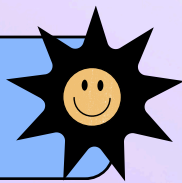


# HOW TO: DEALING WITH HATE SPEECH 1/2



## \_WHAT DOES IT MEAN?

"Hate speech" or "hate comments": these are statements that devalue people. The idea behind the devaluation: certain people or groups are supposedly worth less than others. The devaluation can relate to characteristics such as skin color, ethnicity, sexual / romantic orientation, religious affiliation, gender, age or disability or to the fact that they belong to a certain class or profession in our society.

## \_BUT HOW?

You see a hateful / discriminatory or devaluing post or comment – now what?

### 1. Take a deep breath!

Consider briefly: can you deal with this post right now? Is it your job as an admin to deal with it (immediately)? Do you perhaps need a friend or colleague?

### 2. Protecting people's dignity!

Hate speech should not be left uncommented. If the post is left unanswered, recipient may get the impression that "everyone" agrees with the statement. This is hurtful and dangerous, as it spreads hateful and discriminatory statements even further. If you are in a position to do so, you should therefore take action. Take a look at the examples!

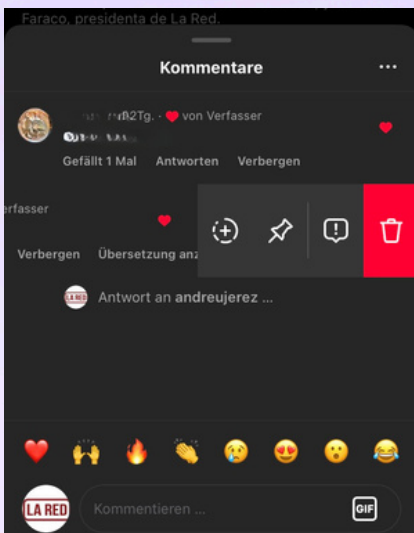
## \_WHAT DO I NEED THIS FOR?

Hate speech is an attack on people's dignity. Violence that "only" comes from words is also very hurtful. Recognition, respect and equality are important principles for our coexistence. No one should be discriminated against or attacked because of their presumed or actual belonging to a certain group. Our words also determine our thoughts and actions. When hate is spread on the internet, it also leads to more attacks and even physical violence offline.

If we want to live in a democratic, diverse society, **we have to stand up for democracy together**. This also means that we must **defend people's dignity, stand up against hate and discrimination and advocate respect, diversity and openness**. Hate speech attacks these principles. We must actively defend and protect respect, diversity and openness.

<https://la-red.eu/portfolio/miau>

## EXAMPLES:



If a post involves a hate comment in your community or under your post – and not just a few inappropriate or inattentive words were chosen – **you can delete the comment or post**. Ideally with a reference to your **netiquette!**

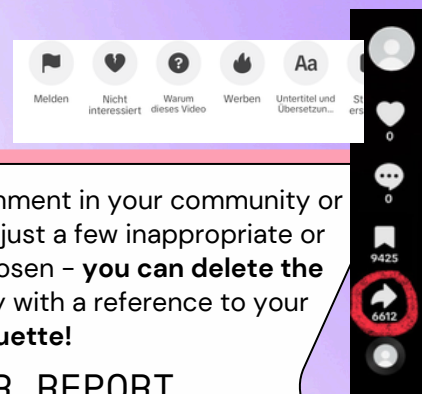
## DELETE OR REPORT

You can **report the post to the platform** – it will then be deleted if it violates the platform's community guidelines. Here you can check how this works on different platforms:

<https://neuemedienmacher.de/helpdesk/#131>

- Delete
- Hide comment
- Report comment

more tips on p.2



# HOW TO: DEALING WITH HATE SPEECH 2/2



## HATE IS NOT NORMAL!

The comment may even **violate the law**. Under German law, this is the case, for example, if the post...

- agitates against certain groups or parts of the population (e.g. vicious allegations and insults about a group)
- threatens someone or publicly calls for criminal acts (e.g. "you should set XY on fire" or "I'll beat you up")
- denies the Holocaust (i.e. claims that it did not take place as it did)
- contains insults to a person

**The author can be officially punished for posts** that violate the law. Laws apply online as well as offline

## LEGAL HELP

There are reporting offices that can check whether a comment violates the law.

These reporting offices will then also report the author to the police. You can report posts there anonymously or enter your name to receive support.

- **HateAid** <https://hateaid.org/meldeformular/>
- **Meldestelle REspect** <https://meldestelle-respect.de/>
- **Hessen Gegen Hetze** <https://hessengegenhetze.de>
- **Hatefree** <https://hatefree.de/meldeformularschritt1/>

If you are attacked yourself, you can get specific help – for example, to defend yourself against threats, insults or lies that are spread about you. Or if you need psychological help. If you are not attacked yourself, you can still help to stop the spread of hate speech online by reporting it.

## COUNTER SPEECH

Publicly opposing hate speech is called "counter speech".

### There are a few good tips for countering hate:

- You often can't convince the hater. That's ok. The important thing is that other users can see that someone disagrees.
- Be objective, friendly and stay on topic;
- Don't fall for distraction strategies;
- Check your own facts & provide sources for your own arguments if possible;
- Ask for sources/evidence for assertions;
- Ask personal questions ("What do you mean by [...]"; "Why do you think that [...]");
- Take good care of yourself! If you are attacked or exhausted, you can step out! For example, by saying "It seems to me that you are not willing to change your perspective. I don't want to read your sexist posts any more. I am therefore leaving the conversation now!"

## WITH ACQUAINTANCES & FRIENDS

**You can contact the author**, point out discriminatory statements and take a stand against them. For example:

What you wrote here in the discussion is racist. XY is a racist prejudice: a general assumption with the aim of devaluing a group of people. I don't think that's okay.

A personal approach is particularly good with friends: this way you don't expose the person – and they don't have to defend themselves in front of anyone. For example, if they simply didn't know or understood something.

Hey, thanks for contributing to the discussion. You have some interesting questions! I wanted to tell you though: the N-word is generally understood as derogatory towards black people. I would like to ask you not to use the word. You can read more about this here: [\[link\]](#). If you want to talk about the word or, for example, give a quote, you can write it like this: "N-word".

You want more information?  
Check this brochure for answers and help!

<https://la-red.eu/portfolio/miau>

