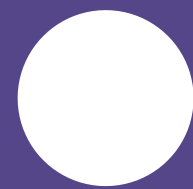
- Know your own triggers and vulnerable areas and learn to defuse them or avoid them
- Be human and allow yourself to grieve when bad things happen to others
- Develop realistic expectations about how much you are able to help and set healthy boundaries for yourself

2. Ask for and accept help from others

- Find opportunities to acknowledge and work through your experience in a supportive environment
- Seek assistance from co-workers and caregivers who have had similar experiences in your field and have remained healthy and hopeful.
- Develop a healthy support system to protect yourself from further fatigue and emotional exhaustion

3. Build a safe working space

- Self-care is only possible in an environment that believe in the importance of mental health. We must work on making our institutions and workplaces welcoming and encouraging.
- Have check-in meetings with the team to discuss difficult or challenging case studies or discussions.



ASSIGNMENT



TACKLING YOUR MODERATION CHALLENGES



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

GROUP ASSIGNMENT

- Step 1: Brainstorm on moderation challenges (one post-it for each challenge)
- Step 2: Categorize the challenges
- Step 3: Choose one challenge and define a moderation strategy
- Step 4: Report back in plenary



REFLECTION

Have you been facing similar moderation challenges as your peers?

Did the group exercise help you to define new strategies?

QUESTIONS



That's it, folks! It's time to say goodbye.



But before we go, let us know what you
thought of the training!



THANK YOU!