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Module 4 (Part 1)

Building Digital Bridges:
Media's Power in Peacebuilding and Social Cohesion

Developed by Laura Magan, MMS, Ireland

www.**includememedia**.eu

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M4 Part 1 – Focus Area 1

Digital Media as a Tool for Post-Conflict Reconciliation in Europe

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Module 4
Building Digital Bridges: Media's Power in Peacebuilding and Social Cohesion

This Module explores how digital media can contribute to conflict resolution, reconciliation, and facilitate social unity. It highlights the role of storytelling, journalism, and digital platforms in peacebuilding efforts across Europe.

MODULE 4 (Part 1)
Topic 1

Digital Media as a Tool for Post-Conflict Reconciliation in Europe

*Examines how digital platforms help communities **heal from conflict, rebuild trust, and promote dialogue** to support long-term peace and cooperation.*

MODULE 4 (Part 2)
Topic 2

Storytelling for Social Change: Using Digital Media to Promote Peace Initiatives

*Highlights the power of **narrative-driven content** in reshaping perspectives, reducing tensions, and promoting mutual understanding.*

MODULE 4 (Part 3)
Topic 3

European Digital Platforms Supporting Peace Journalism and Constructive Dialogue

*Analyses digital tools and media initiatives that **combat misinformation, encourage balanced reporting, and facilitate respectful conversations**.*

MODULE 4 (Part 4)
Topic 4

The Role of Citizen Journalism in Strengthening Social Cohesion

*Explores how grassroots journalism and community-driven reporting **amplify marginalised voices and promote shared narratives** for a more unified society.*

Module 4 Snapshot

Focus Area: Peace Building in Communities

Aim: How Digital Media Supports Peace and Understanding in European Communities

Emphasises how storytelling and citizen journalism can facilitate peacebuilding and promote **post-conflict recovery** and **social change.** It teaches how digital media can be used as a tool for **empowering communities** in **peacebuilding,** to heal, connect and promote **peace reconciliation**, and **social cohesion** through **inclusive narratives** and **citizen participation.**

Key Words: Post-Conflict Reconciliation, Peacebuilding, Reconciliation, Social Cohesion, Storytelling for Social Change, Promoting Peace, Citizen Journalism, Constructive Dialogue, Post Conflict Recovery, Community Engagement.

Module Overview

This module explores how digital media contributes to conflict resolution, reconciliation, and facilitating social unity. It highlights the role of storytelling, journalism, and digital platforms in peacebuilding efforts across Europe.

Participants will examine how digital storytelling, online discourse, and media initiatives support post-conflict reconciliation, bridge social divides, and promote constructive dialogue.

Through case studies, ethical discussions, and interactive exercises, learners will develop skills to leverage digital media as a tool for promoting peace and social cohesion in diverse communities.

YOU ARE HERE

Module 4 (4 Focus Areas)

01

Digital Media as a Tool for Post-Conflict Reconciliation in Europe

*Examines how digital platforms help communities **heal from conflict, rebuild trust, and promote dialogue** to support long-term peace and cooperation.*

02

Storytelling for Social Change: Using Digital Media to Promote Peace Initiatives

*Highlights the power of **narrative-driven content** in reshaping perspectives, reducing tensions, and promoting mutual understanding.*

03

European Digital Platforms Supporting Peace Journalism and Constructive Dialogue

*Analyses digital tools and media initiatives that **combat misinformation, encourage balanced reporting, and facilitate respectful conversations**.*

04

The Role of Citizen Journalism in Strengthening Social Cohesion

*Explores how grassroots journalism and community-driven reporting **amplify marginalised voices and promote shared narratives** for a more unified society.*

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Module 4: Building Digital Bridges: Media's Power in Peacebuilding and Social Cohesion

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01 Exercises

07 Videos

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09 Digital Tools

02 Toolkits & Guides

04 Articles & Reports

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Learning Outcomes

Topic 1: Digital Media as a Tool for Post-Conflict Reconciliation in Europe

→ Examine how digital platforms help **communities heal from conflict, rebuild trust**, enable and engage in dialogue to support long-term peace and cooperation.

→ Understand the role of digital media in **reconciliation efforts** and **truth-telling initiatives**.

→ Identify challenges in using digital media for **post-conflict recovery**, including polarisation, misinformation, and media manipulation.

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Learning Outcomes

Topic 2: **Storytelling for Social Change: Using Digital Media to Promote Peace Initiatives**

→ Analyse the power of **narrative-driven content** in reshaping perspectives and promoting mutual understanding.

→ Explore digital storytelling techniques used to **highlight reconciliation efforts** and **peacebuilding projects.**

→ Understand the **ethical considerations** in storytelling for conflict resolution and social cohesion.

Learning Outcomes

Topic 3: European Digital Platforms Supporting Peace Journalism and Constructive Dialogue

→ Examine digital tools and initiatives that **support peace journalism and conflict-sensitive reporting.**

→ Investigate the role of online platforms in **facilitating dialogue between divided communities**.

→ Explore case studies of **European media projects** focused on promoting **understanding and preventing violence.**

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Learning Outcomes

Topic 4: The Role of Social Media in Conflict Prevention and Resolution

→ Analyses how social media platforms influence **public discourse during conflicts** and **peace processes.**

→ Investigate the impact of **online activism and grassroots digital campaigns** in promoting peace.

→ Learn strategies to **counteract online hate speech and digital propaganda** that fuel conflicts.

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Topic 1

Digital Media as a Tool for Post-Conflict Reconciliation in Europe

Overview

Digital Media as a Tool for Post-Conflict Reconciliation in Europe

Social media platforms have transformed **public discourse**, but their design can also **deepen ideological divisions** and **reinforce misinformation**. This section explores how **algorithm-driven content exposure influences polarisation** and presents strategies for enabling **constructive engagement online**. Participants will examine practical approaches for **countering digital echo chambers, promoting critical thinking**, and engaging in **respectful dialogue across differing viewpoints.**

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Key Definitions and Concepts in Media as a Tool for Post Conflict

Media for Peacebuilding: How digital content enables intergroup understanding.

Digital Memorialisation: Preserving history to prevent conflict recurrence.

Cross-Border Dialogue Platforms: Online initiatives that connect divided communities.

Ethical Storytelling in Conflict Resolution: Principles for responsible reporting and content creation.

CONCEPT **Media for Peacebuilding:** How digital content enables intergroup understanding.

IMPORTANCE Digital content can humanise "the other," debunk hate speech, and enable intergroup dialogue at scale.

DEFINITION The use of digital media (e.g. videos, blogs, podcasts, social media) to reduce tensions, promote understanding, and share diverse perspectives among groups in conflict or post-conflict settings.

EXAMPLE The Peace Factory (Europe/Israel-Palestine) once used social media campaigns like "Israel Loves Iran" to promote human connections across borders using visual storytelling and simple messages of empathy.

Social mobilization and conflict mediation online: Israel loves Iran

Author
Júlia Lacerda Mandil: graduated in Journalism at the School of Communication Studies of the Federal University of Rio de Janeiro (UFRJ)

Academic Advisor
Cristiane Henriques Costa: phD in Communication and Culture at the ECO-UFRJ, where coordinates the Journalism course, researcher of the Advanced Program of Contemporary Culture– Pacc-UFRJ

ABSTRACT

The *Israel loves Iran* campaign was created from a publication of Israeli designer Ronny Edry on his Facebook profile. Example of the social global mobilizations that emerge on the net, it is a movement that nowadays brings together more than one hundred thousand internet users calling for the peace in the Middle East. Understanding the Internet as a "digital agora", the work intends to discuss its potential for conflict mediation. The idea of representativity gains another dimension on the web. Ambassador of himself, the Internet user finds in the network an alternative space for diplomacy, multiplying the number of voices at the negotiating table. This dialog allows individuals to reformulate ideas in relation to the "other" that served as the basis for their own identity. Its efficacy, however, happens

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CONCEPT Digital Memorialisation: Preserving history to prevent conflict recurrence.

IMPORTANCE Digital memorials preserve memory beyond generations, offer access to young learners, and act as a tool for truth, justice, and healing.

DEFINITION Using digital platforms (archives, websites, videos, virtual exhibitions) to preserve the memory of past atrocities, conflicts, or historical traumas to educate others and prevent history from repeating.

EXAMPLE Memorial Center Srebrenica created a digital archive of testimonies, photos, and documents related to the 1995 genocide in Bosnia to raise awareness and counter denial.

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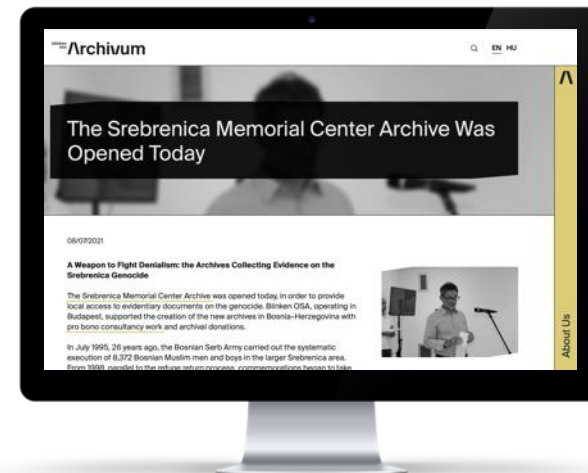
#IamHere International Movement

#IamHere is a global social movement that employs counterspeech to combat hate speech and misinformation on social media platforms, primarily Facebook. Originating in Sweden as #jagärhär, the movement has expanded to over 150,000 members across 19 countries. Members actively engage in online discussions to challenge hateful narratives and promote respectful dialogue. The movement's approach has been recognised for increasing the civility and constructiveness of online conversations
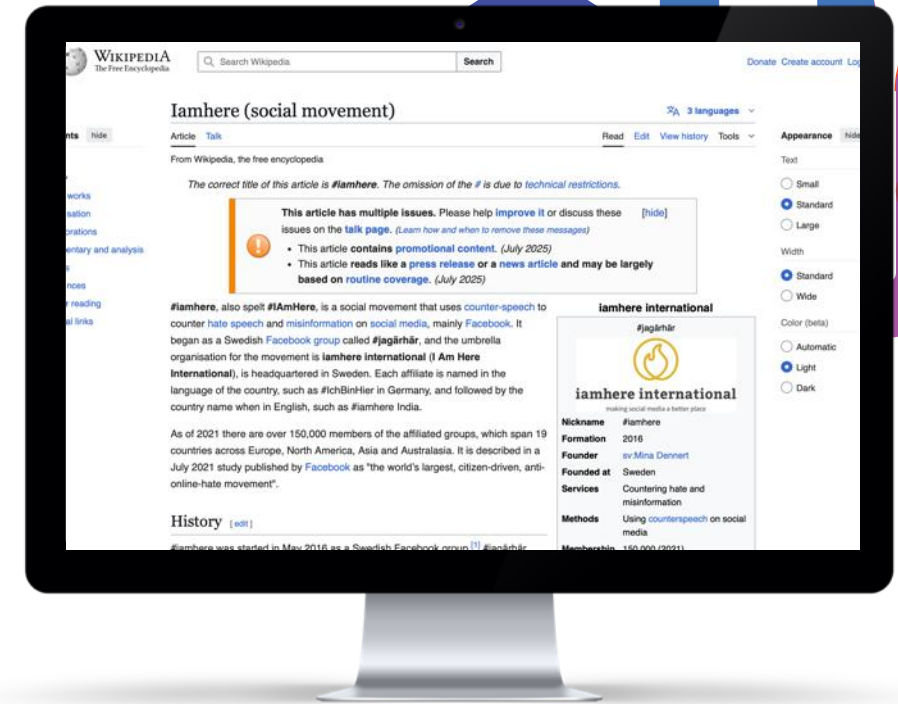
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Empowering NGOs in Countering Online Hate Messages

This academic paper introduces an ICT platform designed to assist NGOs in monitoring and countering online hate speech. The platform leverages natural language processing to suggest counter-narratives, enhancing the capacity of NGOs to respond effectively. The study demonstrates that such tools can significantly reduce the time required to produce counter-narratives, making digital interventions more scalable.
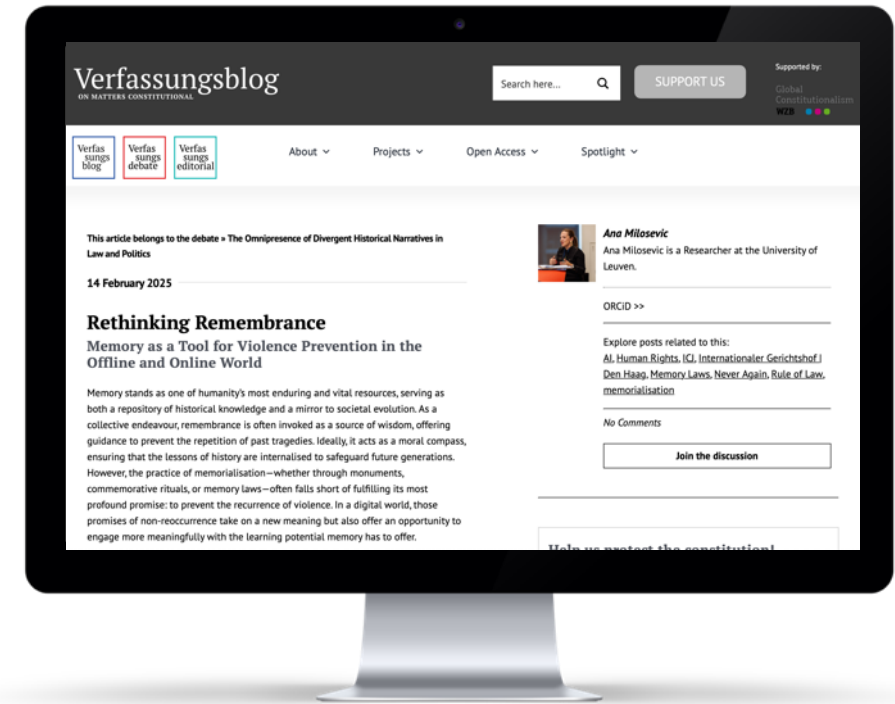

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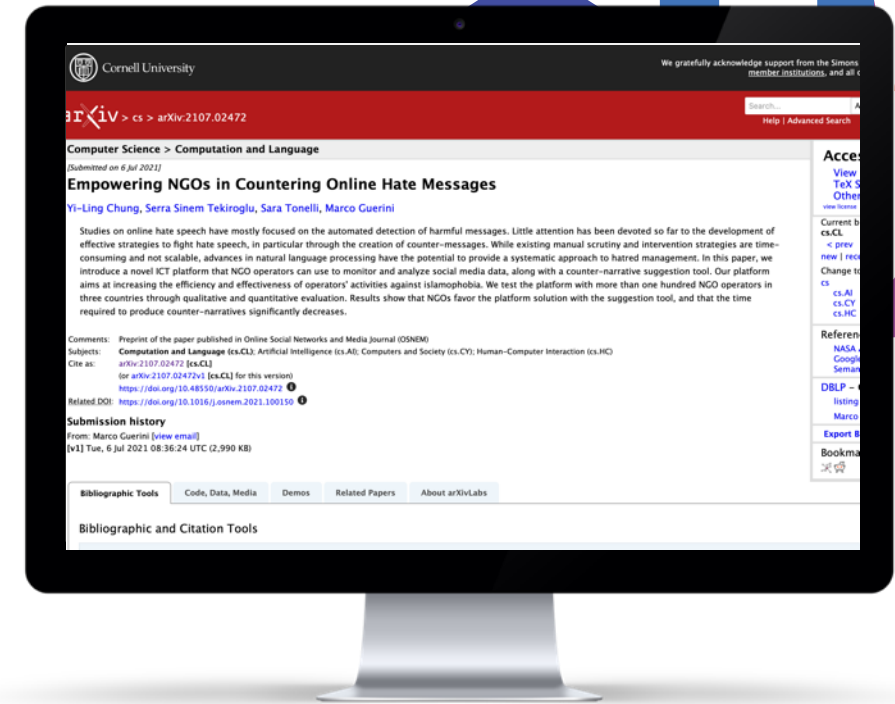
Rethinking Remembrance: Memory as a Tool for Violence Prevention in the Offline and Online World

This article explores how digital technologies can enhance memorialisation efforts to prevent the recurrence of violence. It discusses the potential of digital archives, virtual reality, and interactive platforms in making remembrance more accessible and impactful. The piece also addresses the challenges of digital remembrance, such as the risks of misinformation and the commodification of memory. By leveraging digital tools, societies can promote a more inclusive and proactive approach to remembering past atrocities and promoting peace.
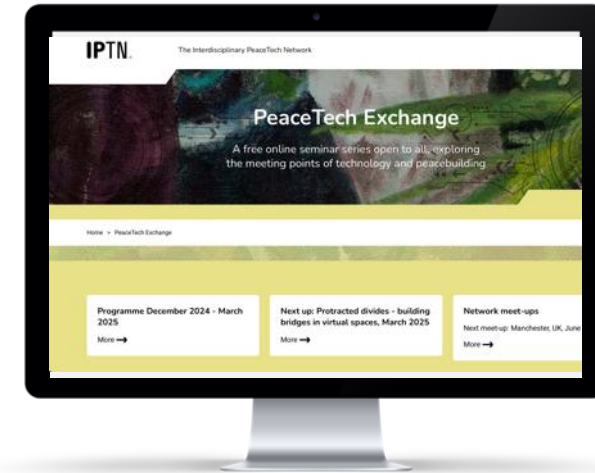
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CONCEPT Cross-Border Dialogue Platforms: Online initiatives that connect divided communities.

IMPORTANCE These platforms reduce the cost and risk of cross-border dialogue and offer youth and communities safe spaces for reconciliation and trust-building.

DEFINITION Online platforms and initiatives that bring people from different countries or communities together to talk, collaborate, and understand each other—especially in post-conflict or divided regions.

EXAMPLE BuildUp's PeaceTech Exchange connects peacebuilders using digital facilitation and remote collaboration tools.

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CONCEPT Ethical Storytelling in Conflict Resolution: Principles for responsible reporting and content creation.

IMPORTANCE Unethical reporting can cause harm, spread stereotypes, or exploit trauma. Ethical storytelling promotes empathy, respect, and peace-oriented learning.

DEFINITION Creating and sharing stories in ways that respect dignity, consent, context, and cultural sensitivity—especially when discussing trauma, conflict, or marginalised voices:

Voice of Witness – Ethical Storytelling Principles
HIAS – Guide to Ethical Storytelling

EXAMPLE Youth Lens Peace Project (Kosovo): Trains young people to document peace efforts using ethical guidelines that avoid retraumatisation and ensure informed consent.
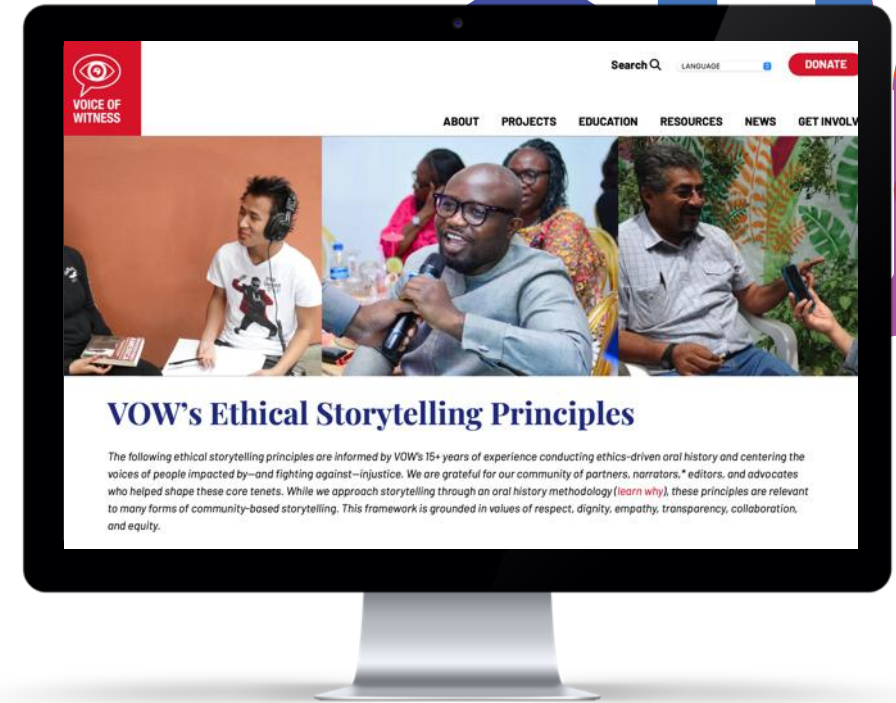

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Voice of Witness: Ethical Storytelling Principles

Voice of Witness offers a comprehensive framework grounded in over 15 years of experience with oral history and social justice storytelling. Their principles emphasise:

→ Building trust and mutual respect through sustained relationships.

→ Prioritising narrator agency and dignity.

→ Collaborative storytelling processes that avoid extractive practices.

→ Transparency and long-term engagement beyond the initial storytelling.
This resource is particularly valuable for those seeking to center dignity, empathy, and equity in their storytelling efforts.

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HIAS: Guide to Ethical Storytelling

HIAS provides a detailed guide focusing on ethical storytelling, especially concerning refugees and asylum seekers. Key highlights include:

→ Avoiding the reinforcement of harmful stereotypes and the "perfect refugee" narrative.

→ Ensuring informed consent and respecting the autonomy of storytellers.

→ Presenting individuals' stories holistically, beyond their trauma or displacement.

→ Being mindful of the potential impact of storytelling on both the subject and the audience. This guide is essential for content creators aiming to share stories responsibly and empathetically.

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Focus Areas Digital Media as a Tool for Post-Conflict Reconciliation in Europe

1 The role of digital media in truth-telling and reconciliation efforts

Online platforms for cross-community dialogue and conflict resolution **2**

3 The impact of digital documentation on historical memory and justice

Media literacy as a tool for combating divisive narratives in post-conflict societies **4**

Focus Area 1

Digital Media as a Tool for Post-Conflict Reconciliation in Europe

The Role of Digital Media in Truth-telling and Reconciliation Efforts.

Digital Media's Role as a Tool for Post-Conflict Reconciliation

Digital platforms and media—like websites, social media, narrative videos or online archives—give a voice to people whose stories are often ignored by mainstream media or political narratives. Survivors, youth, and grassroots communities can document their own experiences and share them globally.

Some Definitions

→ **Truth-telling** refers to the process of **sharing honest, often difficult stories about conflict, injustice, or historical trauma**, usually from the perspective of survivors or communities affected by violence.

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The Role of Digital Media in Truth-telling and Reconciliation Efforts.

Focus Area 1

Digital Media as a Tool for Post-Conflict Reconciliation in Europe

→ **Reconciliation** means **healing relationships**—between individuals, groups, or nations—after conflict, by acknowledging the past, promoting dialogue, and rebuilding trust.

Post-Conflict Research Center (PCRC) – Bosnia and Herzegovina

The PCRC utilizes digital storytelling and multimedia platforms to empower youth and survivors in post-conflict societies. Their initiatives, such as *Balkan Diskurs* and *Ordinary Heroes*, enable individuals to share personal narratives that challenge divisive histories and promote reconciliation. By providing spaces for these stories, PCRC enables interethnic dialogue and understanding.

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16,731 Sources
6,047,497 Observations
2,016,926 Videos
5,168 Incident Media
1,183 Incident

Focus Area 1

Digital Media as a Tool for Post-Conflict Reconciliation in Europe

The Role of Digital Media in Truth-telling and Reconciliation Efforts.

Digital media in truth-telling and reconciliation is about using online platforms and tools to:

→ Tell **honest stories** of pain and hope

→ **Preserve memory** and **promote justice**

→ **Build empathy** and **dialogue** between divided groups

→ Equip the next generation with media skills that heal, not harm

Example: A refugee teen creating a YouTube series about their journey, helping others understand displacement through personal storytelling.

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The Role of Digital Media in Truth-telling and Reconciliation Efforts.

16,731 Sources
6,047,497 Observations
2,016,926 Videos
5,168 Incident Media
1,183 Incident

Focus Area 1

Digital Media as a Tool for Post-Conflict Reconciliation in Europe

Example: The Syrian Digital Media Archive collects digital proof of war crimes, which has been used in international courts. The Archive strives for transparency in its tools, findings, and methodologies, as well as **making sure that verified content is publicly available and accessible for journalists, human rights defenders, and lawyers working for the purpose of reporting, advocacy, justice, and accountability purposes.**

https://syrianarchive.org/

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The Role of Digital Media in Truth-telling and Reconciliation Efforts.

Documented Evidence: Digital platforms and media help document past conflicts and promote reconciliation by giving survivors a voice. These videos, photos, and testimonies collected online can become vital evidence of past abuses, helping societies acknowledge harm and pursue justice. These digital records can help prevent the denial or distortion of historical events. Creating online archives and multimedia storytelling initiatives preserves history and facilitates healing.

Creating Safe Spaces for Dialogue Social media groups, digital exhibitions, or online peace forums can help people from opposing sides of a conflict engage in respectful dialogue, share stories, and build empathy—especially youth who may never meet offline.

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The Role of Digital Media in Truth-telling and Reconciliation Efforts.

Focus Area 1

Digital Media as a Tool for Post-Conflict Reconciliation in Europe

Example: An Instagram campaign where young Israelis and Palestinians post about shared values and hopes for peace.

Challenging Misinformation: In divided societies, digital media literacy helps people recognise propaganda and bias, and seek out more balanced, human-centred stories that promote healing rather than hate.

Example: A digital journalism project training students in former conflict zones to identify fake news and produce peace-focused content.

The Role of Digital Media in Truth-telling and Reconciliation Efforts.

Narratio – Global Platform for Displaced Youth

Narratio is a nonprofit organisation that empowers displaced youth through storytelling and art. By offering workshops and publishing creative works, Narratio enables young refugees and migrants to share their experiences, promoting empathy and global awareness. This platform highlights the role of digital media in giving voice to those often overlooked in mainstream narratives.

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Case Study: Syrian Digital Media Archive

The Syrian Archive preserves, enhances and memorialises documentation of human rights violations and other crimes committed by all parties to the conflict in Syria for use in advocacy, justice and accountability. https://syrianarchive.org/

'We have reinstated 650,000+ videos to social media platforms through our Lost and Found *campaign'.*

**The Syrian Archives does this by working on content taken down from social media platforms.**

https://syrianarchive.org/
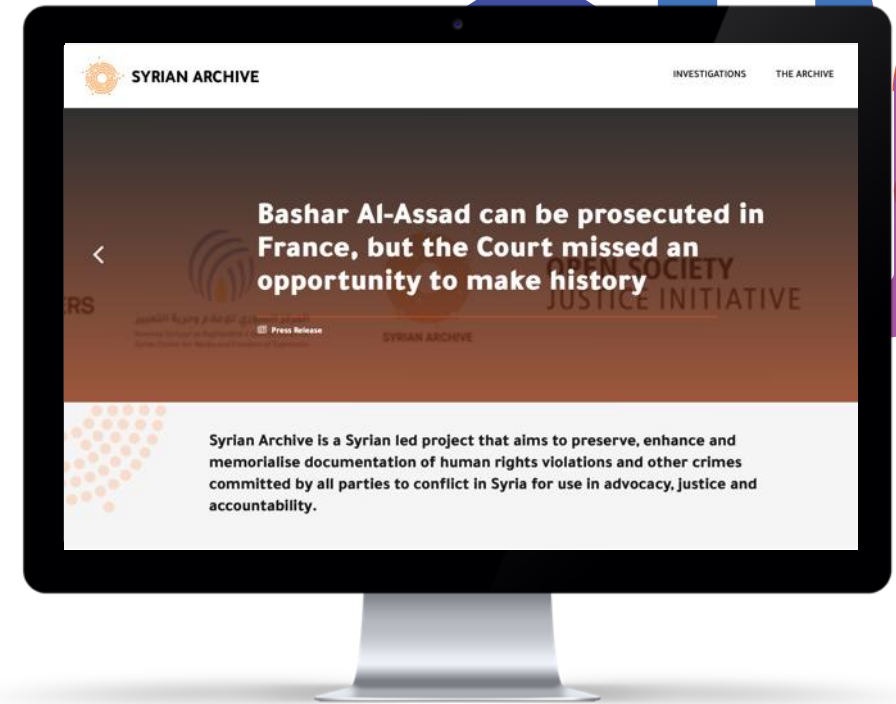
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Case Study: Syrian Digital Media Archive

Gaining physical access to be able to investigate and report on human rights violations in Syria is very limited and dangerous for independent journalists, international news agencies, UN investigation bodies and international human rights organisations. This is the main reason Syrian Archive and other documentation groups depend on **verified user-generated content to assist in criminal case building as well as human rights research.**
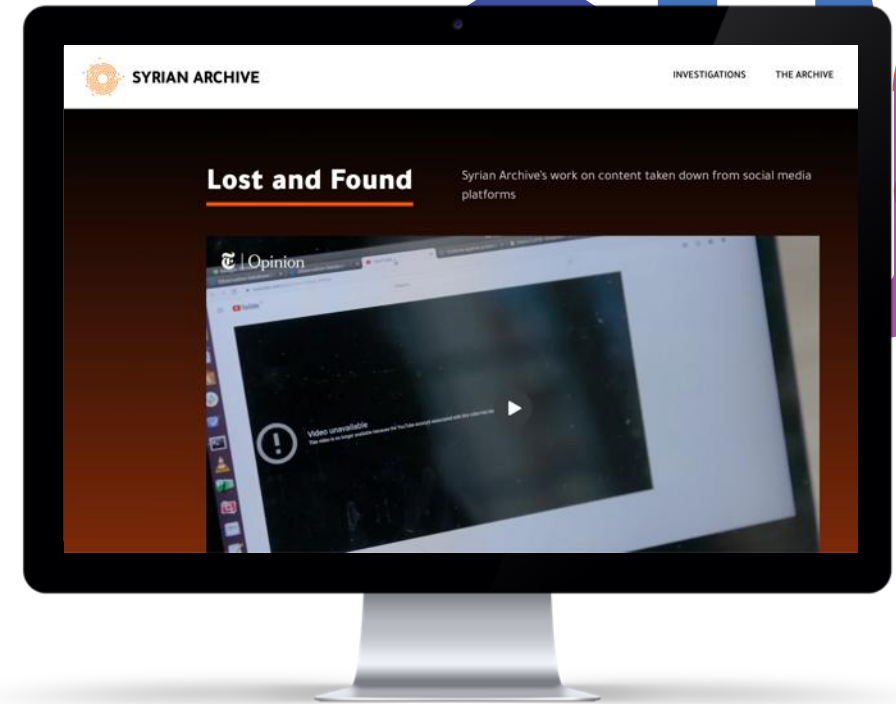
Lost and Found

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Case Study: Syrian Digital Media Archive

In the Syrian conflict, there are more hours of videos documenting the conflict than there have been hours in the conflict itself. Even now, eight years after the Syrian conflict began in 2011, more than **50 videos are uploaded to YouTube each day**, making it an "accidental archive" that arguably allows anyone in the world to witness a conflict for the first time in history, practically in real time. *See Sudanese Archive, Yemeni Archive, and Ukrainian Archive*



Sudanese Archive

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Case Study: Syrian Digital Media Archive

Founder of the Syrian Archive on documenting war crimes and transitional justice.
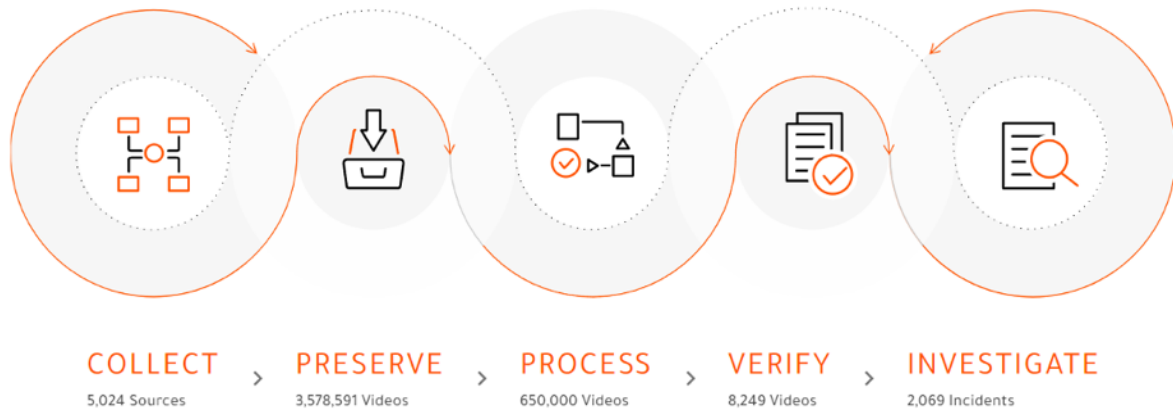
Syrian Archive has over 3 million records archived. They only publish videos that have been verified through a standardised methodology. At minimum, this means time, date, location and sources. This shows how they do it.

Click To Watch

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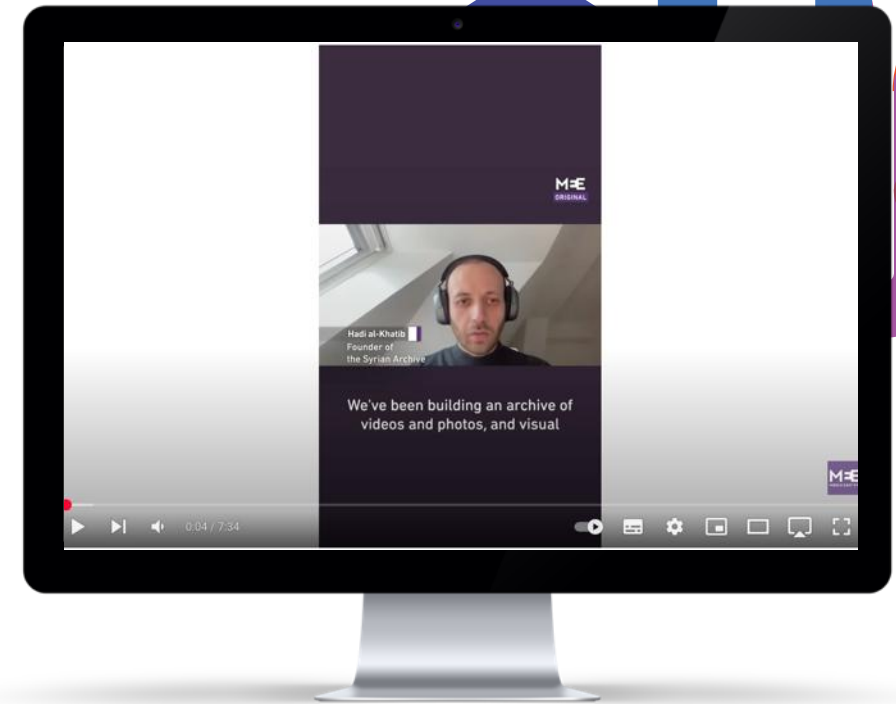
# Case Study: Syrian Digital Media Archive

The Role of Digital Media in Rebuilding Trust in Post-Conflict Societies

COLLECT	PRESERVE	PROCESS	VERIFY	INVESTIGATE
5,024 Sources	3,578,591 Videos	650,000 Videos	8,249 Videos	2,069 Incidents

ICTJ – Digital Platforms & Truth-Telling

Alliance for Peacebuilding – Virtual Peacebuilding Tools

Build Up – Digital Harms and Reconciliation
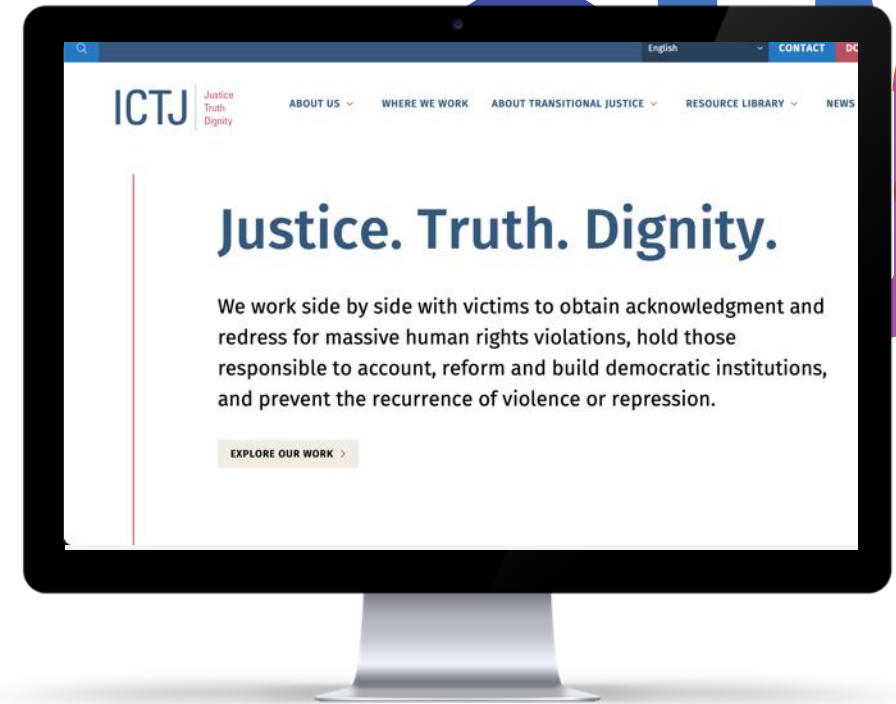
http://ictj.org/

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Focus Area 2

Digital Media as a Tool for Post-Conflict Reconciliation in Europe

Online Platforms for Cross-community Dialogue and Conflict Resolution.

In post-conflict societies, divisions often persist long after violence ends. Mistrust, trauma, and segregation can make reconciliation extremely difficult, especially when communities remain physically or emotionally separated.

Digital media and online platforms—from forums to video conferencing apps to social networks and social media groups—offer innovative, accessible ways to reconnect these divided groups.

These neutral virtual or digital spaces are essential so people can share stories, converse, challenge biases, listen to others' experiences, and work toward rebuilding relationships, contributing to peacebuilding and trust recovery.

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Focus Area 2

Digital Media as a Tool for Post-Conflict Reconciliation in Europe

Online Platforms for Cross-community Dialogue and Conflict Resolution.

They can explore projects to promote empathy and mutual understanding. Individuals from different backgrounds can engage in constructive discussions and overcome stereotypes.

Ethical communication and emotional safety are key in such virtual spaces. It is essential that they are monitored and skills are developed to design and facilitate online dialogue.

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The No Hate Speech Movement

Focus Area 2

Digital Media as a Tool for Post-Conflict Reconciliation in Europe

Online Platforms for Cross-community Dialogue and Conflict Resolution.

The Role of Digital Media in Rebuilding Trust in Post-Conflict Societies

In post-conflict societies, deep divisions often persist long after the violence ends. Mistrust, unresolved trauma, and social segregation can make reconciliation challenging—especially when communities remain physically or emotionally separated.

Digital media and online platforms—ranging from discussion forums and video conferencing tools to social networks and private community groups—offer accessible, inclusive ways to bridge these divides. These neutral digital spaces allow individuals to safely share their stories, listen to others' lived experiences, challenge harmful narratives, and begin rebuilding broken relationships.

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The No Hate Speech Movement

Focus Area 2

Digital Media as a Tool for Post-Conflict Reconciliation in Europe

Online Platforms for Cross-community Dialogue and Conflict Resolution.

By supporting projects that promote empathy and mutual understanding, digital platforms can become powerful tools for peacebuilding. They enable people from diverse backgrounds to engage in meaningful dialogue, promote tolerance, and begin to dismantle stereotypes.

However, ethical communication and emotional safety must be prioritized. Facilitating dialogue in virtual spaces requires intentional design and skilled moderation. It is essential to build digital competencies and conflict-sensitive facilitation skills to ensure these spaces are inclusive, respectful, and constructive.

ICTJ – Digital Platforms & Truth-Telling: *ictj.org*
Alliance for Peacebuilding – Virtual Peacebuilding Tools:
allianceforpeacebuilding.org
Build Up – Digital Harms and Reconciliation: *howtobuildup.medium.com*

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Case Study: Online Hate Speech Dialogues – No Hate Speech Movement

The No Hate Speech Movement is a youth campaign seeking to mobilise young people to combat hate speech and promote human rights online. Rolled out at the national and local levels through national campaigns in 45 countries. This initiative launched interactive online workshops, campaigns, and safe-space forums to help young Europeans confront and respond to hate speech online, especially around issues of migration, identity, and conflict legacies. It remains active through various national campaigns, online activists and partners.
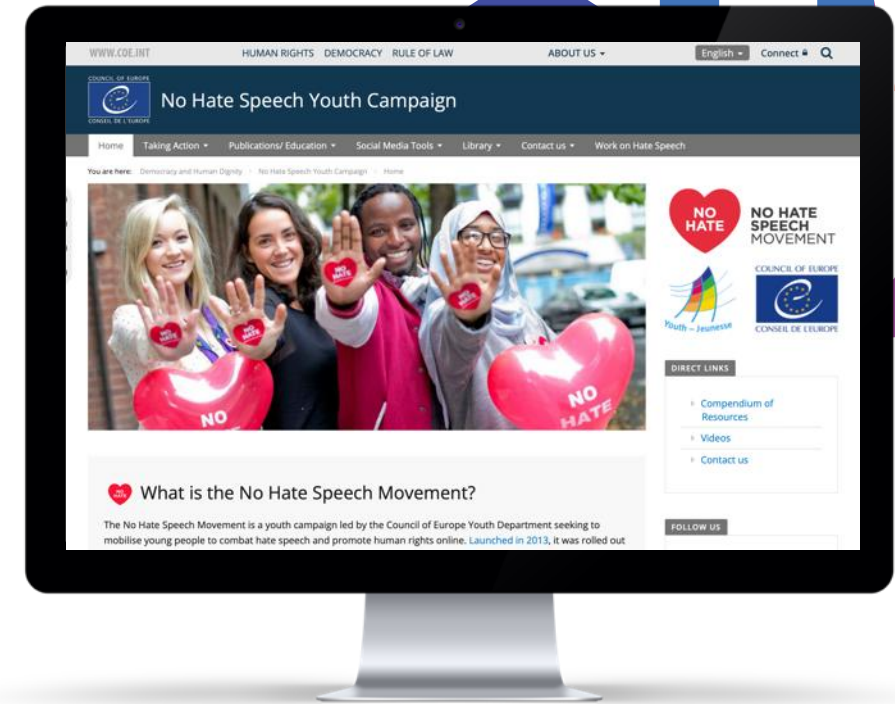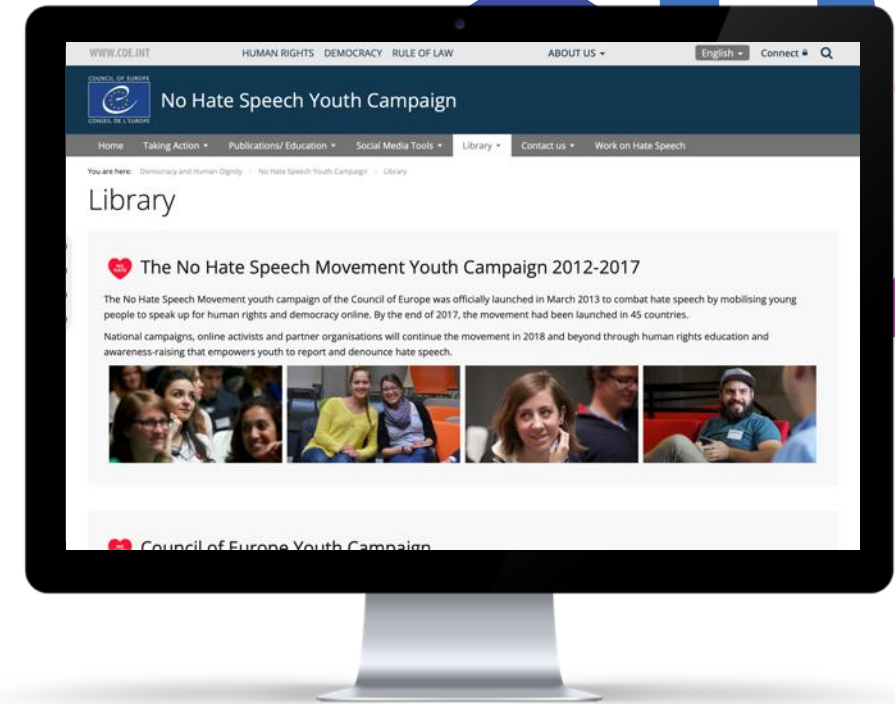
No Hate Campaign

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Case Study: Online Hate Speech Dialogues – No Hate Speech Movement

Platforms: Dedicated forums + social media engagement, Zoom, Instagram, shared blog site

Impact: Trained youth facilitators to lead cross-community digital dialogue and challenge toxic narratives. Encouraged empathy, challenged stereotypes, and created new friendships across divided borders.


No Hate Campaign Library

Click To View

Case Study: Act Beyond Borders and One Voice Movement

Cross-Border Dialogue Platforms:
Online initiatives that connect divided communities.

Note: INCLUDE ME+ promotes digital citizenship and democratic engagement. These platforms can be used in student media projects and university collaborations across borders to promote intercultural learning and peaceful discourse.
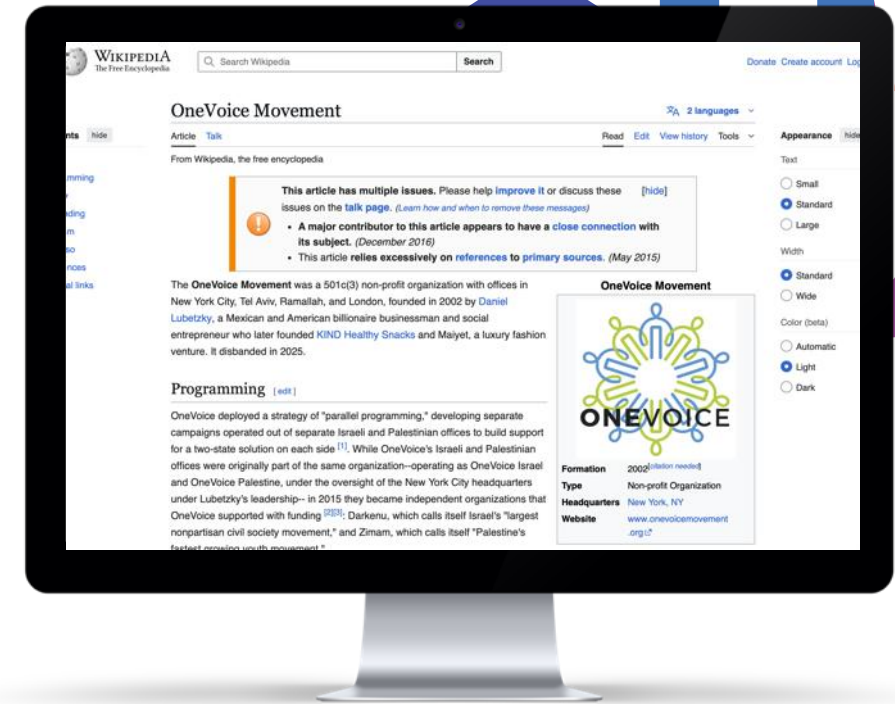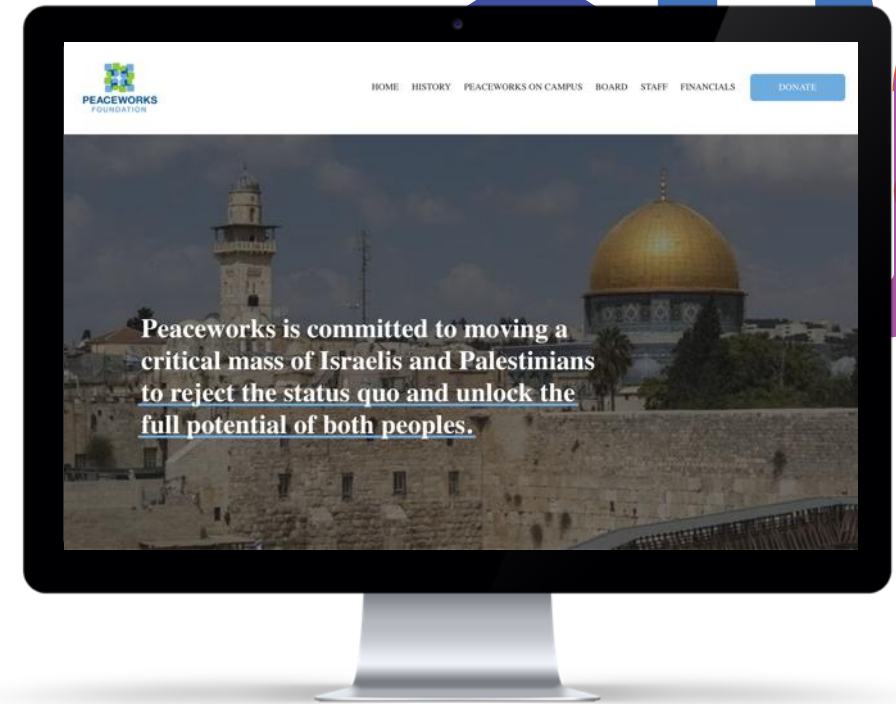
One Voice Movement

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Case Study: Act Beyond Borders and One Voice Movement

These are virtual spaces—forums, moderated social media groups, or digital exchanges—where people from opposing sides of a conflict or different cultural backgrounds come together to share experiences, co-create content, and engage in structured dialogue. These platforms help rebuild trust and open pathways for peace and empathy.

Peaceworks is committed to moving a critical mass of Israelis and Palestinians to reject the status quo and unlock the full potential of both peoples.

Peace Works Foundation

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Case Study: Act Beyond Borders and One Voice Movement

Example Act Beyond Borders and One Voice Movement: Act Beyond Borders and One Voice Movement used social media and Zoom discussions to connect Israeli and Palestinian youth, allowing them to challenge mutual assumptions and explore shared hopes. These interactions helped break down stereotypes, encourage empathy, and engage a sense of shared humanity by allowing individuals to share their experiences and perspectives.
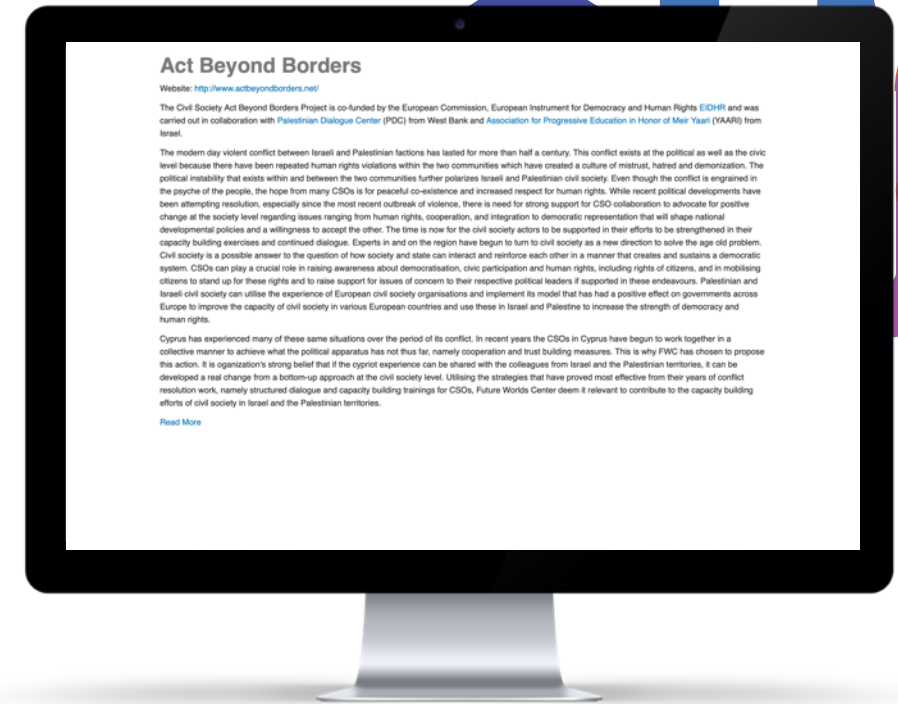
Act Beyond Borders

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Act Beyond Borders and One Voice Movement

→ *'We believe in an independent and viable Palestine and a secure Israel free from conflict. OneVoice empowers Israelis, Palestinians, and their global allies to create hope, instill urgency, and pursue action in achieving a future rooted in respect, security, and justice'.*

By leveraging technology and facilitating open dialogue, these initiatives aimed to create bridges between communities and build a foundation for a more peaceful future.

→ **Social Media:** Platforms like Facebook, Instagram, and other social media channels were used to connect youth from both sides, allowing them to share stories, ideas, and perspectives.
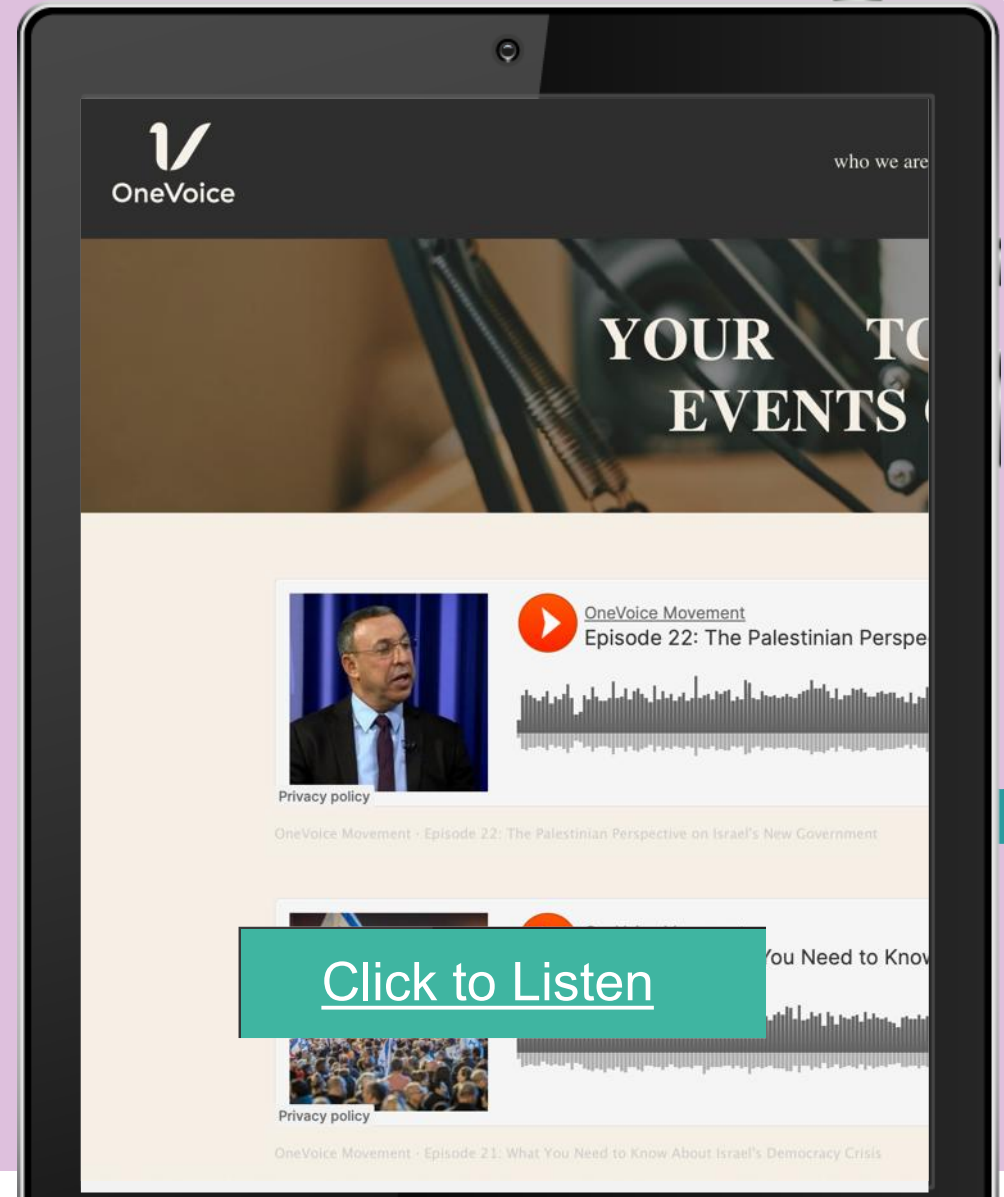
Activity

→ **Zoom Discussions:** Virtual meetings on Zoom provided a space for direct interaction, enabling them to have face-to-face conversations and build relationships, even from a distance.

→ **Challenging Assumptions:** By engaging with individuals from different backgrounds, youth were encouraged to question their own preconceived notions about the other side, promoting understanding and challenging stereotypes.

→ **Exploring Shared Hopes:** The discussions focused on identifying common aspirations and goals, highlighting the shared desire for a peaceful and prosperous future for both Israelis and Palestinians.

→ **Building Empathy and Understanding:** The platforms allowed youth to hear personal stories and experiences from the other side, promoting empathy and understanding, leading to a greater appreciation for the human element behind the conflict.

→ **Podcast Everyday Voices:** Listen to their podcast, solely dedicated to highlighting Palestinian and Israeli voices from Israel and Palestine. Through a diverse range of topics and perspectives, it aims to help you understand how events are perceived on the ground and address critical issues.

OneVoice

who we are

YOUR TO
EVENTS

OneVoice Movement
Episode 22: The Palestinian Perspe

Privacy policy

OneVoice Movement - Episode 22: The Palestinian Perspective on Israel's New Government

You Need to Know

Privacy policy

OneVoice Movement - Episode 21: What You Need to Know About Israel's Democracy Crisis

Click to Listen

The Impact of Digital Documentation on Historical Memory and Justice.

Digital documentation refers to the use of technology—videos, photographs, scanned archives, testimonials, data logs—to capture, preserve, and share records of conflict, violence, and injustice. Stored in online repositories, this conflict-related evidence helps when seeking justice, preserve historical accuracy, and prevents revisionism. Digital records play a crucial role in:

→ Shaping collective memory of what really happened.

→ Honouring survivors and victims.

→ Holding perpetrators accountable.

→ Educating future generations to prevent history from repeating.

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The Impact of Digital Documentation on Historical Memory and Justice.

Focus Area 3

Digital Media as a Tool for Post-Conflict Reconciliation in Europe

In post-conflict societies, access to accurate digital records helps communities heal, builds public awareness, and supports international justice mechanisms.

Examples: Syrian Archive, Memoria Abierta and HURIDOCS

Digital documentation plays a pivotal role in post-conflict societies by capturing, preserving, and disseminating records of conflict, violence, and injustice. Utilising technologies such as videos, photographs, scanned archives, testimonials, and data logs, these digital records are stored in online repositories to aid in seeking justice, preserving historical accuracy, and preventing revisionism.

The Impact of Digital Documentation on Historical Memory and Justice.

Focus Area 3

Digital Media as a Tool for Post-Conflict Reconciliation in Europe

Key Roles of Digital Documentation:

1 **Shaping Collective Memory:** Digital archives help communities remember and understand past atrocities, ensuring that the narratives of survivors and victims are acknowledged and preserved.

2 **Honouring Survivors and Victims:** By documenting personal stories and experiences, digital platforms pay tribute to those affected by conflict, providing them with a voice and recognition.

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The Impact of Digital Documentation on Historical Memory and Justice.

Focus Area 3

Digital Media as a Tool for Post-Conflict Reconciliation in Europe

3 **Holding Perpetrators Accountable:** Digital evidence can be instrumental in legal proceedings, aiding in the prosecution of those responsible for human rights violations.

4 **Educating Future Generations:** Accessible digital records serve as educational tools, teaching future generations about past conflicts to prevent history from repeating itself.

5 **Supporting Healing and Justice Mechanisms:** Accurate digital records facilitate community healing, build public awareness, and support international justice mechanisms.

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The Impact of Digital Documentation on Historical Memory and Justice.

Notable Initiatives:

→ **Syrian Archive:** A Syrian-led project that preserves documentation of human rights violations committed by all parties to the conflict in Syria. The archive aims to enhance and memorialize these records for use in advocacy, justice, and accountability.

→ **Memoria Abierta:** An Argentine initiative that compiles oral testimonies, photographs, and documents related to state terrorism. It contributes to the construction of collective memory and supports judicial processes

→ **HURIDOCS:** An NGO that develops tools like Uwazi, an open-source database application designed for human rights defenders to manage collections of facts, testimonies, evidence, and cases.

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Why Digital Documentation Matters

Preserving the truth: In societies recovering from war, genocide, or oppression, facts are often contested. Digitally preserved testimonies, images, and data protect the truth from political manipulation or erasure.

Supporting transitional justice: Digital archives provide evidence for truth commissions, tribunals, and reparations—ensuring justice is not delayed or denied.

Educating and empowering youth: Digital platforms make history accessible through immersive experiences, helping young people understand the past and become peacebuilders themselves.

Combating denial and revisionism: Public-facing digital memorials and storytelling platforms counter denialism and promote empathy through survivor voices.

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Case Study: Memoryscapes-Balkan Investigative Reporting Network (BIRN).

Memoryscapes – Balkan Investigative Reporting Network (BIRN). An interactive digital storytelling project mapping sites of memory in post-war Serbia, Kosovo, and Bosnia. Combines maps, survivor interviews, and video for public exploration.

Impact: Builds regional awareness and starts intergenerational conversations about justice and remembrance.
https://birn.eu.com

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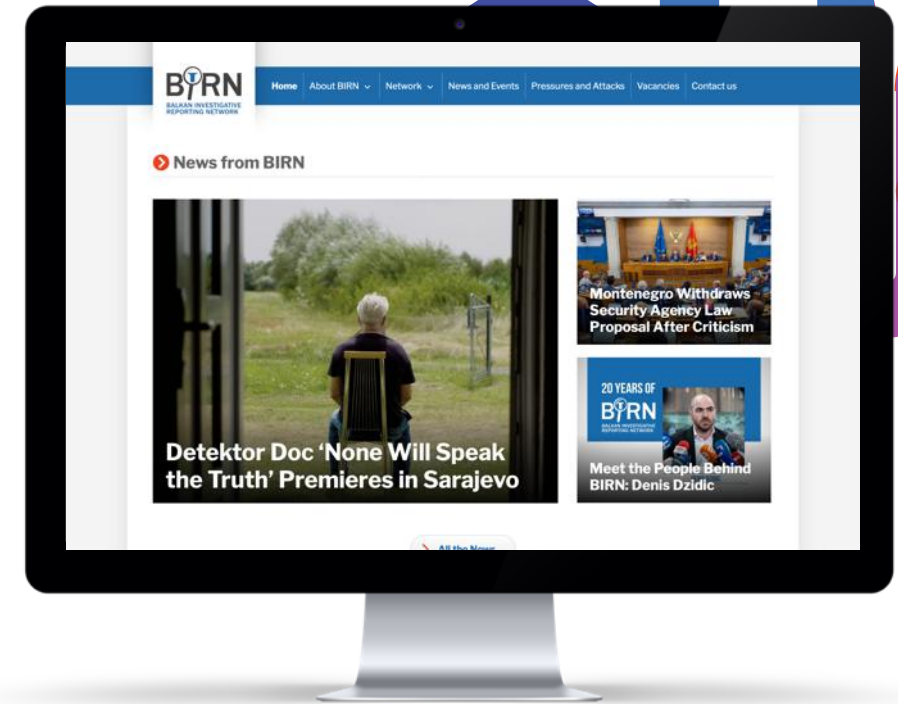
Case Study: Memoryscapes-Balkan Investigative Reporting Network (BIRN).

Also, EHRI, mentioned in **Key Concepts 2,** which preserves survivor testimonies, photos, letters, and records from the Holocaust. EHRI unites 20+ archives across Europe and makes them digitally accessible for education, justice, and remembrance.

Impact: Prevents historical amnesia; used in classrooms, research, and remembrance events. https://www.ehri-project.eu

Meet Aida Tinjak at BIRN, who promotes freedom of speech, human rights and democratic values. This experience profoundly influenced my understanding of journalism as an active force in memory-making and truth-telling.

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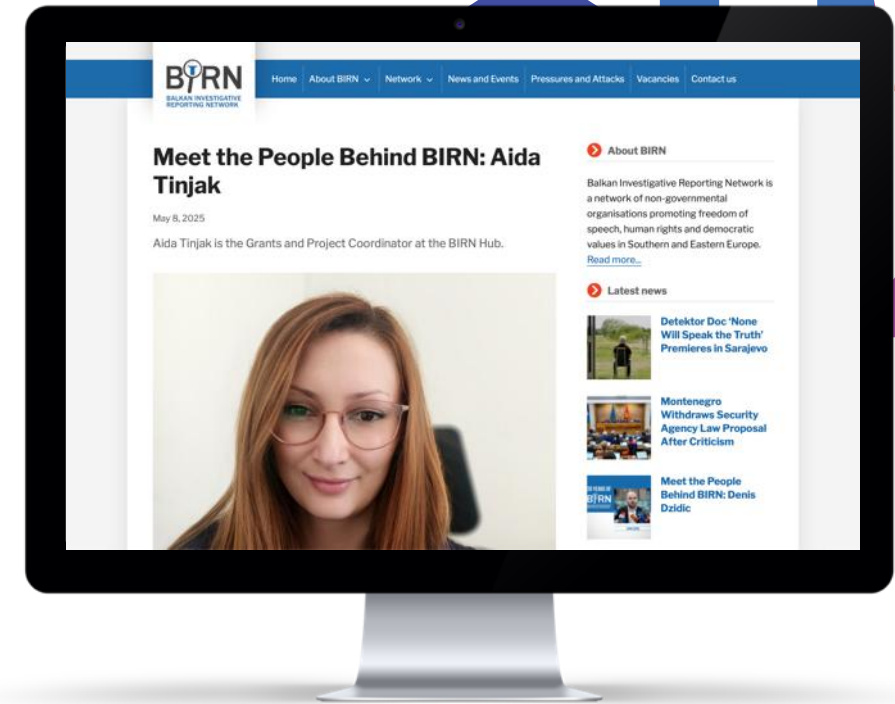
Case Study: Post-Conflict Research Center (PCRC) – Bosnia and Herzegovina

Digital Memorialisation: Preserving history to prevent conflict recurrence

Note: Educators and students can co-create digital memorial projects to investigate local histories of trauma or conflict, contributing to collective memory and intergenerational learning. This strengthens civic education and resilience.

Digital memorialisation involves using online archives, storytelling platforms, and multimedia to document and preserve the memories of past conflicts. This helps societies learn from history, honour victims, and guard against denial or revisionism. It also supports transitional justice and long-term reconciliation efforts. Youth can for example co-create digital memorial projects to investigate local histories of trauma or conflict, contributing to collective memory and intergenerational learning. This strengthens civic education and resilience.

Case Study: Post-Conflict Research Center (PCRC) – Bosnia and Herzegovina

Example The European Holocaust Research Infrastructure (EHRI): The European Holocaust Research Infrastructure (EHRI) provides open-access archives, survivor testimonies, and educational tools to ensure Holocaust memory remains accessible. It exemplifies how digital media can make remembrance a living, accessible process.

https://www.ehri-project.eu

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Why Digital Documentation Matters

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About and Mission: European Holocaust Research Infrastructure (EHRI)

➡ **Trans-national Holocaust research, commemoration and education is the mission of the European Holocaust Research Infrastructure (EHRI).** Its main challenge is the wide dispersal of sources and expertise across many institutions. EHRI overcomes such fragmentation by connecting sources, institutions and people.

➡ **The EHRI Portal enables online access to information about Holocaust sources, no matter where they are located.** It gives researchers access to the resources of the world's leading Holocaust archives. It has an extensive programme of networking and training that brings people together and promotes innovative tools that advance the digital transformation of Holocaust research.

Podcast: For the Living and the Dead https://www.ehri-project.eu/ehri-podcast-for-the-living-and-the-dead/

# About and Mission: European Holocaust Research Infrastructure (EHRI)

→ **Large Human Digital Network:** In this short video, the European Holocaust Research Infrastructure (EHRI) presents its human network, which plays a vital role in the success of the project, next to the digital infrastructure.

EHRI's Human Network

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Watch on ▶ YouTube
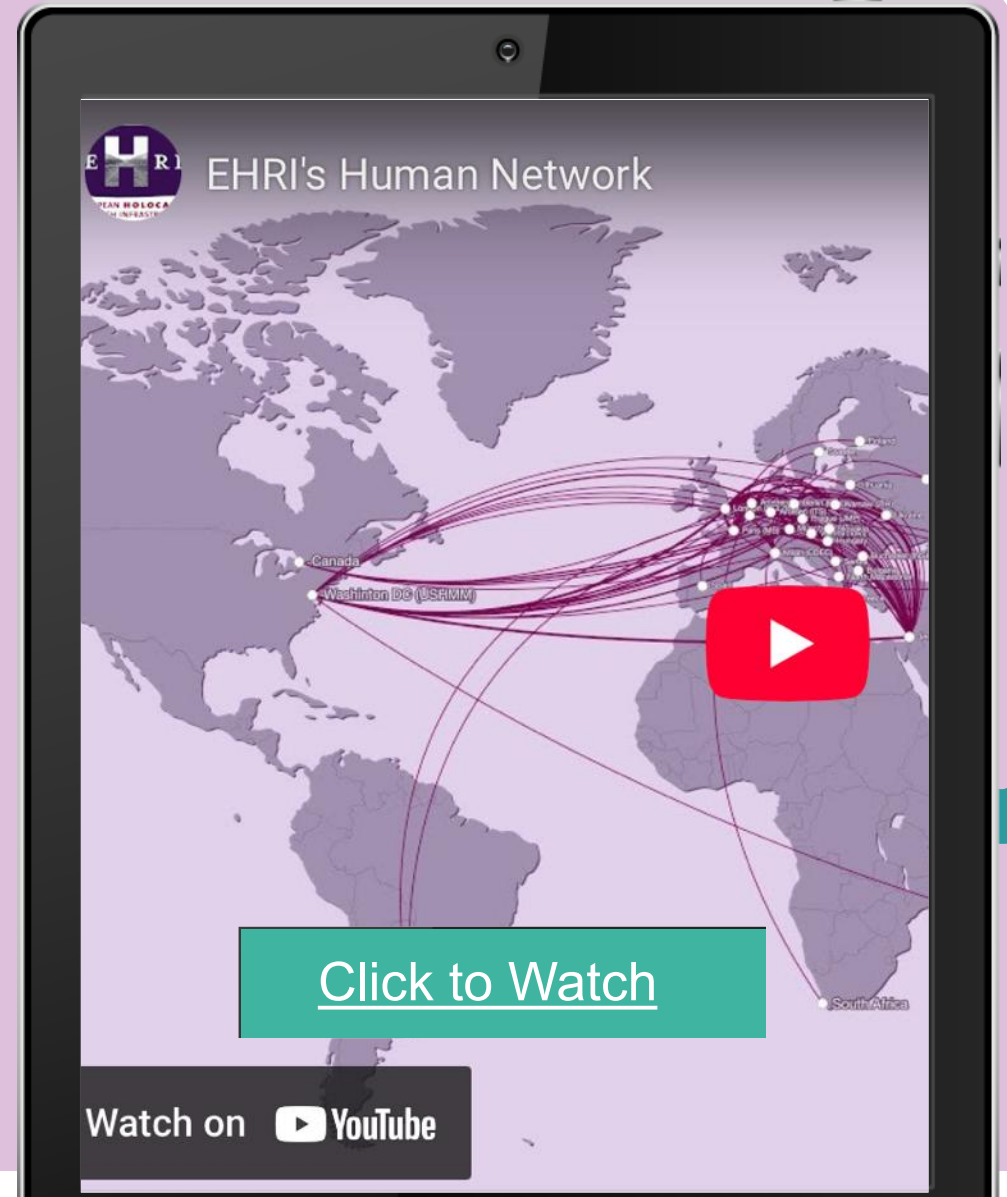
About and Mission: European Holocaust Research Infrastructure (EHRI)

→ **Videos:** EHRI Mission and Vision. EHRI also has several short videos that have been made to illustrate the work of the European Holocaust Research Infrastructure
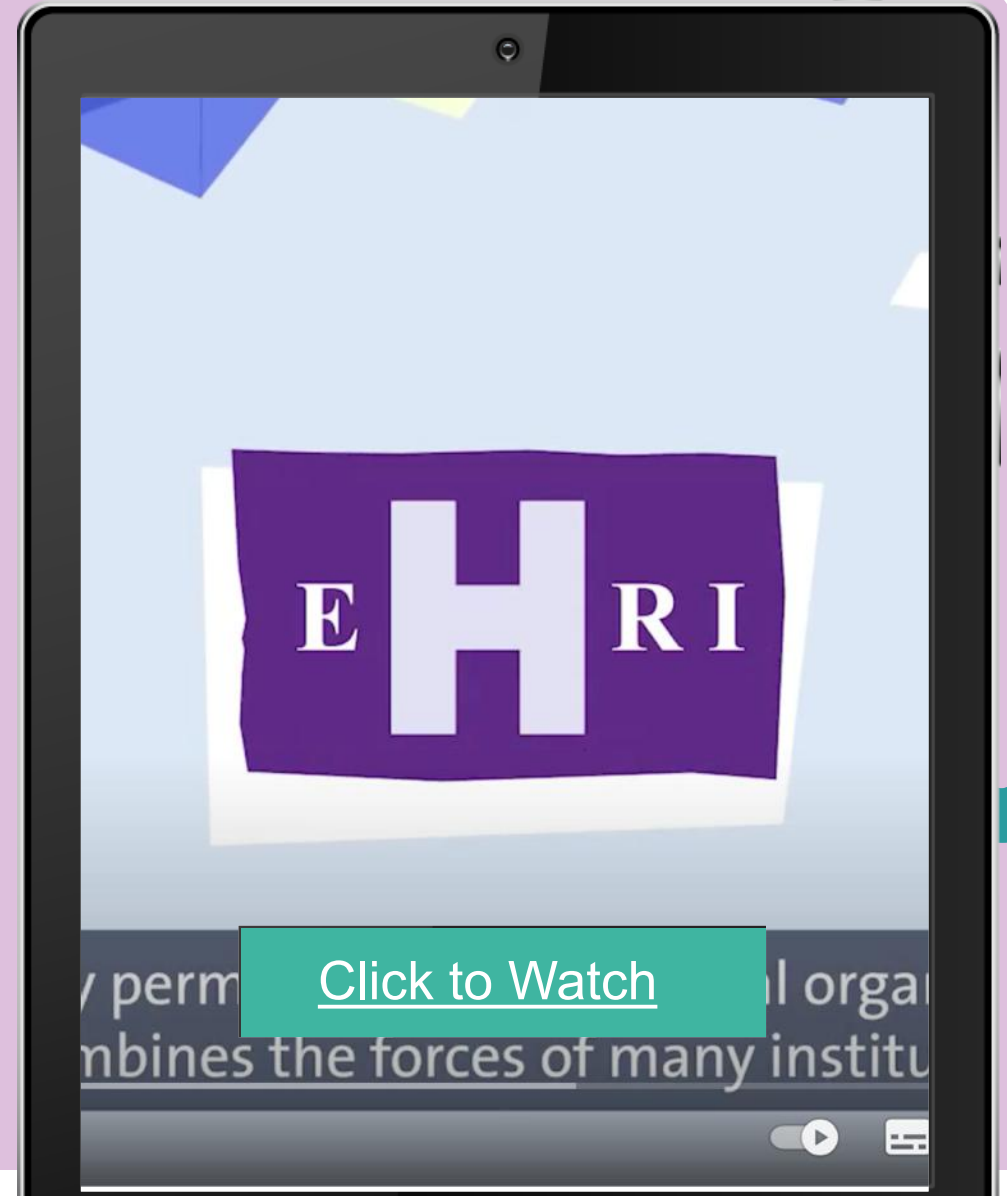
Click to Watch

Media Literacy as a Tool for Combating Divisive Narratives in Post-conflict Societies.

Media literacy is the ability to critically assess, evaluate, and create media content. In post-conflict societies, where misinformation, stereotypes, and propaganda often linger, media literacy becomes a vital peacebuilding skill. Online Safety – Free Speech Vs. Hate Speech

Post-conflict environments are often flooded with:

→ Misinformation and fake news that reinforce old divisions.

→ One-sided or polarised narratives in media and education.

→ Online echo chambers that fuel mistrust and exclusion.

→ Weaponised media that may glorify past violence or vilify others.

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Media Literacy as a Tool for Combating Divisive Narratives in Post-conflict Societies.

It is important that readers recognise media manipulation tactics and polarised narratives (free course provided later in this section). They must be able to evaluate online content for bias, accuracy, and impact.

Be able to use media literacy tools to counter hate speech and misinformation and promote constructive, respectful online dialogue. **Without media literacy**, people remain vulnerable to fear-based content that reignites tensions.

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Why Media Literacy & Critical Thinking Matters in Peacebuilding

➤ By teaching individuals, especially young people, how to recognise bias, verify information, and responsibly share content, media literacy can:

➤ **Challenge divisive narratives:** For example, **Fake news** is **false** or deliberately misleading information shared under the guise of a news story. It might deliberately misrepresent certain facts or events in order to push a particular narrative, make money through advertising, or promote personal opinions. It goes beyond bias, which is something else to look out for in news sources, as it actively misleads and manipulates the reader through the dissemination of false information. Media Literacy – What Does it Really Mean?. Reduce hate speech and radicalisation, promote informed, respectful dialogue and build social resilience to manipulation
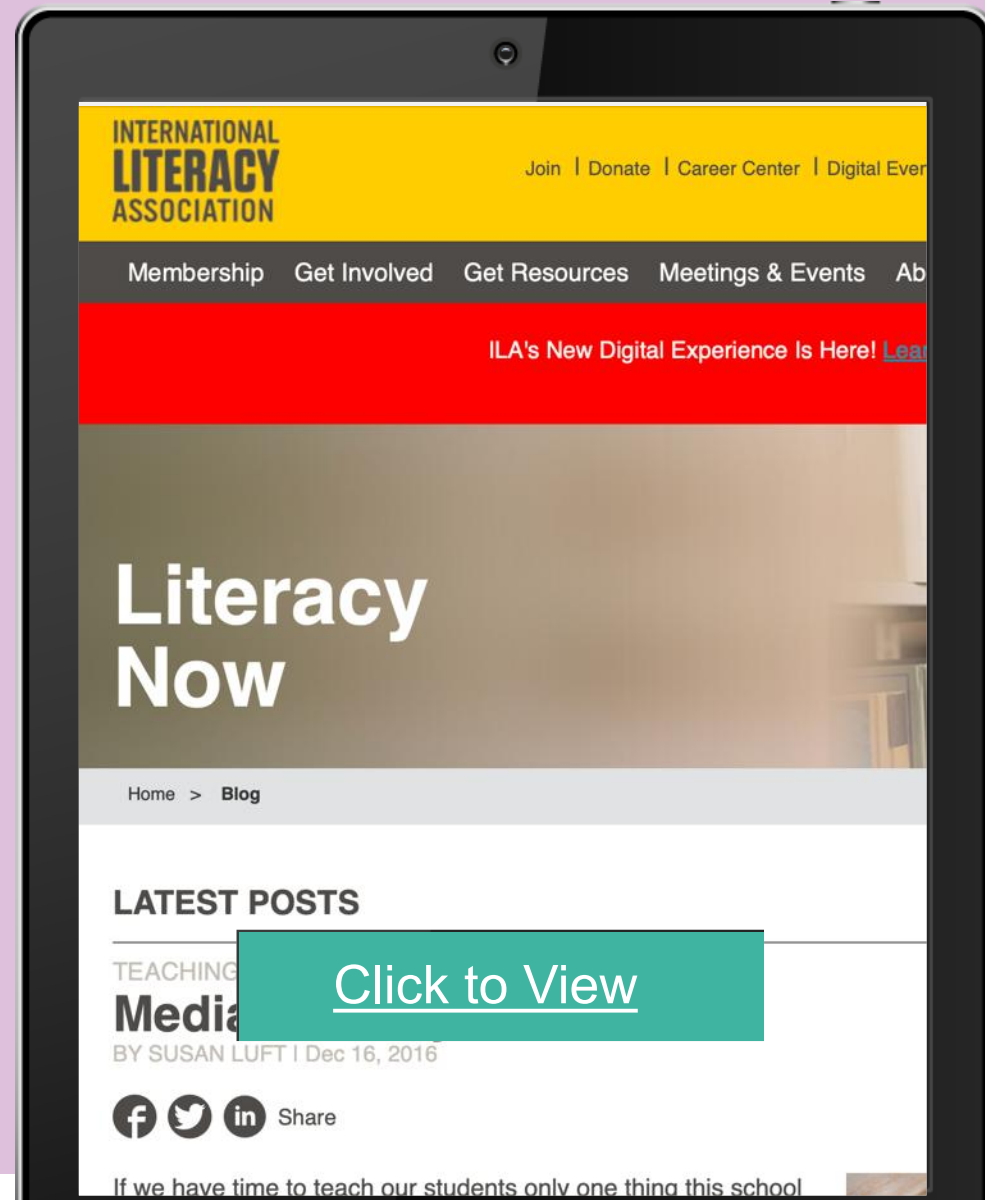
Why Media Literacy & Critical Thinking Matters in Peacebuilding

Teaching critical thinking skills helps individuals recognise and challenge misinformation, reducing the spread of harmful, polarising content.

Tools and Initiatives Supporting Media Literacy

Several organizations and initiatives are dedicated to enhancing media literacy, particularly in post-conflict contexts
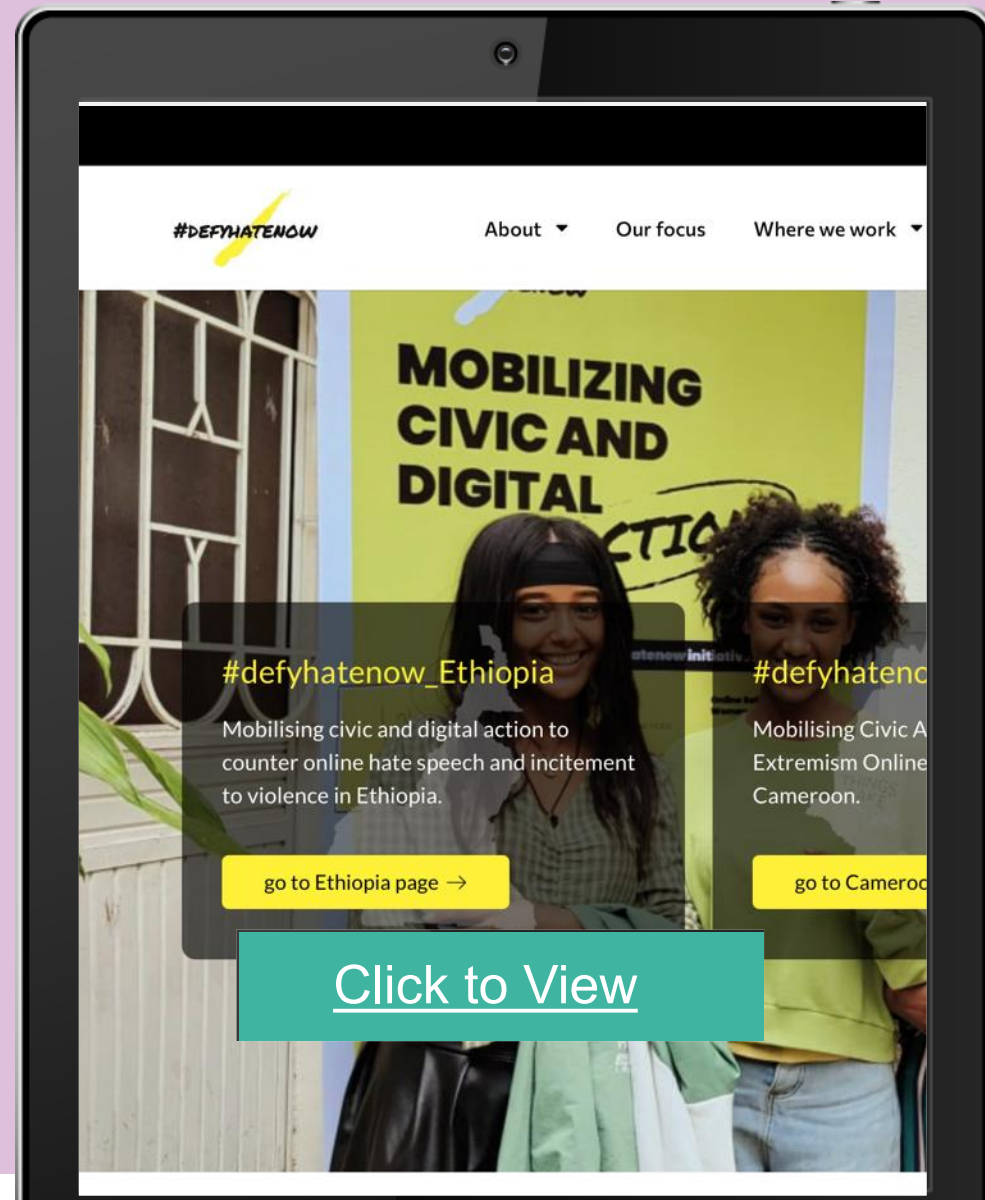
Media Literacy is Critical:

INTERNATIONAL LITERACY ASSOCIATION

Join | Donate | Career Center | Digital Even

Membership   Get Involved   Get Resources   Meetings & Events   Ab

ILA's New Digital Experience Is Here! Lea

Literacy Now

Home > Blog

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TEACHING

Media

BY SUSAN LUFT | Dec 16, 2016

Share

If we have time to teach our students only one thing this school

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Why Media Literacy & Critical Thinking Matters in Peacebuilding

#defyhatenow Social Media Hate Speech Mitigation Field Guide

This field guide offers tools and strategies for community-based organizations and online campaigns to counter hate speech and promote peacebuilding. It provides practical approaches to tackle media-induced hate speech and support media literacy.

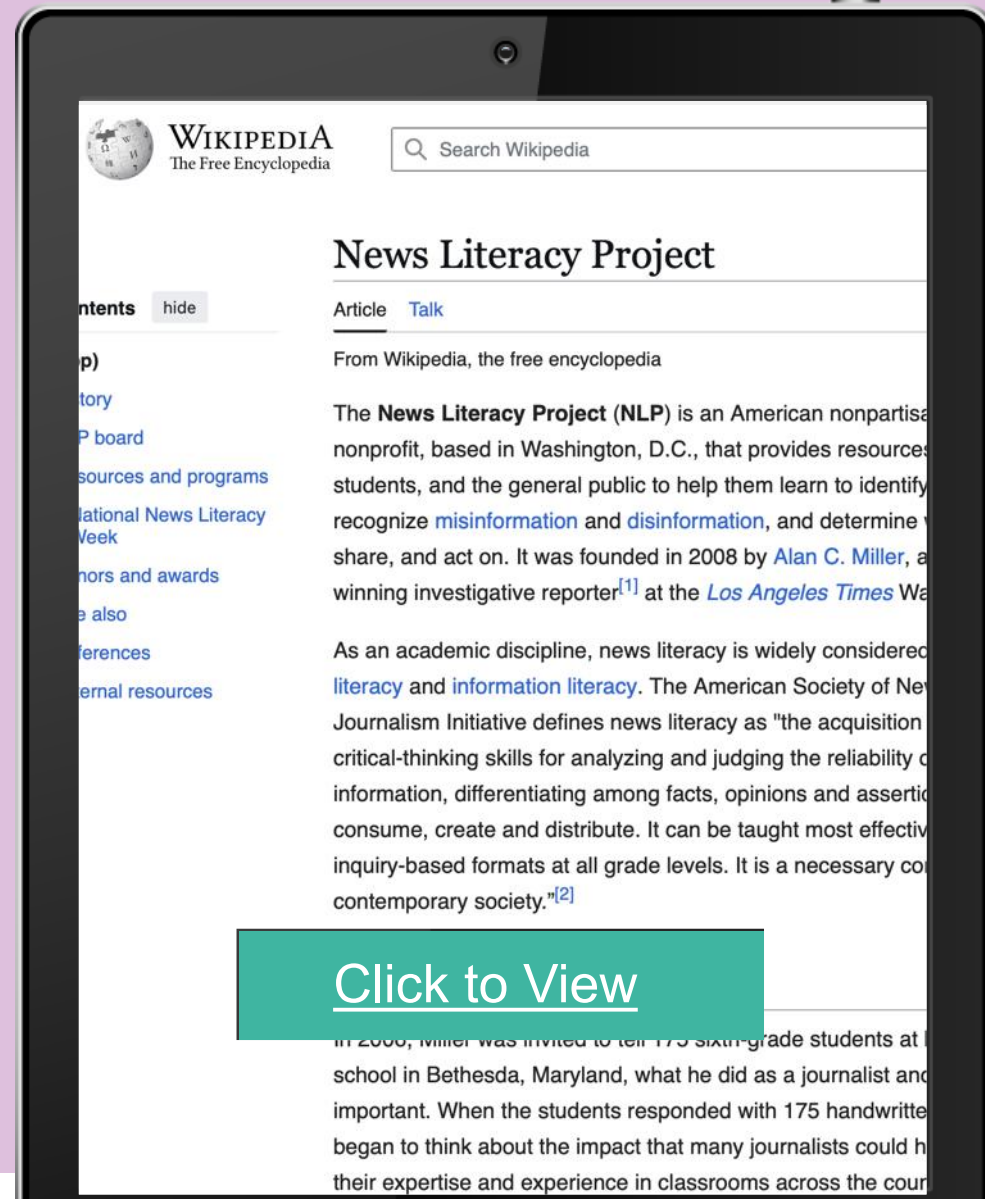#defyhatenow Social Media Hate Speech Mitigation Field Guide

#defyhatenow_Ethiopia

Mobilising civic and digital action to counter online hate speech and incitement to violence in Ethiopia.

go to Ethiopia page →

#defyhateno

Mobilising Civic A
Extremism Onlin
Cameroon.

go to Camero

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Why Media Literacy & Critical Thinking Matters in Peacebuilding

News Literacy Project (NLP)

NLP is a nonpartisan national education nonprofit that provides resources for educators, students, and the general public to help them identify credible information, recognize misinformation and disinformation, and determine what they can trust, share, and act on.
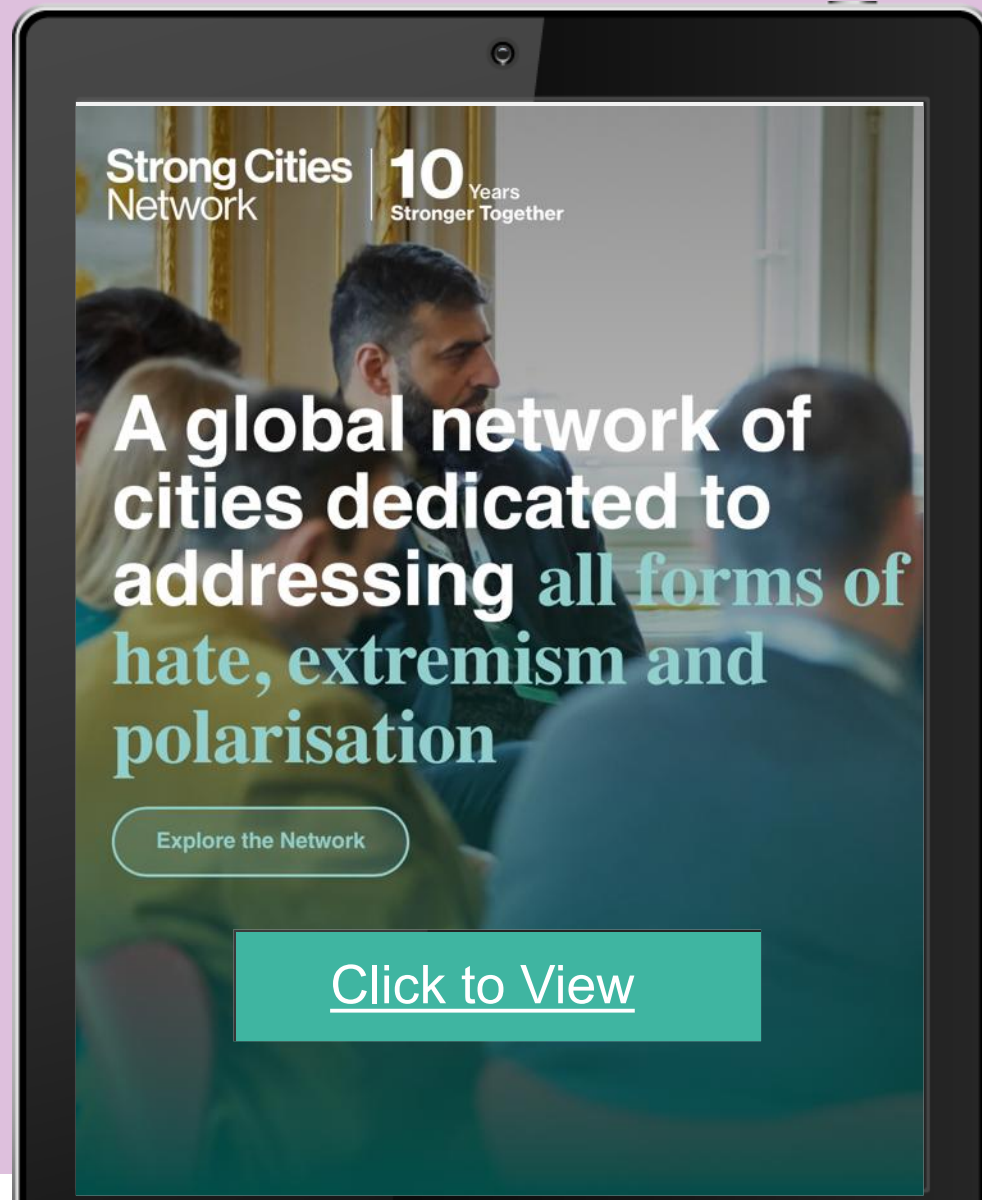
News Literacy Project (NLP)

WIKIPEDIA
The Free Encyclopedia

Search Wikipedia

News Literacy Project

Article   Talk

From Wikipedia, the free encyclopedia

The **News Literacy Project** (NLP) is an American nonpartisa nonprofit, based in Washington, D.C., that provides resources students, and the general public to help them learn to identify recognize misinformation and disinformation, and determine share, and act on. It was founded in 2008 by Alan C. Miller, a winning investigative reporter[1] at the *Los Angeles Times* Wa

As an academic discipline, news literacy is widely considered literacy and information literacy. The American Society of Ne Journalism Initiative defines news literacy as "the acquisition critical-thinking skills for analyzing and judging the reliability information, differentiating among facts, opinions and assertion consume, create and distribute. It can be taught most effectiv inquiry-based formats at all grade levels. It is a necessary co contemporary society."[2]

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In 2008, Miller was invited to tell 175 sixth-grade students at school in Bethesda, Maryland, what he did as a journalist and important. When the students responded with 175 handwritte began to think about the impact that many journalists could h their expertise and experience in classrooms across the cou

Why Media Literacy & Critical Thinking Matters in Peacebuilding

Strong Cities Network

This network provides resources for cities to counter hate speech, including technological tools like social media monitoring platforms and artificial intelligence to track hate speech in real-time.
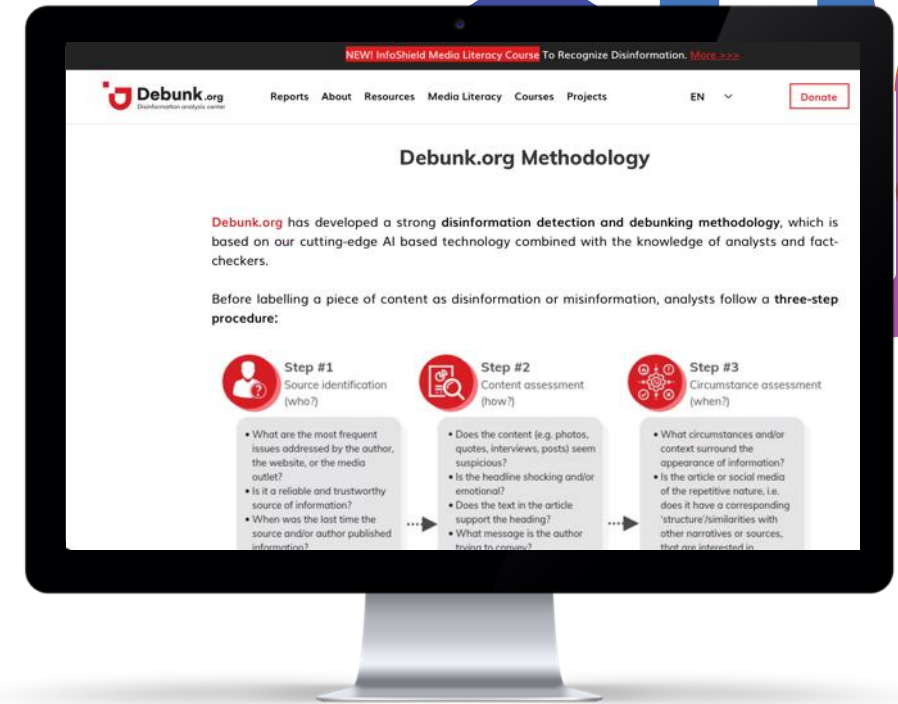
Strong Cities Network

Strong Cities Network | 10 Years Stronger Together

A global network of cities dedicated to addressing all forms of hate, extremism and polarisation

Explore the Network

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Case Study: Debunk EU – Lithuania

An independent fact-checking organisation that exposes Russian disinformation campaigns targeting Baltic countries with historical revisionism or hate speech.

Debunk.org, VsI, is an independent technology think tank that researches disinformation and runs educational media literacy campaigns. Debunk.org carries out disinformation analyses multiple countries. Check out their Methodologies and Breakout Scale Concept

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Case Study: Debunk EU – Lithuania

Learn about Disinformation and Misinformation and how they have become a major challenge for countries, causing confusion, harm, and manipulation for political, personal or financial gain.

They provide free training in Digital Literacy course that takes about an hour for each session and provides real-world examples with certification.
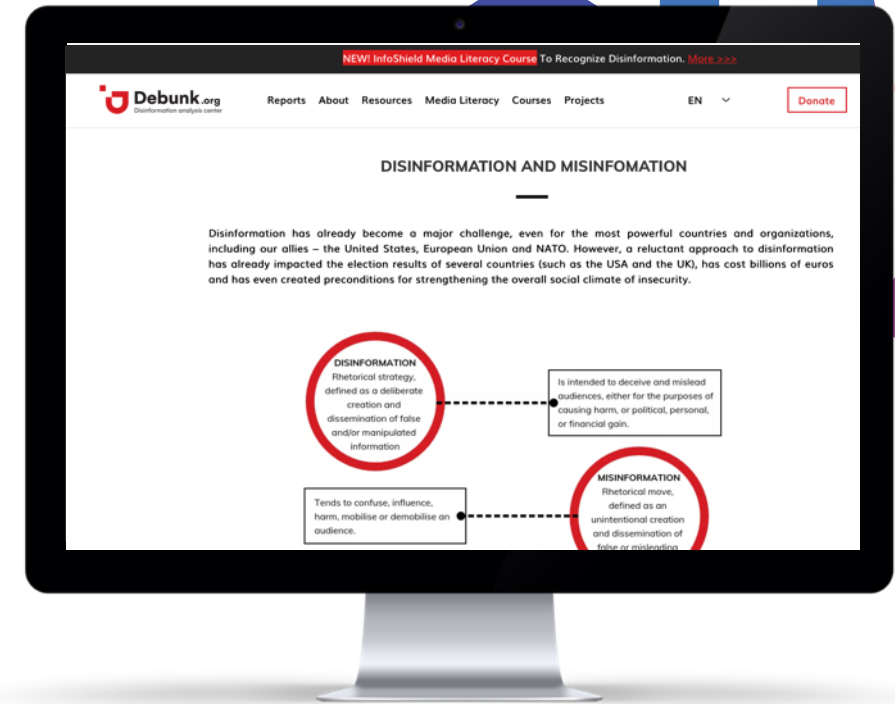
Category one	Category two	Category three	Category four	Category five	Category six
One platform, no breakout	One platform, breakout OR many platforms, no breakout	Multiple platforms, multiple breakouts	Cross-medium breakout	Celebrity amplification	Policy response OR call for violence

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Free Course

Master Digital Skills For Countering Disinformation

TRUTH
FACTS

LIES
FAKE
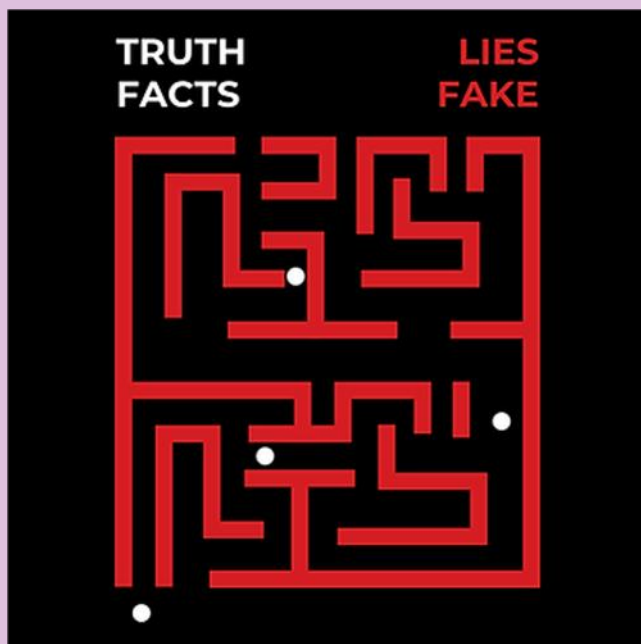
One course take approximately one hour each to complete. Completing all of them will allow you to master your online safety.

1. Introduction to Disinformation, Hybrid Warfare, and Information Operations

Learn how to identify and fight against disinformation online.

Learn more

2. Recognizing and Exposing Trolls & Bots on Social Media

Get the essential skills to identify and expose trolls, bots, and disinformation online.

Learn more

3. Identifying & Reporting Social Media Hate Speech

Learn more about hate speech, how to identify and report it.

Learn more

4. Introduction to FIMI (Foreign Information Manipulation and Interference) Analyst Job

Gain insights into the work of a FIMI analyst and learn how to combat disinformation.

Learn more

Topic 1

Resources Section

Digital Media as a Tool for Post-Conflict Reconciliation in Europe

→ **Digital Tools:** Inshot, CapCut, Wakelet, Miro, YouTube, Instagram Search, Anchor

→ **Exercise:** Digital Storytelling for Conflict Prevention

→ **Resources:** Guides, Toolkits, Articles etc.

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# Digital Tools: InShot and CapCut

Digital Storytelling for Conflict Prevention

Name: InShot / CapCut – Mobile video editors

Use for: Recording and editing short digital stories using interviews or personal narratives.

Tips: Use subtitles, music, and transitions to make stories accessible and engaging.

Watch out for: Involuntary disclosure of identities; get consent before filming.

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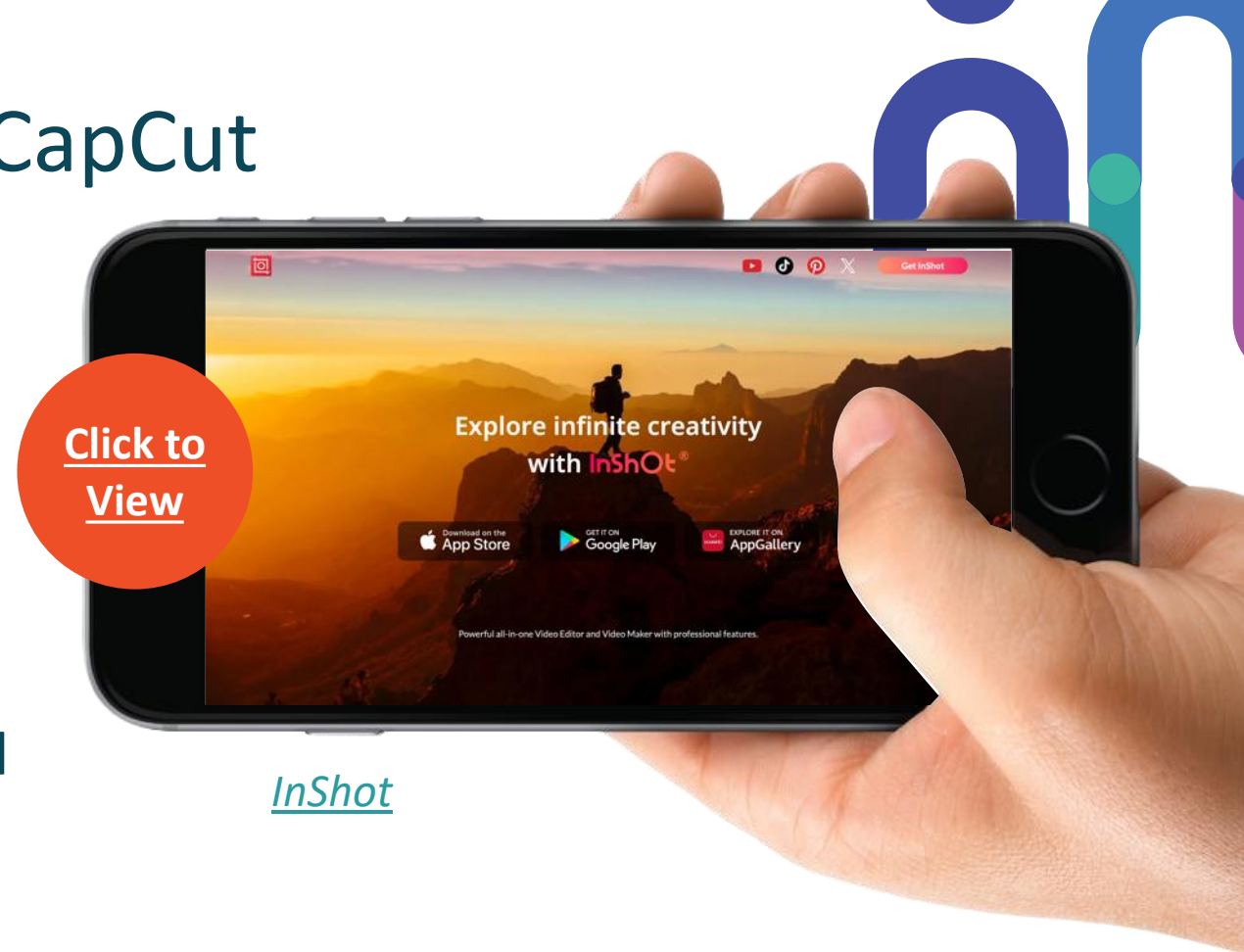
InShot

Optimal usage: Max 90 seconds for social media; pair with a reflective caption.

Digital Tools: Canva Video & Adobe Express

Digital Storytelling for Conflict Prevention

Name: Canva Video / Adobe Express

Use for: Turning stories into visual timelines, "story cards," or reels.

Tips: Start with a strong quote or emotional image. Use free icons and templates.

Watch out for: Over-designing—keep the message clear.

Optimal usage: Export in 9:16 for TikTok/Instagram Stories.

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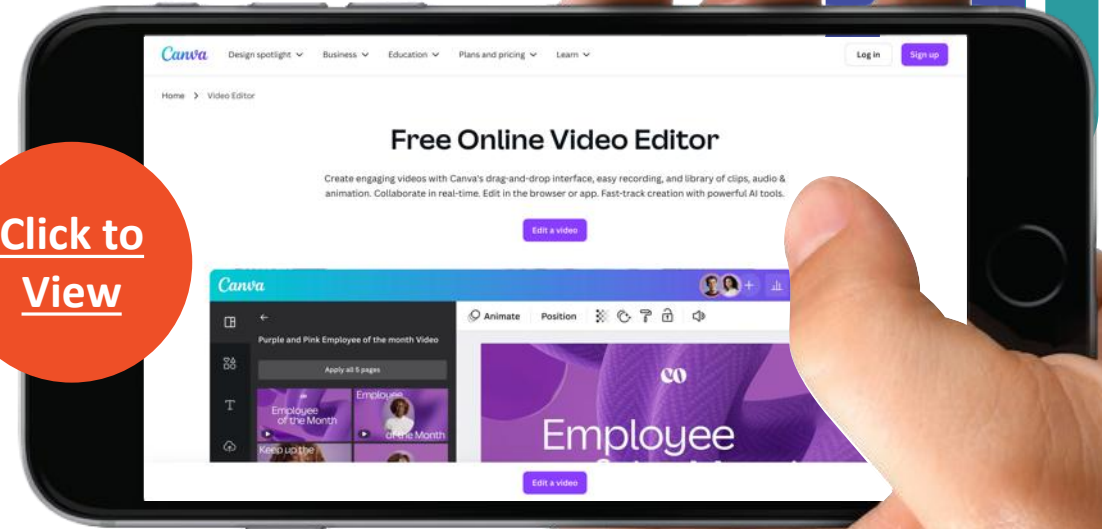
Canva Video

Digital Tools: Wakelet and Miro

Case Studies - Impactful Digital Campaigns

Name: Wakelet or Miro – Visual boards for campaign analysis

Use for: Mapping out components of digital peace campaigns (goals, audiences, channels).

Tips: Use sticky notes or cards to break down "what worked, what didn't."

Watch out for: Overloading the board—focus on 3–5 key insights.

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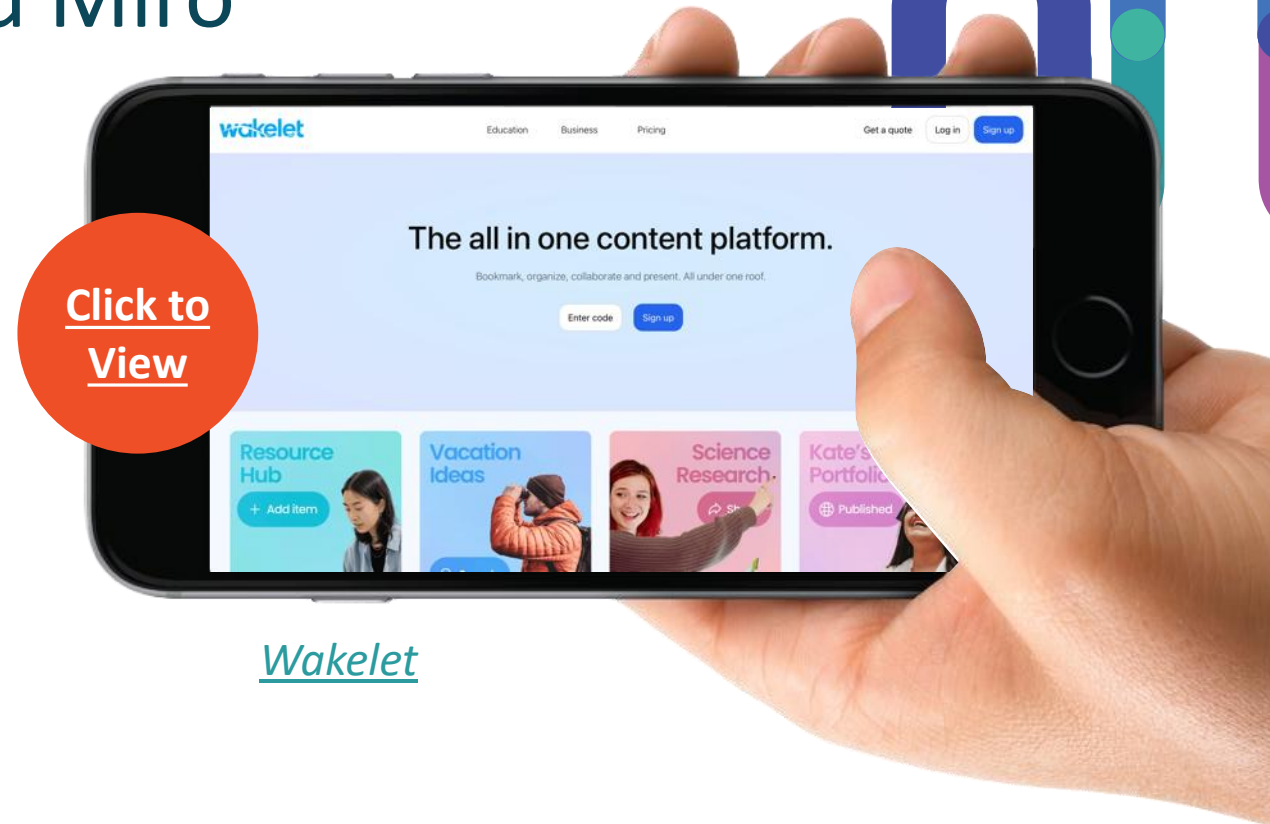
Wakelet

Optimal usage: Use it collaboratively in breakout groups.

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Digital Tools: You Tube and Instagram

Case Studies - Impactful Digital Campaigns

Name: YouTube / Instagram Search

Use for: Finding and analysing real digital campaigns (e.g., #Defyhatenow, #NotInMyName).

Tips: Examine how language, imagery, and tone influenced engagement.

Watch out for: Inactive campaigns—choose those with visible engagement.

Optimal usage: Choose one local and one global campaign for comparison.

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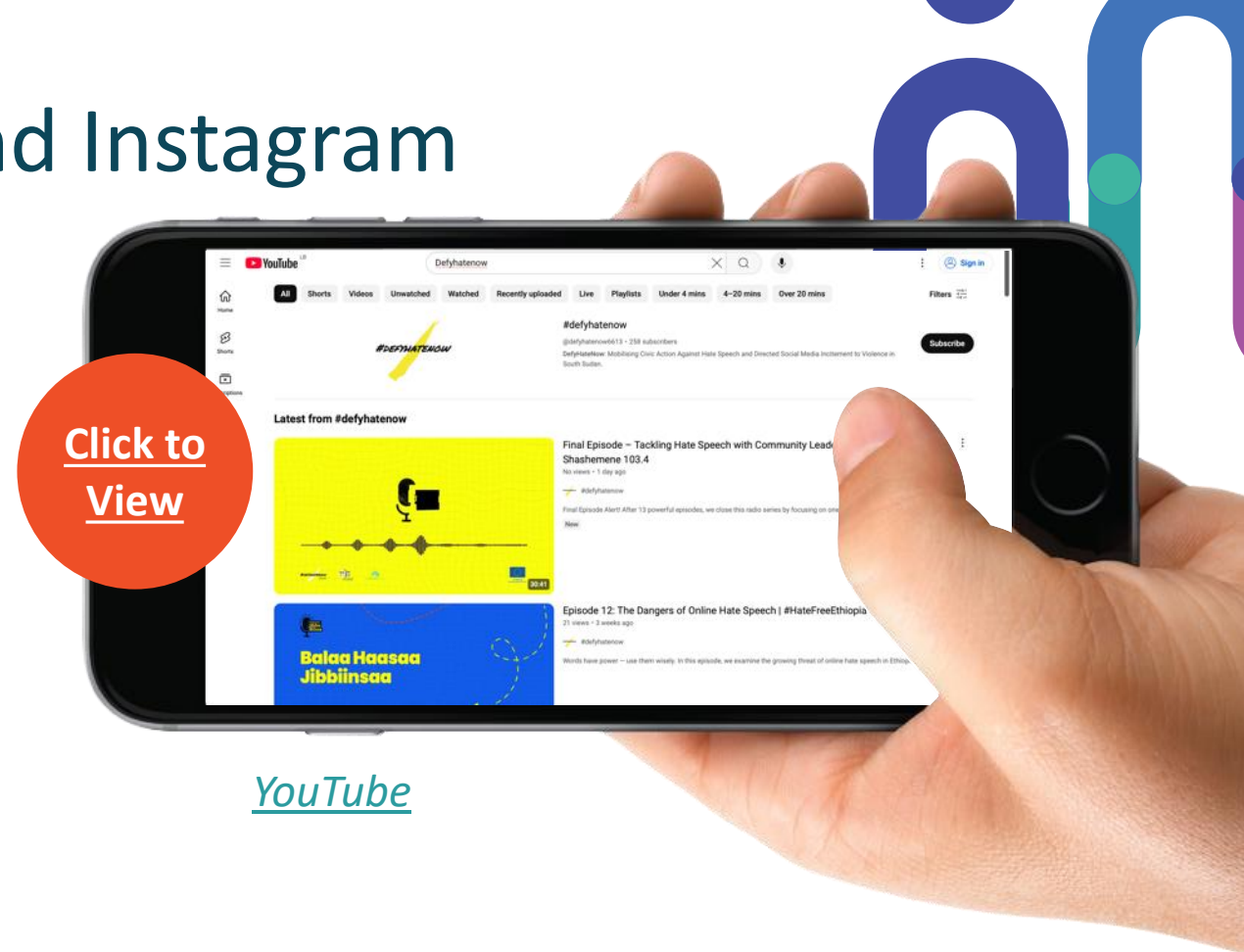
YouTube

Digital Tools: Spotify for Podcasters

Storytelling & Podcasting

Description: (Spotify for Podcasters) A podcast creation and hosting platform that lets users record, edit, and distribute audio stories for free. Free, intuitive, global reach

Voice-based storytelling: Ideal for audio-based conflict stories or interviews when video isn't feasible.

Cross-platform reach: Podcasts can reach international audiences across Spotify, Apple, and Google Podcasts.

Reflection and archive: Peace dialogues, youth panels, and testimonies can be preserved as educational archives.

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https://creators.spotify.com/
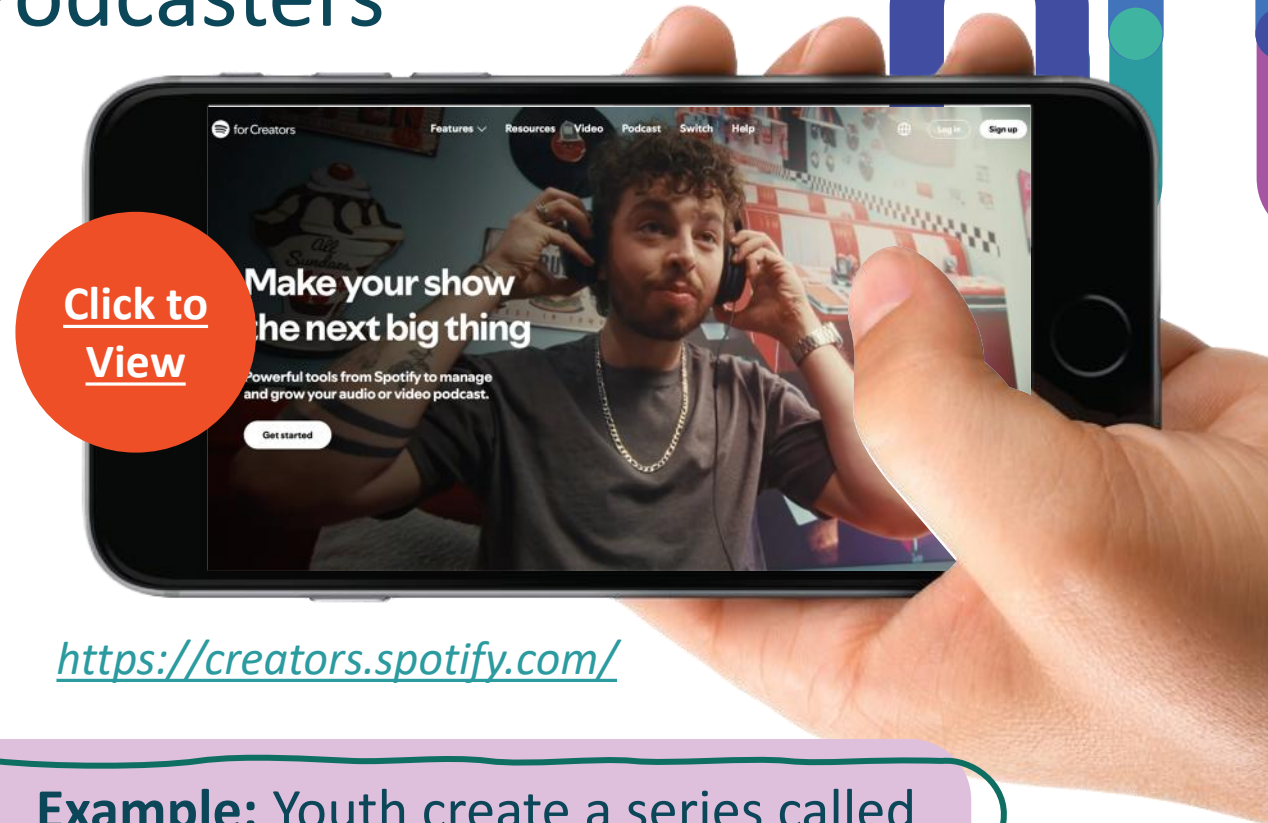
Example: Youth create a series called "PeaceTalks: Stories from My Street" featuring 3–5 minute audio clips on community healing or identity.

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Digital Storytelling for Conflict Prevention

Create a short digital story (1–3 minutes), either in video, audio, or slideshow format. The story should share a personal or local community experience related to conflict, resilience, or reconciliation. They can use apps like Canva, InShot, or Adobe Express.

Purpose:

→ Helps learners express complex emotions and perspectives through narrative

→ Develops empathy by encouraging reflection on others' lived experiences

→ Encourages learners to see themselves as agents of peace, not just observers

→ Provides practice in ethical storytelling—ensuring respectful, consent-based sharing

Methodology Tips:

1 Use prompts: "Tell a story of a time you felt misunderstood but resolved it.

2 "Offer scaffolding: teach basics of story arc (beginning, tension, resolution)

3 Encourage use of background music, text overlays, and subtitles for accessibility

Social Media and Peace Mediation

Produced jointly by DPPA Mediation Support Unit and swisspeace, this paper discusses the impact of social media on peace mediation, makes practical suggestions for mediators and their teams, and poses questions for further consideration and analysis. The paper also includes illustrative examples of practical social media uses

Social media in peace mediation

a practical framework

June 2021
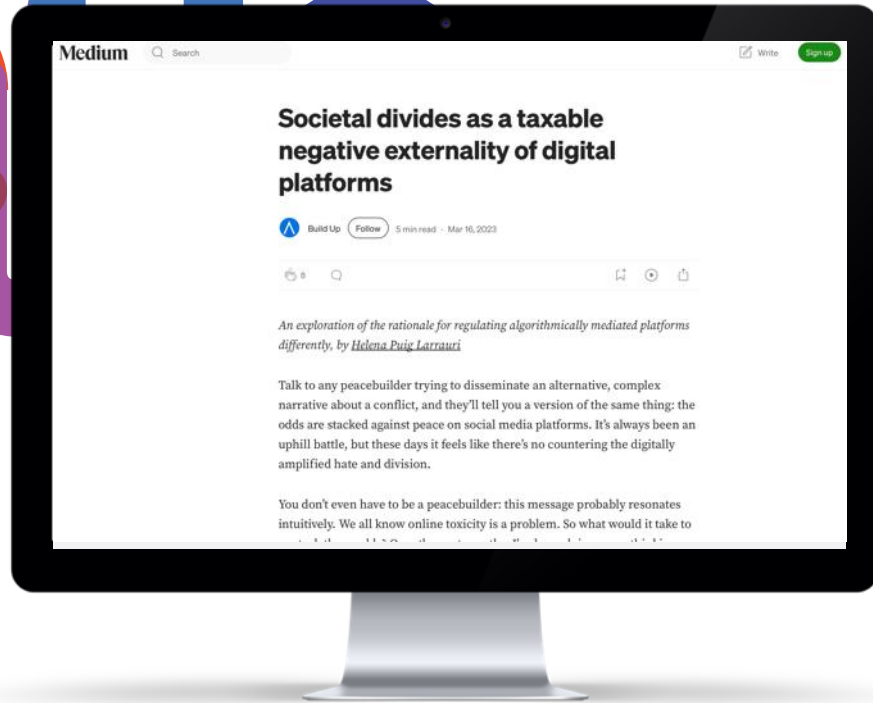
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**Social Media Platforms Amplifying Division by Using Algorithms**

[Societal divides as a taxable negative externality of digital platforms](#)

Social media platforms often amplify hate and division to maximize profit. This makes it hard for peacebuilders to share balanced, truthful stories. Online polarisation is a harmful side effect — like pollution from factories. It's not intentional, but it causes real damage to society. We should treat it as a negative externality and consider taxing it.

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Resources
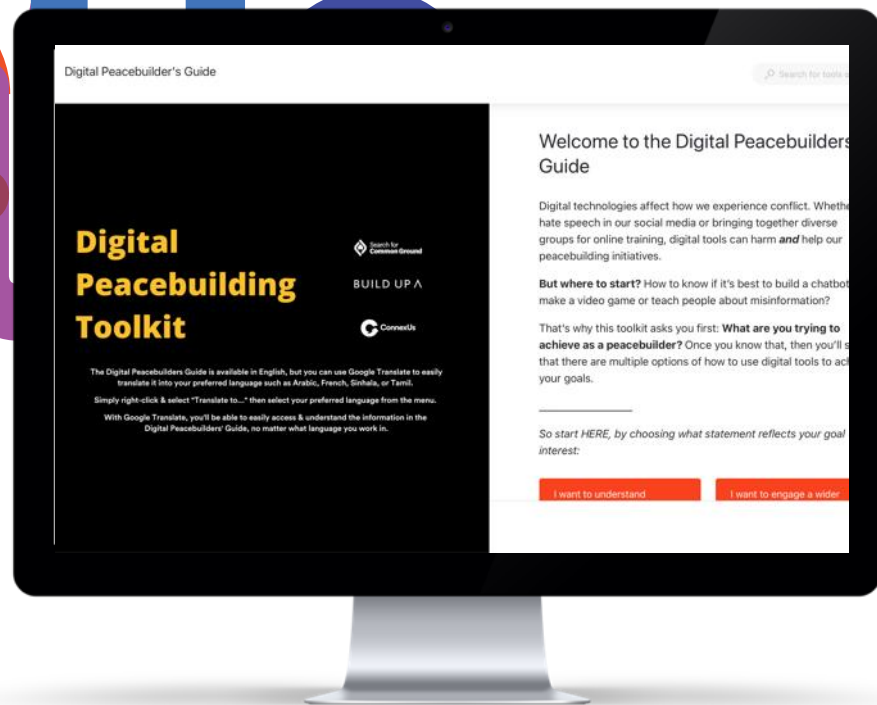
Digital Peacebuilder's Guide

Digital Peacebuilding Toolkit

Digital media and technologies affect how we experience conflict. Whether it's hate speech in our social media or bringing together diverse groups for online training, digital tools can harm and help our peacebuilding initiatives.

Click To View

Resources

But where to start? How to know if it's best to build a chatbot, make a video game or teach people about misinformation? That's why this toolkit asks you first:

What are you trying to achieve as a peacebuilder? Once you know that, then you'll see that there are multiple options of how to use digital tools to achieve your goals.

Digital Peacebuilding Toolkit

Search for Common Ground

BUILD UP ∧

ConnexUs

The Digital Peacebuilders Guide is available in English, but you can use Google Translate to easily translate it into your preferred language such as Arabic, French, Sinhala, or Tamil.

Simply right-click & select "Translate to..." then select your preferred language from the menu.

With Google Translate, you'll be able to easily access & understand the information in the Digital Peacebuilders' Guide, no matter what language you work in.

So start HERE, by choosing what statement reflects your goal or interest:

| I want to understand and/or address digital harms | I want to engage a wider or more diverse group of people using digital tools |
| I want to build social cohesion and decrease polarization using digital means | I want to increase networking and collaboration using digital means |

Article: The role of media in conflict

[War Journalism Versus Peace Journalism and What Role Should Media Play?](#)

War journalism is exactly what keeps war alive. It is the frontrunner element that campaigns for the prolonged business of war. In contrast, peace journalism doesn't concern itself with the winner-versus-loser rhetoric, but rather zooms right into the root of the very issue. It presents the causes and options of every side involved, without introducing the 'us' versus 'them' perspective.

Resources

Article: Peace Media's Digital Disconnect

If conflict prevention works, why is it so little and so poorly understood?

Peacebuilders have long tried to bring peacebuilding out of the shadows and into the light, but it remains poorly seen and poorly understood. Why is that and what can they learn?

Also covers the concept that Peacebuilding is a field without boundaries and how do we make the invisible (more) visible?

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Module 4: Building Digital Bridges: Media's Power in Peacebuilding and Social Cohesion

You have completed **Part 1 - Focus Area 1**
Digital Media as a Tool for Post-Conflict Reconciliation in Europe

Next is **Part 2 - Focus Area 2**
Storytelling for Social Change: Using Digital Media to Promote Peace Initiatives

www.**includememedia**.eu

* Note to manage waste please print this document in greyscale or black and white rather than in colour. Please print on both sides of the paper (duplex) and if you can print multiple slides or pages on one page.