

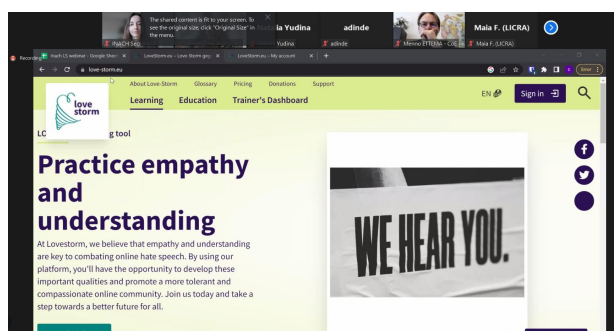


Bringing the Online In Line with Human Rights

**‘Lovestorm’s unique training platform’,
A Member Webinar on the platform where trainers can lead role-plays of
conflicts in online chats in a safe and realistic way.**

*INACH member webinar by Lovestorm
29 March 2023 15.00-16.00 CEST*

INACH introduced itself and explained the purpose of this webinar: to shine a light on the work that members of the network do. INACH welcomed the participants and introduced Cordelia Moore of Lovestorm and Andrea Cox of DigiQ. After that, the floor was open to Cordelia and Andrea to start their webinar.

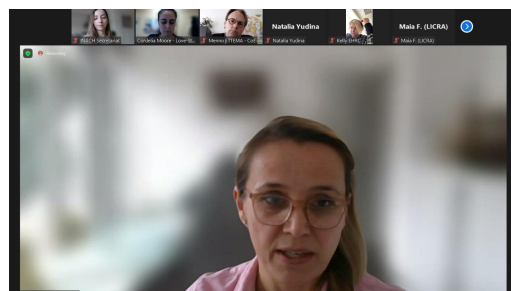


Lovestorm set up the platform www.love-storm.eu which has a German, English, Slovak, Italian and Croatian version. DigiQ helped by giving input on the platform and by using it for trainings to tweak it.

The goal of the training platform is to empower citizens and promote civic courage. The platform focuses on the

bystanders and the people who are targeted by haters. It helps to be able to step up against online haters and learn strategies and become more resilient citizens. This training tool is another option to counter online hate, next to reporting and blocking.

One of the functions of the website is a roleplay where one can have different roles to practice how to counter online hate. The website offers different scenarios that provide the context in which the roleplay can take place. For example, a journalist who wrote an article about sexual harassment in the workplace receives online hate after publishing the article. The scenarios are different per local version of the website as well since the national contexts differ. All the participants get a role that they play out with a short description. For the roleplay to be successful there needs to be a minimum of 5 and a maximum of 15 participants. The participants can stay anonymous and are given a fake name in the roleplay which looks like a regular chatroom. People jump quite easily into their roles during the exercise.



The roleplay takes about 7 minutes and afterwards an evaluation of 30 minutes takes place. As a trainer, it is needed to ask a lot of questions and help the participants to reflect on the exercise.

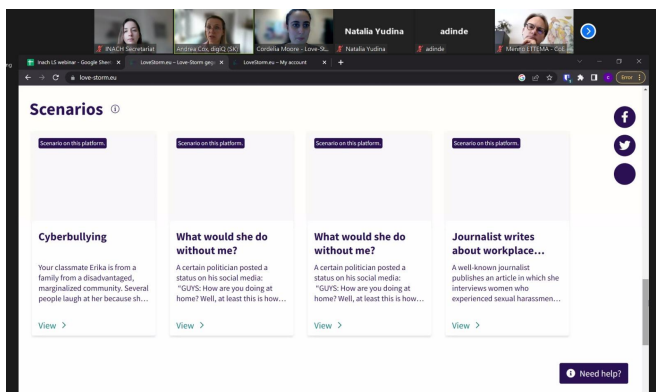
The goal of the roleplay is to promote civic courage. During the training one talks about possible strategies to support the targeted person or how to deal with it when being the targeted person. For instance, one can check if the person is okay or by distracting and going back to the topic. Sometimes trainers do two rounds of the roleplay to practice these strategies. Or the trainer reflects with the participants during the roleplay. Usually, participants realize that the strategies work and it helps them feel empowered and not helpless anymore. They realize they can actually do something against online hate, it is not hopeless.



One can see the development of the conversation during the roleplay and discuss it afterwards with the overview of the conversation. It helps to see how people are misunderstood or how someone uses the wrong words. The participants often realize that they actually do have power to shape the discussion and that the persistence of hate depends on the people who do not do anything or stand by and laugh at it. That is why the training is so useful. The training tool also contains an evaluation section to reflect on the roleplay.

The roleplay can also be done online. One chooses a scenario which generates a link that participants can click on and enter with. It is possible to integrate the platform with a videochat like Zoom as well.

Next to the roleplay, there are different resources on the website. For instance, there is material to read more about the topic of online hate and a course on how to cope with the mental impact of hate and working with it. There is also a glossary of hate speech words.



The local versions of the websites also show local national events.