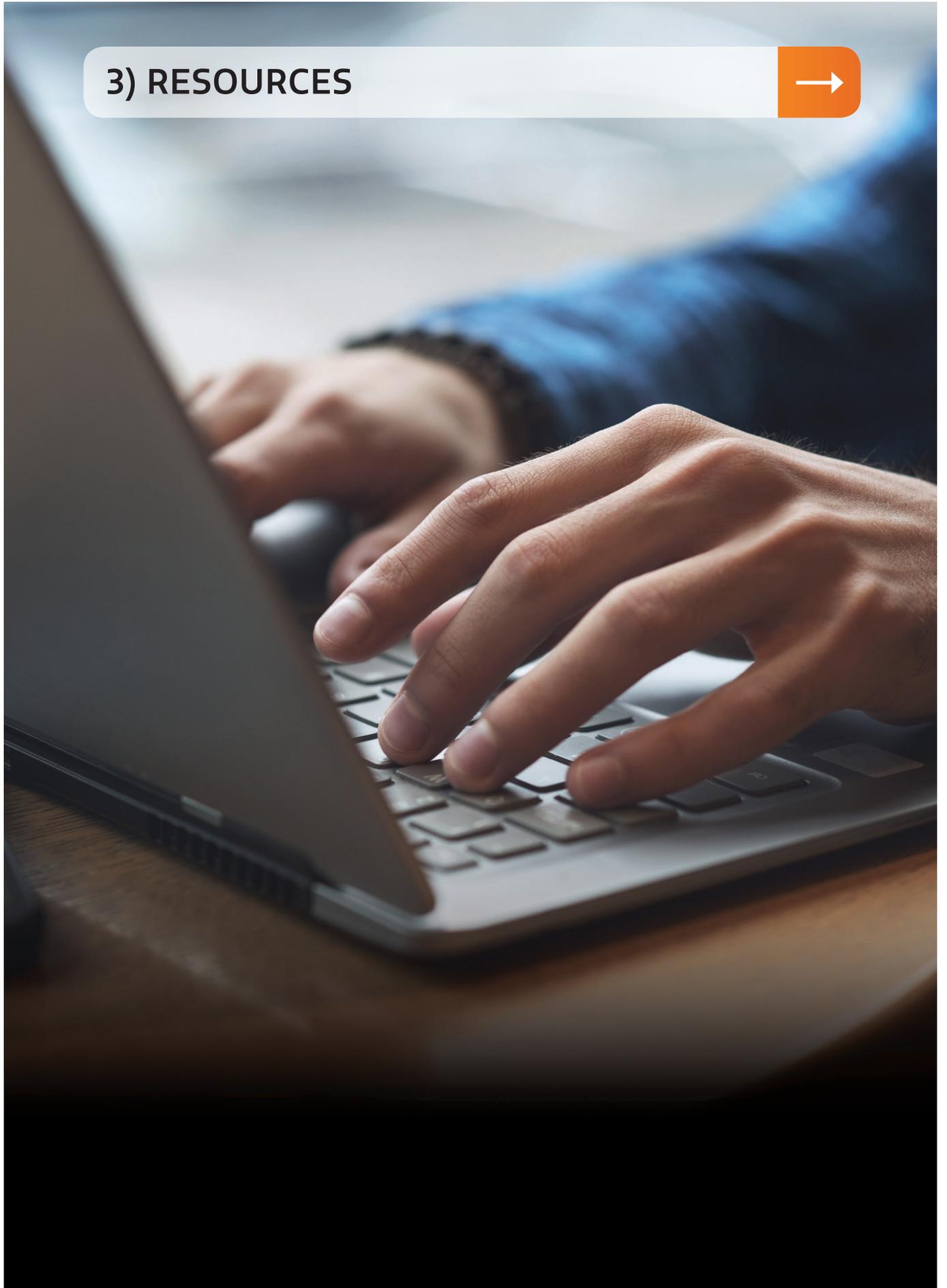


### 3) RESOURCES



## RESOURCES

The following is a non-exhaustive list of resources that may be useful to those interested in understanding more about hate speech and willing to engage in counter-speech activities. Some of the resources have a specific target audience. Unless specified in the short description, all resources are available in English.

### Explaining hate speech

- ARTICLE 19, **Hate Speech Explained: A Toolkit**. The toolkit provides a guide to identifying hate speech and countering it effectively, while protecting the rights to freedom of expression and equality. Available at: <https://www.article19.org/resources/hate-speech-explained-a-toolkit/>
- Quaker Council for European Affairs, **Anti-Migrant Hate Speech**. The report provides an overview of what hate speech is, how significant it is in Europe, and of initiatives countering hate speech. Available at: [http://www.qcea.org/wp-content/uploads/2018/06/Hate-Speech-Report\\_final.pdf](http://www.qcea.org/wp-content/uploads/2018/06/Hate-Speech-Report_final.pdf)
- Facing Facts Online, **free online courses** available on hate speech, advocacy against hate speech, and monitoring and countering hate speech. Available at: <https://www.facingfactsonline.eu/>

### Guides for counter-speech

- Anti-Defamation League, **Hate Symbols Database**. A database of hateful images, symbols and content commonly used online, to help you understand their symbolism and meaning. Strongly US-focused. Available at: <https://www.adl.org/hatesymbolsdatabase>
- **Get the Trolls Out** is a project of the Media Diversity Institute and other partners to combat discrimination and intolerance based on religious grounds in Europe. They have a number of helpful resources for different levels of social media expertise, in multiple languages, such as **Fantastic trolls and how to fight them**, and **Stopping hate on Twitter**. All resources available at: <https://www.getthetrollsout.org/>
- Institute for Strategic Dialogue, **The Counter-Narrative Handbook**. The Handbook provides civil society, youth and NGO-led online initiatives with the tools to develop effective counter-narratives and strategies to push back against hateful and extremist narratives. The Handbook provides insightful advice and suggestions on how to create, launch, and evaluate a counter-narrative campaign. It also includes a list of tools that can be used to create and manage social media content, a list of counter-narrative campaign case studies, and a bibliography with further resources. Available at: [https://www.isdglobal.org/wp-content/uploads/2016/06/Counter-narrative-Handbook\\_1.pdf](https://www.isdglobal.org/wp-content/uploads/2016/06/Counter-narrative-Handbook_1.pdf)
- **The Counter-Narrative Toolkit** (funded by Facebook). Online tool which helps you to create a counter-narrative campaign and guides you through all its steps. Requires registration to access the resources and planning tools. Includes a list of counter-narrative campaigns. Available at: <http://www.counternarratives.org/>
- The Dangerous Speech Project (<https://dangerousspeech.org/>) has published a series of **Considerations for Successful Counter-speech**, available at: <https://dangerousspeech.org/considerations-for-successful-counterspeech/>. The short document focuses on strategies that have been successful as a direct response to a hateful post or comment on Twitter, with real life examples, and lists actions which are not helpful at all when countering hate speech. It also has produced **Counterspeech DOs and DON'Ts**. These are downloadable graphic

tips of how to engage in counter-speech, and what behaviours are better avoided. Available at: <https://dangerousspeech.org/counterspeech-tips/>.

- Radicalisation Action Network (RAN) Centre for Excellence is a European network of policymakers and practitioners exchanging good practice and developing together responses to preventing and reversing radicalisation of individuals and communities. Their working group on **Communication and Narratives** has collected research and resources on extremist narratives and counter strategies, including resources on how to develop, implement and evaluate counter-narrative campaigns. Available at: [https://ec.europa.eu/home-affairs/what-we-do/networks/radicalisation\\_awareness\\_network](https://ec.europa.eu/home-affairs/what-we-do/networks/radicalisation_awareness_network)
- **Social media safety guides:** user-friendly information on how to use different platforms' reporting and privacy tools, for Facebook, Twitter, Tumblr, Reddit and Youtube. Available at: [https://iheartmob.org/resources/safety\\_guides](https://iheartmob.org/resources/safety_guides)

### Particularly for working with young people

- Media Diversity Institute and others, **Silencing Hate: How to Report Migration and Counter Hate Speech against Migrants and Refugees**. The short report is an overview of the issues, for students. Includes tips for video-making, how to engage in mobile journalism, and how to develop relationships with the media. Available at: <https://www.media-diversity.org/resources/silencehate-countering-hate-speech-against-migrants/>
- The project SELMA (Social and Emotional Learning for Mutual Awareness) seeks to empower young people (ages 11-16) to tackle the problem of online hate and build mutual awareness, tolerance, and respect. Their **Hacking Hate Toolkit** is a compendium of resources on hate speech and strategies to tackle it. Available at: <https://hackinghate.eu/toolkit/>
- Council of Europe No Hate Speech Movement, **Bookmarks**, is a manual for combating hate speech through human rights education, specifically created to support the No Hate Speech Movement. The manual presents activities designed for young people aged 13 to 18, adaptable for other age groups. Available in several languages at: <https://www.coe.int/en/web/no-hate-campaign/bookmarks-connexions>
- Council of Europe, **Compendium of resources on hate speech** that accompanied the No Hate Speech Youth Campaign. Available at: <https://www.coe.int/en/web/no-hate-campaign/publications-education>

### Particularly for journalists

- Ethical Journalism Network, **5-Point Test for Hate Speech**. The resource highlights some questions to be asked in the gathering, preparation, and dissemination of news, to help journalists and editors place what is said and who is saying it in an ethical context. Available at: <https://ethicaljournalismnetwork.org/resources/publications/hate-speech>
- Media Against Hate, **How to Counter Hate Speech and Manage an Online Community**. For journalists, bloggers, media activists, social media managers, and professionals involved in countering online hate speech. Available at: [http://europeanjournalists.org/mediaagainsthate/wp-content/uploads/2018/08/EFJ\\_module4\\_def.pdf](http://europeanjournalists.org/mediaagainsthate/wp-content/uploads/2018/08/EFJ_module4_def.pdf)

- Media Against Hate, **Media against Hate Speech: Training Module**. The module aims to help media regulators and law enforcement authorities to carry out their mission while respecting international freedom of expression standards. Available at: [http://europeanjournalists.org/mediaagainsthate/wp-content/uploads/2018/08/EFJ\\_module3\\_def.pdf](http://europeanjournalists.org/mediaagainsthate/wp-content/uploads/2018/08/EFJ_module3_def.pdf)
- Center for Countering Digital Hate, **Don't Feed the Trolls**. Short practical guide for public figures and journalists on how to deal with hateful trolls on social media. The suggestions aim to limit the impact of trolls in the public discourse and to protect the targeted individuals and the broader society. Includes a further bibliography. Available at: <https://www.counterhate.co.uk/dont-feed-the-trolls>

### For further reading

See the articles below as well as the additional references for more resources on each section of this report.

- **"A beginner's guide to fact-checking"**, Orna Young. Available at: <https://coinform.eu/a-beginners-guide-to-fact-checking/>
- **Conversations with People Who Hate Me**, podcast by Dylan Marron. Dylan interviews individuals who posted hateful comments about him on social media and engages them in conversations to understand their motives. Available at: <http://www.dylanmarron.com/podcast>
- **"Hate Speech on Social Media: Global Comparisons"**, Zachary Laub, 2019. Available at: <https://www.cfr.org/background/hate-speech-social-media-global-comparisons>
- **"Our experiments taught us why people troll"**, several authors, 2017. Available at: <https://theconversation.com/our-experiments-taught-us-why-people-troll-72798>
- **"Susan Benesch on Dangerous Speech Project"**, Ethan Zuckerman, 2014. Available at: <https://dangerousspeech.org/>
- **"The challenge of drawing a line between objectionable material and freedom of expression online"**, Philippa Smith, 2019. Available at: <http://theconversation.com/the-challenge-of-drawing-a-line-between-objectionable-material-and-freedom-of-expression-online-108764>
- **"The Future of Free Speech, Trolls, Anonymity and Fake News Online"**, Pew Research Center, 2017. Available at: <https://www.pewinternet.org/2017/03/29/the-future-of-free-speech-trolls-anonymity-and-fake-news-online/>
- **"The Future of Truth and Misinformation Online"**, Pew Research Center, 2017. Available at: <https://www.pewinternet.org/2017/10/19/the-future-of-truth-and-misinformation-online/>
- **"The myth of the free speech crisis"**, Nesrine Malik, 2019. Available at: <https://www.theguardian.com/world/2019/sep/03/the-myth-of-the-free-speech-crisis>