

What to do?

10 tips against hate online!

1. Do not look away!

If no one challenges hateful messages, the attackers feel empowered. The bystanders are deterred from intervening and accept online hate as the social norm. Even a simple “No, I see this issue differently” can break this vicious circle.

2. Strengthen the victim

With hate crimes, opinions and people are being displaced from the internet. Support the victim, so that they can stay and have a say.

3. Look for help

If you or others are attacked, ask your friends or your viewers for support. Give them hints that are as concrete as possible as to how they can help.

4. Support other upstanders

If you see other commentators reacting positively and opposing the hateful comments, support them. That way, you can put an end to the hate together, and develop a good relationship.

Do not look away when refugees or other people are targeted by online hate speech!

These ten easy rules will help you react quickly and effectively to online hate.

5. Stay calm

You could be tempted to react with violence yourself. Don't. In the worst case scenario, it may lead bystanders to take the haters' side. Don't forget: someone who acts aggressively is not always at fault, but from the outside it almost always looks like it.

6. Try not to let the hate affect you

If you are attacked, bear in mind that the hate is not directed at you personally, but rather at a web of fantasies in the mind of the attacker. You are simply the trigger on which long-accumulated hate unloads.

7. Set clear boundaries

Most of the time, it is impossible to convince someone on online forums, comment sections, social media, and so on. But you can set clear boundaries! Make it clear to attackers that their hate will not be tolerated. Do not start a conversation unless the attack has ceased.

8. Write your own narrative

Attackers expect you to react in a certain way, and they use this to control the discussion to their advantage. Do not bother with trolls, who only want negative attention.

9. Prepare yourself

People instinctively react to (verbal) violence by fleeing, attacking or freezing. By practicing beforehand, you can go through different possible reactions, and see which reaction patterns can trick you instinctively. This will help you respond effectively during an attack.

10. Organise yourself!

Arrange with other people to help each other out in case of emergency, and set up an “alarm system”. On the Love-Storm platform, you will become part of a wider community. There, you can network with other groups, train together and have more allies to respond to attacks.

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Tips provided by the German initiative LOVE-Storm:

