

Module 3 (Part 2)

Using Digital Media to Bring People Together



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Module 3 (Part 2)

Topic 3:

Digital Diplomacy and Conflict Resolution: Strengthening Cross-Cultural Communication

Topic 4:

Ethical Digital Engagement: Navigating Privacy, Bias, and Online Behavior



Module 3 (Part 2)

Using Digital Media to Bring People Together

This module explores how digital media bridges divides, promotes respectful communication, and strengthens inclusive communities through constructive dialogue, ethical engagement, and strategies to counter polarisation, harassment, and harmful online behaviour.

MODULE 3 (Part 1)

Topic 1



Digital Media and Community Building: Creating Inclusive Online Spaces

Explores how digital media builds inclusive communities and respectful dialogue through shared values, empathy, and active participation.

Topic 2

Social Media's Role in Bridging Generational and Ideological Divides

Analyses how social media bridges generational gaps, encourages intergroup dialogue, and promotes respectful discussion across diverse beliefs.



YOU ARE HERE

MODULE 3 (Part 2)



Topic 4

Ethical Digital Engagement: Navigating Privacy, Bias, and Online Behavior

Addresses privacy, bias, and ethical behaviour online while promoting responsible communication and critical awareness of digital rights.



Topic 3

Digital Diplomacy and Conflict Resolution: Strengthening Cross-Cultural Communication

Examines digital diplomacy as a tool for cross-cultural understanding, online conflict resolution, and inclusive international cooperation.

Module Overview

Module 3 helps people think about **how to use the internet in a respectful, fair, and safe way**. The module looks at how online behavior can affect others, and why it's important to be kind, thoughtful, and responsible when communicating online.

It also talks about how to deal with problems like online conflict, hurtful messages, or unfair treatment — and how we can all play a role in making the internet a better place. The goal is to give participants the tools and awareness they need to become **respectful and active digital citizens**.

01

Digital Media and Community Building: Creating Inclusive Online Spaces

Explores how digital platforms can both connect and divide people, and offers ways to encourage respectful, inclusive conversations online.

02

Social Media's Role in Bridging Generational and Ideological Divides

Looks at how European digital communities support inclusion, diversity, and civic participation through moderation, access, and shared values.

03

Digital Diplomacy and Conflict Resolution: Strengthening Cross-Cultural Communication

Focuses on how laws, policies, and social initiatives across Europe tackle hate speech and online harassment to make the internet safer.

04

Ethical Digital Engagement: Navigating Privacy, Bias, and Online Behavior

Highlights strategies like peer support, restorative dialogue, and digital ethics education to reduce harm and promote empathy online.



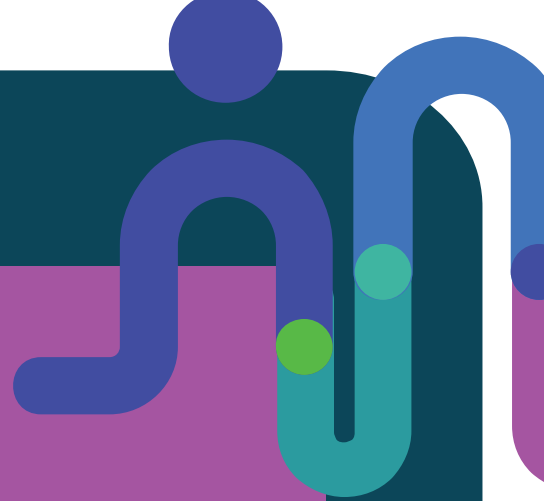
Module Snapshot

Focus Area:

Module explores how people engage in digital spaces and how that engagement can either support or undermine inclusive, respectful, and ethical communication. It covers both the opportunities and risks of online interaction, especially regarding polarization, discrimination, hate speech, algorithmic bias, and digital conflict.

Key Words:

- Social Media
- Online Dialogue
- Digital Communities
- Inclusive Respectful Discussions
- Digital Mediation
- Online Harassment
- Hate Speech
- Cyberbullying & Digital Discrimination,
- Polarisation
- Safe Online Spaces.





Module Snapshot

The aims of Module:

- Recognise unethical or harmful behaviours online (e.g., hate speech, cyberbullying, exclusion).
- Understand how digital platforms and algorithms influence communication.
- Promote empathy, inclusion, and critical thinking in digital interactions.
- Engage in constructive dialogue and digital conflict resolution.



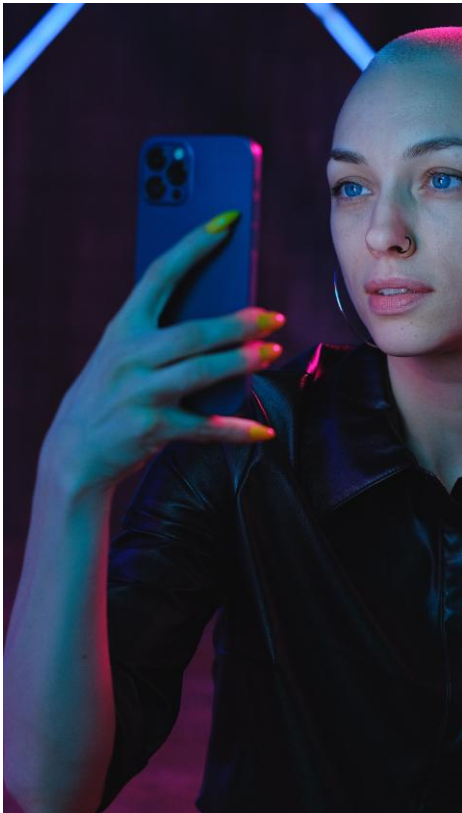


Module Snapshot

Emphasis - The module strongly emphasises that:

- **Digital spaces are not neutral:** algorithmic design and community norms influence who feels safe, visible, or silenced.
- Inclusion is intentional: inclusive digital communities require active efforts — from both platforms and individuals.
- **Responsibility is collective:** ethical engagement online depends on peer support, digital literacy, critical reflection, and policy accountability.
- **Education matters:** schools, youth workers, and families play a central role in building ethical, resilient, and media-literate digital citizens.





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Topic 3:

Digital Diplomacy
and Conflict
Resolution:
Strengthening
Cross-Cultural
Communication



04

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Topic 4:

Ethical Digital
Engagement:
Navigating Privacy,
Bias, and Online
Behavior



Module 3 (Part 2) Interactive Learning Elements

	74 Slides
	04 Exercises
	07 Videos
	04 Case Studies

	04 Digital Tools
	02 Toolkits & Guides
	02 Articles
	02 Blogs

Learning Outcomes

Topic 3: Digital Diplomacy and Conflict Resolution: Strengthening Cross-Cultural Communication

- Investigate the role of digital media in facilitating international dialogue and diplomacy.
- Understand how social media platforms are used to address conflicts and misunderstandings.
- Explore strategies for using digital media to promote peacebuilding and cross-cultural exchange.



Learning Outcomes

Topic 4: Ethical Digital Engagement: Navigating Privacy, Bias, and Online Behavior

- Examine ethical concerns related to digital media use, including privacy and digital footprints.
- Analyse how bias influences digital discourse and online interactions.
- Explore responsible digital communication practices and strategies for ethical engagement.



Topic 3

Digital Diplomacy and Conflict Resolution: Strengthening Cross-Cultural Communication





Overview

Digital Diplomacy and Conflict Resolution: Strengthening Cross- Cultural Communication

Online harassment and hate speech are taken seriously due to their impact on human rights, dignity, and democratic values in Europe.

While definitions vary slightly across countries, European legal frameworks share common grounds. As online communication grows, so does the prevalence of digital harassment and hate speech. This section explores the legal, technological, and community-based responses in Europe that aim to mitigate these challenges.

Focus Areas:

01

European Legal Frameworks
& Policy Responses

02

The role of social media platforms
in monitoring and mitigating harmful
content.

03

AI-driven and human moderation
approaches to enforcing digital safety

04

Support structures for individuals
affected by digital abuse.



"Hate speech and online harassment threaten the very foundations of democratic societies by silencing voices, spreading fear, and targeting vulnerable groups. Europe must continue to respond with strong legal frameworks, active civil society engagement, and digital education to ensure that online spaces remain respectful, inclusive, and safe for all."

**Inspired by EU and
Council of Europe values**



Key Concepts

Online Harassment: Repeated, unwanted, and aggressive behavior through digital means that causes emotional distress

Hate Speech: Any communication that incites violence, discrimination, or hostility based on race, religion, gender, sexual orientation, disability, or nationality.

EU Digital Services Act & GDPR Protections: Legal measures safeguarding users online.

Cyber Ethics & Digital Citizenship: Promoting responsible behavior and ethical communication.

AI & Machine Learning in Content Moderation: The effectiveness and limitations of automated content filtering.

Psychological Impact of Online Harassment: Understanding victim experiences and available support systems.

Forms of Online Harassment & Hate Speech

Online harassment and hate speech take many forms, from direct personal attacks to the spread of harmful content. Understanding these forms is essential for creating safer digital spaces and protecting individuals from harm.



Forms of Online Harassment & Hate Speech



Cyberbullying

The deliberate use of digital platforms to target individuals with repeated insults, threats, or the spread of false information. This can cause severe emotional distress, damage reputations, and even lead to real-world harm. Examples include targeted harassment on social media, group bullying in messaging apps, and the creation of derogatory memes.

Doxxing

The act of publicly sharing someone's private or identifying information (such as home address, phone number, or workplace) without their consent. This often puts the victim at risk of harassment, stalking, or physical danger.

Forms of Online Harassment & Hate Speech



Trolling & Flaming

Posting provocative, harmful, or inflammatory messages in online forums, social media threads, or comment sections with the intent of upsetting others or derailing conversations.

Algorithmic Amplification

The process by which AI-driven algorithms on social media platforms inadvertently promote hate speech and harmful content. Because these algorithms prioritize engagement, divisive or extreme posts often get boosted, increasing their visibility and impact.



Focus Area 1

European Legal
Frameworks & Policy
Responses

EU Legislation Dealing with Hate Speech & Harassment

European Union Directives & Regulations - The EU has implemented various legislative measures to combat online hate speech and harassment, including:

Digital Services Act (DSA) (2022)

The Digital Services Act (DSA) is a major EU regulation designed to increase accountability for online platforms and improve user protections against illegal content, including hate speech and harassment (European Commission, 2022).



Focus Area 1

European Legal
Frameworks & Policy
Responses

Digital Services Acts

Key Provisions of the Digital Services Acts

Online Platforms Obligations

- Quickly remove illegal content (hate speech, misinformation).
- Improve reporting and moderation transparency.

User Protection & Transparency

- Clearly explain content removals or bans.
- Provide appeal processes for moderation decisions.

Risk Assessment for Large Platforms

- Conduct risk assessments on harmful content.
- Apply stricter ad targeting controls, especially for minors.



Focus Area 1

European Legal
Frameworks & Policy
Responses

GDPR and the Right to be Forgotten

General Data Protection Regulation (GDPR) (2018)

The General Data Protection Regulation (GDPR) is the EU's primary data privacy law, aimed at protecting individuals' personal data and digital rights (European Parliament, 2018).

Key Protections Against Online Harassment:

- **Right to Be Forgotten (Article 17)** - Individuals can request the removal of personal data from online platforms to prevent harassment and doxxing (e.g., unauthorized publication of private information).
- **Strict Penalties for Data Misuse** - Companies that fail to protect user data (leading to cyber harassment risks) can be fined up to €20 million or 4% of their global revenue.



Focus Area 1

European Legal
Frameworks & Policy
Responses

EU Code of Conduct on Countering Illegal Hate Speech Online (2016)

The EU Code of Conduct on Countering Illegal Hate Speech Online, established in May 2016, is a voluntary agreement between the European Commission and major IT companies (Facebook, Twitter, YouTube, and Microsoft).

The agreement was later expanded to include platforms such as Instagram, Snapchat, TikTok, and LinkedIn.

This initiative aims to combat the spread of illegal hate speech online, increase cooperation between tech companies and civil society, and ensure quick removal of harmful content while balancing freedom of expression.



Focus Area 1

European Legal
Frameworks & Policy
Responses

European Union Code of Conduct - Key Objectives of the European Union Code of Conduct

Main Goals

- Quick Removal:** Platforms must act within 24 hours to remove flagged hate speech.
- Collaboration:** Tech companies work closely with NGOs and governments to identify harmful content.
- Transparency:** Platforms report on how they moderate content and work with law enforcement.
- Positive Messaging:** Encourages sharing counter-narratives to fight hate and extremism.



Focus Area 1

European Legal
Frameworks & Policy
Responses

European Union Code of Conduct - Key Objectives of the European Union Code of Conduct

Platforms must review and act (remove, restrict, or reduce visibility) on hate speech within 24 hours. Special focus is placed on serious cases like violence, discrimination, and threats against vulnerable groups.

NGOs and fact-checkers help identify harmful content and monitor platform performance. Progress is tracked and reported every six months by the European Commission.



Focus Area 1

European legal definitions of online harassment and hate speech.

Council of Europe – Cybercrime Convention (Budapest Convention)

The Budapest Convention on Cybercrime, also known as the Cybercrime Convention, is the first international treaty designed to address cybercrime, including hate speech, online harassment, fraud, and hacking. As of 2024, the Budapest Convention has been signed by 68 countries

Complementary Protocols

First Protocol(2001), Additional Protocol (2003)

Second Protocol (2022)

- Enhancing Law Enforcement Cooperation
- Strengthens cross-border data sharing for cybercrime cases.
- Improves emergency access to digital evidence in terrorism-related cases.

Case Study

Delfi AS v. Estonia (2015)

In 2015, the European Court of Human Rights ruled on Delfi AS v. Estonia, a landmark case on online harassment and hate speech. Delfi, one of Estonia's largest news portals, allowed open reader comments under its articles. Despite having filters and reporting tools, several highly offensive and threatening comments targeting an individual were posted and deemed unlawful.

The court held Delfi responsible, stressing that as a professional news provider it had a higher duty to quickly monitor and remove harmful content. Its moderation system was found insufficient to protect the victim's rights.

This case illustrates intermediary liability- online platforms can be held accountable for harmful user content if they fail to act responsibly. It also influenced EU policy, including the Digital Services Act, which strengthens rules for detecting and removing illegal content.

[For details Click here](#)

Case Study

How to
address online
#HateSpeech ...?

[Click To
Watch](#)



How to address online #HateSpeech with a human rights-based approach?

Some people use messages that violate other people's rights to dignity, equality and safety. When does free speech become criminal 'hate speech' and how do we best respond to it? Navigating that fine line isn't easy.

But, in the interests of protecting human rights for all we can - and must- work together more intensively to address the problem.

Case Study

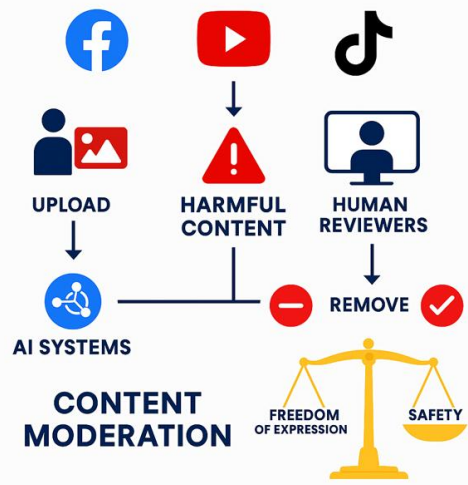
“Extending the list of EU crimes to hate speech”

[Click To Watch](#)



The video presents a European Parliament discussion on strengthening legal protections against online harassment and hate speech across the European Union.

The video highlights the urgency of addressing digital abuse in an interconnected Europe, the challenges of cross-border enforcement, and the balance between freedom of expression and protecting individuals from harmful online behavior. It provides insights into how policymakers aim to create a coherent legal response that compels online platforms to act swiftly and responsibly in removing illegal content while safeguarding democratic values.

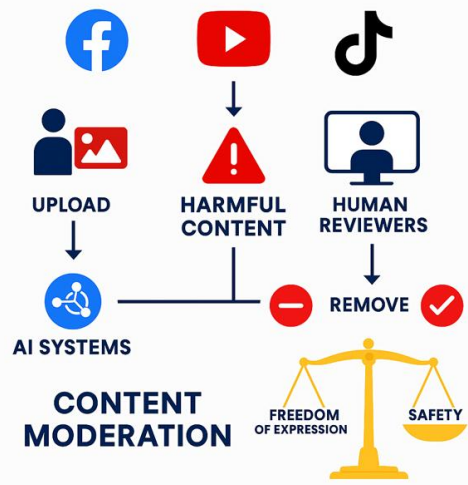


Focus Area 2

The role of social media platforms in monitoring and mitigating harmful content.

Social media platforms play a key role in monitoring and reducing harmful content by using automated tools and human moderators to detect and remove abusive posts

They set clear community guidelines, enable user reporting, and apply measures like content removal or account suspension. Platforms also collaborate with experts and publish transparency reports to improve accountability. Overall, they act as active gatekeepers balancing user safety with free expression. Social media platforms are not just passive hosts but active gatekeepers in the fight against harmful online material, balancing safety with freedom of expression.



Focus Area 2

The role of social media platforms in monitoring and mitigating harmful content.

Content Moderation Systems

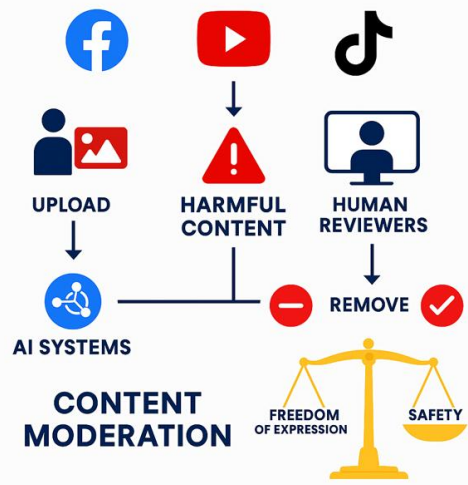
Platforms use a combination of automated detection tools (e.g., AI algorithms scanning for hate speech, harassment, misinformation) and human moderators to identify harmful content such as violence, extremism, hate speech, and abuse.

Clear Community Standards

They set and publish community guidelines that define what counts as prohibited or harmful behavior, ensuring that users are aware of boundaries.

Proactive Monitoring

Advanced tools, like natural language processing and image recognition, allow proactive detection of harmful material before it gains traction, rather than relying solely on user reports.



Focus Area 2

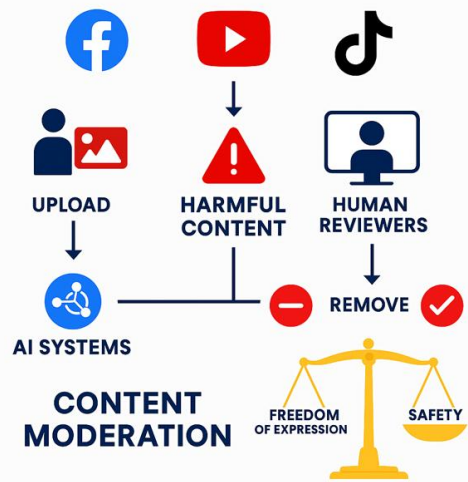
The role of social media platforms in monitoring and mitigating harmful content.

User Reporting Mechanisms

Platforms allow users to report abusive or harmful posts, comments, or accounts, which are then reviewed for potential removal or sanction.

Mitigation Measures

This can include removing harmful content, suspending or banning offending accounts, reducing the visibility of borderline content, or providing warnings and fact-check labels.



Focus Area 2

The role of social media platforms in monitoring and mitigating harmful content.

Collaboration with Experts & Regulators

Many platforms work with NGOs, governments, and academic institutions to improve moderation policies, especially regarding sensitive topics like child safety, terrorism, and online hate.

Transparency & Accountability

By publishing transparency reports and sharing moderation data, platforms show how they enforce their rules and handle harmful content.



Digital Tool – Google Trends

Google Trends is a free tool that shows what people are searching for on Google. It helps you see which topics are popular, how interest in them changes over time, and where in the world people are searching for them.

This can be useful for spotting early signs of problems, like when searches for protests or hate speech suddenly increase. It can also help understand what is important to people in different countries and measure if a campaign or message is getting attention.



[Learn More](#)



Focus Area 3

Ai-driven and Human
Moderation
Approaches to
Enforcing Digital
Safety.

Part A: AI + Human Moderation in Practice

To combat harmful online content effectively, many platforms combine the strengths of Artificial Intelligence (AI) and human judgment.

How It Works

AI systems quickly detect and remove large volumes of offensive or suspicious content. Human moderators handle complex, context-sensitive cases—where cultural, linguistic, or emotional nuance is important.

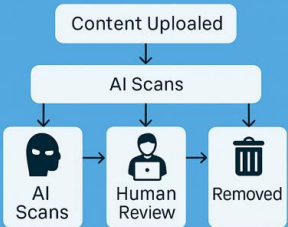
European Examples:

Netino and Tjekdet use AI-human hybrid models to moderate social media, helping ensure both speed and fairness. These services help platforms manage harmful content like hate speech, fake news, and harassment at scale.

Enforcing Digital Safety in Europe

AI + Human Moderation in Practice

- Hybrid moderation removal
- Human oversight essential cases
- Example: Netino and Tjekdet nybra



EDMO: Research, Oversight & Policy

- Fact-checks a nt-checking network
- Analyzes hate speech and AI bias
- Collaboration under DSA (DA)



- Faccheck-reisuer: uhterlaisan regulat iopants aigitas

Focus Area 3

Ai-driven and Human Moderation Approaches to Enforcing Digital Safety.

Part B: AI + Human Moderation in Practice (EDMO - Research, Oversight & Policy)

The European Digital Media Observatory (EDMO) is a platform launched by the European Commission in 2020 to tackle digital threats like disinformation and hate speech across the EU.

Key Functions

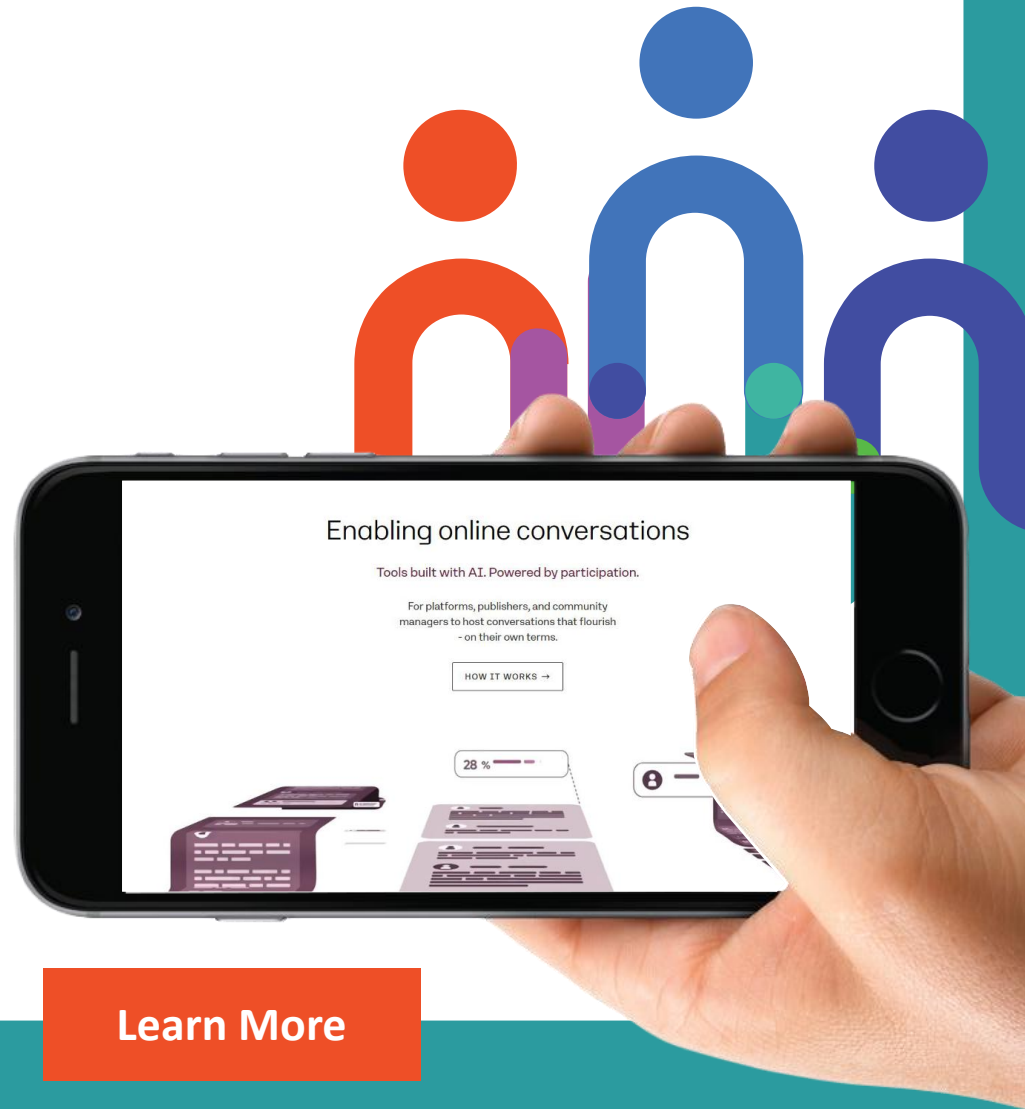
- **Fact-checking network:** Coordinates experts across Europe to identify and debunk false or misleading content.
- **AI moderation research:** Studies trends in online hate and misinformation, including how AI tools can both help and harm moderation efforts.
- **Bias awareness:** Highlights the risks of algorithmic bias and supports ethical, transparent content moderation.
- **Policy Collaboration:** EDMO partners with EU bodies, social media, and civil groups. Its research informs data-driven regulation, especially under the Digital Services Act (DSA) on platform safety and transparency.



Digital Tool – Google API

Google's Perspective API is an artificial intelligence tool designed to help maintain respectful and constructive online conversations. It analyses written content and provides a score indicating how “toxic” or harmful the text might be.

It works by analyzing text—such as comments, posts, or messages—and returning scores that indicate the perceived level of toxicity, harassment, insult, threat, or other undesirable behaviors. Rather than outright censoring speech, the API is designed to assist moderators, platform developers, and researchers in flagging, prioritizing, or filtering content that may degrade the quality of discourse.



[Learn More](#)



Focus Area 4

Support Structures
for Individuals
Affected by Digital
Abuse.

Social & Institutional Responses to Online Harassment and Hate Speech

1-European-Level Initiatives

In Europe, several organisations work to protect and support individuals affected by hate speech, harassment, and online abuse.

Two key actors are:

- European Anti-Hate Speech Movement
- Safer Internet Centers (established across EU countries)

What Kind of Help Do They Offer?

- **Psychological Support:** Assistance for individuals affected emotionally or mentally by online abuse.
- **Legal Guidance:** Information on digital rights and legal remedies for victims.
- **Educational Resources:** Awareness campaigns, toolkits, and digital literacy materials aimed at prevention and resilience.



Focus Area 4

Support Structures
for Individuals
Affected by Digital
Abuse.

Key European Efforts Supporting Safer Digital Spaces

Protecting Children and Youth Online: Key EU and Council of Europe Programs

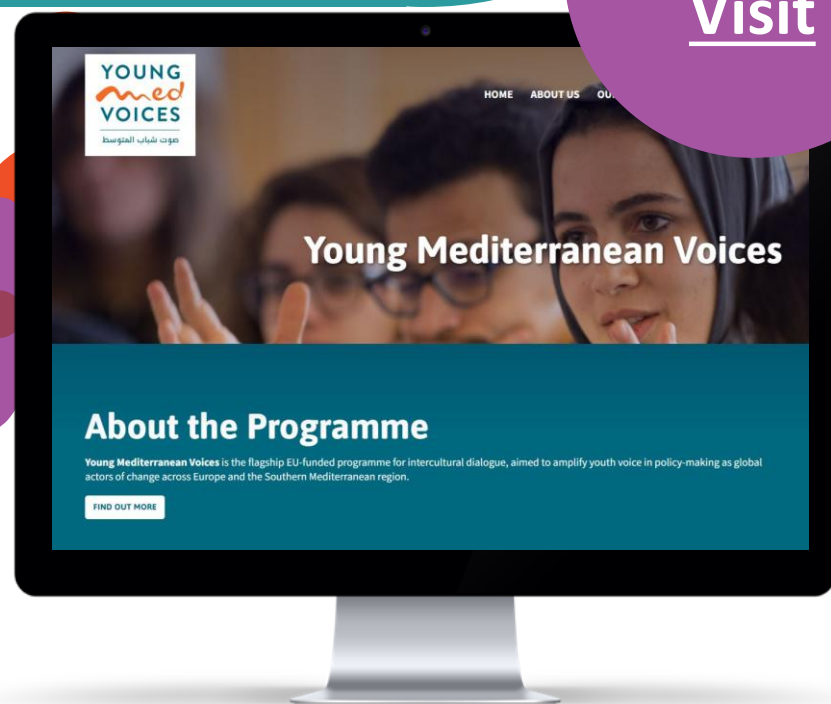
Better Internet for Kids (BIK) Led by the European Commission, BIK promotes safe and inclusive digital experiences for children and youth through: Digital literacy, parental tools, and online safety education Help lines and hotlines via Safer Internet Centres across the EU Youth participation in shaping EU digital policy (e.g., BIK Youth Panel, Safer Internet Day)

No Hate Speech Movement Launched by the Council of Europe, this youth-driven campaign (2013–2017) fought online hate speech through Digital activism and counter-narratives. Monitoring tools and legal advocacy. Collaborations with educators, NGOs, and platforms. Its legacy continues in ongoing human rights and digital citizenship programs

Case Study

Young Mediterranean Voices (Euro-Med Region)

[Click To Visit](#)



How to address online #HateSpeech with a human rights-based approach?

An EU-funded program coordinated by the Anna Lindh Foundation, Young Mediterranean Voices empowers youth across Europe and the Southern Mediterranean to engage in intercultural dialogue through debates and policy discussions. The program has trained thousands of young individuals in critical thinking and dialogue, fostering mutual understanding and peacebuilding efforts across diverse communities.



Additional Resources



Type	Title and link	Description
ARTICLE	<u>Countering Online Hate Speech: How Does Human Rights Due Diligence Apply to Platforms?</u>	This article explores how online platforms can fulfill their human rights obligations by implementing due diligence mechanisms to counter online hate speech, focusing on EU regulatory frameworks.
INTERVIEW VIDEO	<u>Problem-solving skills to mediate disputes</u>	Dr. Saliha Türkmenoğlu Berkan is an accomplished academic at Gebze Technical University. She serves as a conflict resolution specialist within a prominent NGO.
GUIDE	<u>Countering and Addressing Online Hate Speech: A Guide for Policy Makers and Practitioners</u>	This guide offers actionable policy recommendations, legal principles, and real-world practices for combating online hate speech at the national and international levels



*‘Empowering young people to
navigate, shape, and protect the
digital world is not just a goal—it's
a responsibility we all share’*

***European Commission
& Council of Europe***

Topic 4

Ethical Digital
Engagement:
Navigating Privacy,
Bias, and Online
Behavior





Overview

Ethical Digital Engagement: Navigating Privacy, Bias, and Online Behavior

Cyberbullying and digital discrimination disproportionately affect marginalised groups, influencing mental health and online participation

This section explores how digital mediation strategies - such as conflict resolution techniques, community-led initiatives, and policy interventions - can be used to prevent and address these challenges. Participants will examine case studies of successful mediation efforts and learn practical approaches to enable safer online interactions.

Focus Areas:

- 01** The prevalence and evolving nature of cyberbullying and digital discrimination
- 02** Digital mediation and restorative justice approaches to resolving online conflicts.
- 03** Institutional policies and community-led initiatives for safer digital spaces.
- 04** Educational programs that promote awareness and prevention



Explains Key Definitions and Concepts

- **Cyberbullying vs. Digital Discrimination:** Identifying patterns and understanding their social impact.
- **Digital Mediation & Conflict Resolution:** Techniques for addressing digital disputes in constructive ways.
- **Role of Educators, Parents, and Policymakers:** Collaborative efforts in preventing and responding to online harm
- **Best Practices in Digital Safety:** European frameworks and grassroots strategies promoting responsible engagement.





Focus Area 1

The Prevalence
and Evolving Nature
of Cyberbullying and
Digital Discrimination

Cyberbullying vs. Digital Discrimination: Patterns and Social Impact

While often discussed together, cyberbullying and digital discrimination are distinct phenomena. Cyberbullying typically involves repeated hostile behavior directed at individuals, while digital discrimination refers to the marginalization of specific groups based on race, gender, disability, sexual orientation, or other identity markers in digital spaces.

Studies have shown that marginalised youth are disproportionately targeted online, amplifying existing social inequalities (Tynes et al., 2008). This calls for not only technological solutions but also educational and policy-driven interventions that address the root causes of digital harm.



Focus Area 1

The Prevalence
and Evolving Nature
of Cyberbullying and
Digital Discrimination

Cyberbullying vs. Digital Discrimination: Patterns and Social Impact

Aspect	Cyberbullying	Digital Discrimination
Target	Individual	Groups based on identity
Nature	Personal, emotional, repetitive	Systemic, cultural, often algorithmic or community-driven
Example	Spreading rumors, name-calling, online threats	Exclusion from services, hate speech targeting marginalized groups
Impact	Emotional harm to an individual	Reinforcement of inequality, reduced access, and alienation for groups



Focus Area 1

The Prevalence
and Evolving Nature
of Cyberbullying and
Digital Discrimination

Cyberbullying vs. Digital Discrimination: Patterns and Social Impact

Example of Cyberbullying : (common scenario):

A high school student is mocked daily in a class WhatsApp group. Peers create memes using his photo and share it publicly, tagging him with hurtful comments. This repeated, targeted behavior is cyberbullying.

Example of Digital Discrimination(common scenario):

Example: In multiplayer gaming platforms, female gamers often face sexist remarks during voice chats. Phrases like “Go back to the kitchen” or “Girls can’t play” are regularly thrown around, making female players feel excluded or unsafe. Even if not aimed at one specific person, this creates a hostile environment for a whole group.

The prevalence and evolving nature of cyberbullying and digital discrimination

Cyberbullying affects users across social media, gaming platforms, and online forums, often targeting minorities and vulnerable groups.



Focus Area 1

The Prevalence and Evolving Nature of Cyberbullying and Digital Discrimination

What is Cyberbullying?

Cyberbullying is bullying that takes place over digital devices like cell phones, computers, and tablets. It includes sending, posting, or sharing negative, harmful, false, or mean content about someone else.

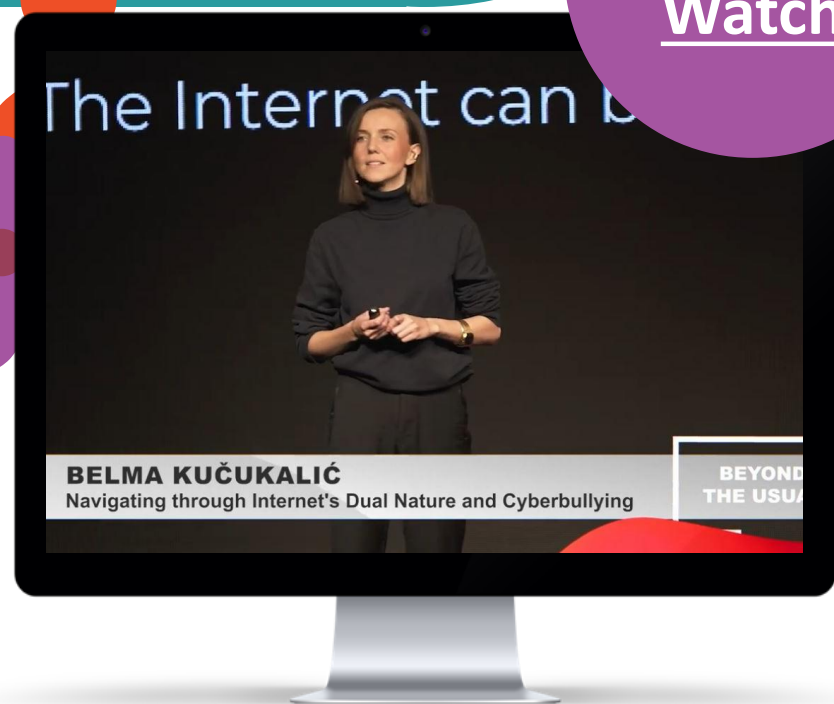
Key Characteristics:

- Occurs through SMS, text messages, apps, or online platforms such as social media, forums, or gaming communities.
- Involves sharing personal or private information about someone else causing embarrassment or humiliation.

Case Study

“Navigating through Internet's Dual Nature and Cyberbullying ”

[Click To](#)
[Watch](#)



The talk explores the dual nature of the internet, highlighting both its positive and negative aspects. On one hand, the internet offers numerous opportunities, such as virtual museum visits, global social connections, creative expression on platforms like TikTok, and access to extensive educational resources. It empowers individuals with knowledge and capabilities.

However, the talk also delves into the dark side of the internet, emphasizing the potential for harm, including cyberbullying, online scams, phishing, and exploitation by predatory individuals. The talk stresses the importance of acknowledging the internet's dual nature and providing individuals with the knowledge and tools to navigate it safely and responsibly.



Focus Area 2

Digital Mediation
and Restorative
Justice Approaches
to Resolving Online
Conflicts

Introduction to Digital Mediation and Restorative Justice in Online Conflicts

Digital Mediation involves facilitating constructive dialogue between conflicting parties in online environments to resolve misunderstandings and disputes.

Restorative Justice focuses on repairing harm caused by online conflicts through inclusive processes that engage all stakeholders, promoting accountability and reconciliation.

Digital mediation and restorative justice are ways to solve online conflicts without punishment. Mediation helps people talk and understand each other, while restorative justice lets those harmed and those responsible work together to fix the problem. These methods can stop issues like cyberbullying and make online spaces safer.



Focus Area 2

Digital Mediation
and Restorative
Justice Approaches
to Resolving Online
Conflicts

No Hate Speech Movement:

A youth campaign initiated by the Council of Europe aiming to combat hate speech and promote human rights online.

- mobilise young people to stand against hate speech.
- develop online youth participation and citizenship.
- provide educational resources for human rights education.
- organise national campaigns across 45 countries.
- report hate speech (Online tools like "Hate Speech Watch") for reporting and countering hate speech.
- organise workshops and training sessions for youth and educators.

Source: Council of Europe - No Hate Speech Movement



Focus Area 2

Digital Mediation
and Restorative
Justice Approaches
to Resolving Online
Conflicts

Digital Citizenship Education (DCE)

Purpose: Equip young citizens with the values, attitudes, skills, and knowledge to navigate the digital world responsibly and ethically.

- Understanding digital rights and responsibilities.
- Promoting safe and respectful online communication.
- Encouraging active participation in digital society.

Implementation is through curricula, teacher training, and resources provided by the Council of Europe. "The EU-funded CoPE It!" program complements these efforts by promoting dialogue, conflict resolution, and digital citizenship among youth.

Source: Council of Europe - Digital Citizenship Education



Focus Area 3

Institutional Policies
and Community-Led
Initiatives for Safer
Digital Spaces.

To ensure a safer digital environment, various institutions and governments have implemented policies that address legal, educational, and social aspects of online safety.

These measures aim to protect vulnerable users, promote responsible digital behavior, and regulate online platforms effectively.

- **Regulation & Legislation** - Laws like the EU Digital Services Act protect minors from harmful online practices, ban targeted ads directed at children, and hold online platforms accountable for harmful content ([ieu-monitoring.com](https://www.ieu-monitoring.com)).
- **Rights-Based Frameworks** - Advocate for children's online access while ensuring their protection, privacy, and ability to participate actively in the digital environment ([ncca.ie](https://www.ncca.ie)).



Focus Area 3

Institutional Policies
and Community-Led
Initiatives for Safer
Digital Spaces.

- **National Strategies** - Combine education, the promotion of safer online content, stronger regulation, and research initiatives to address evolving digital risks and threats.
- **Education Policies** - Schools integrate digital citizenship education into curricula, equipping students with the knowledge, skills, and values needed for safe, responsible, and ethical use of technology

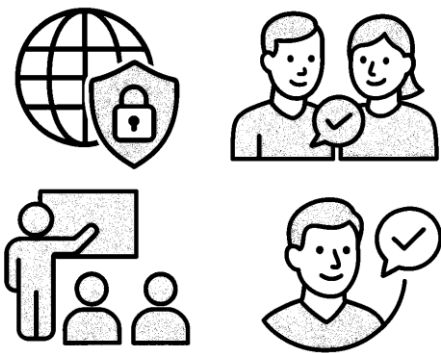


Focus Area 3

Institutional Policies
and Community-Led
Initiatives for Safer
Digital Spaces.

Creating safer online environments requires a balanced approach that combines institutional policies and community-driven initiatives. Institutional policies—such as clear rules, privacy protections, and anti-harassment laws—set the legal and ethical standards for digital platforms. At the same time, community initiatives focused on education, engagement, and awareness empower individuals to recognize risks, behave responsibly, and support others online.

Effective online safety also depends on collaboration between governments, technology companies, schools, and individual users. Governments and industry can develop stronger regulations and safer technologies, while schools and communities promote digital literacy, respectful communication, and positive online participation. Working together ensures a holistic approach to reducing risks and fostering a more inclusive and respectful digital space.



Community-Led

Focus Area 3

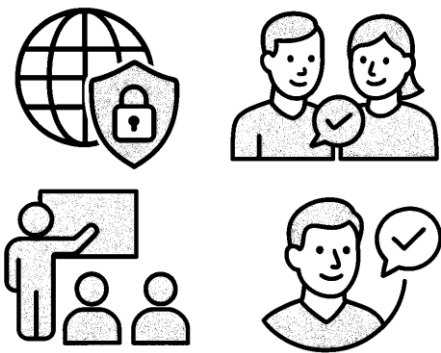
Institutional Policies
and Community-Led
Initiatives for Safer
Digital Spaces.

Global Campaigns

Worldwide initiatives such as Safer Internet Day bring together schools, communities, and institutions to raise awareness about online safety, responsible digital behavior, and emerging digital risks. These campaigns enhance public understanding through large-scale collaboration and information sharing. (ieu-monitoring.com)

Youth & Peer Programs

Young people lead activities to educate their peers about digital citizenship, online ethics, and the dangers of misinformation. These programs not only promote mutual awareness but also help youth develop leadership skills and foster a culture of peer support. (digital-strategy.ec.europa.eu)



Community-Led

Focus Area 3

Institutional Policies and Community-Led Initiatives for Safer Digital Spaces.

NGOs & Local Projects

Non-governmental organizations and community initiatives offer grassroots workshops, accessible helplines, and digital literacy programs. These efforts aim to equip individuals of all ages with the skills needed to use the internet safely and responsibly, building long-term safety culture within local communities. (digital-strategy.ec.europa.eu)

Community Moderation

Volunteer moderators actively work to maintain respectful and inclusive online environments. Their role includes identifying and addressing harmful content, ensuring that online spaces remain safe, trustworthy, and welcoming for all users.

Case Study

Institutional Policies and Community-Led Initiatives for Safer Digital Spaces

Better Internet for Kids (BIK+).The European Commission's Better Internet for Kids (BIK+) strategy (2022) aims to strengthen the digital safety and well-being of children and young people.

The strategy is built on three pillars:

1. **Safe Digital Experiences** – Protect children from harmful or illegal online content and conduct, and create a safe, age-appropriate digital environment that prioritises children's best interests.
2. **Digital Empowerment** – Equip all children, including those who are vulnerable or marginalised, with the skills and competences to navigate the digital world safely, act responsibly, and make informed choices.
3. **Active Participation** – Give children a voice in the digital environment by encouraging child-led activities and feedback, fostering creative and safe online spaces where their opinions are valued.

[For details Click here](#)

Case Study

Institutional Policies and Community-Led Initiatives for Safer Digital Spaces

Age-appropriate design with strong safety and privacy protections, better reporting tools and helplines, media literacy campaigns with teaching resources, and cooperation between industry, governments, and communities - developed with input from children and experts to create safer, more inclusive online spaces .

[For details Click here](#)





Education Programs on Digital Literacy and Cyber-Ethics



Integrated
Education



Critical
Thinking &
Safety Skills



Risk
Prevention



Global
Support

Focus Area 4

Educational
Programs that
Promote Awareness
and Prevention.

Educational programs on digital literacy and cyber-ethics are designed to give individuals the knowledge, skills, and values needed to navigate the online world safely and responsibly. These programs are often integrated into school curricula and community initiatives, fostering digital awareness and ethical online behavior from an early age. They emphasize critical thinking, online safety, and responsible use of technology, helping participants recognize and counter risks such as misinformation, online scams, and cyberbullying. Global organizations like UNESCO and the EU support these efforts through campaigns and events such as **EU Media Literacy Week** and **UNESCO's Digital Citizenship Programs**, which promote informed participation in the digital environment. Resources like the EU's Learning Corner provide interactive tools and educational materials, while platforms such as All Digital connect educators, policymakers, and communities to share best practices. Together, these initiatives work to create a culture of safe, respectful, and empowered digital engagement.

Case Study

“Ethics & Digital Rights | Education & Awareness”

[Click To](#)
[Watch](#)



The video explores online ethics, privacy, and human rights in today’s interconnected digital world. It emphasizes that the internet, while offering unprecedented opportunities for communication, education, and participation, also presents ethical challenges that require thoughtful navigation.

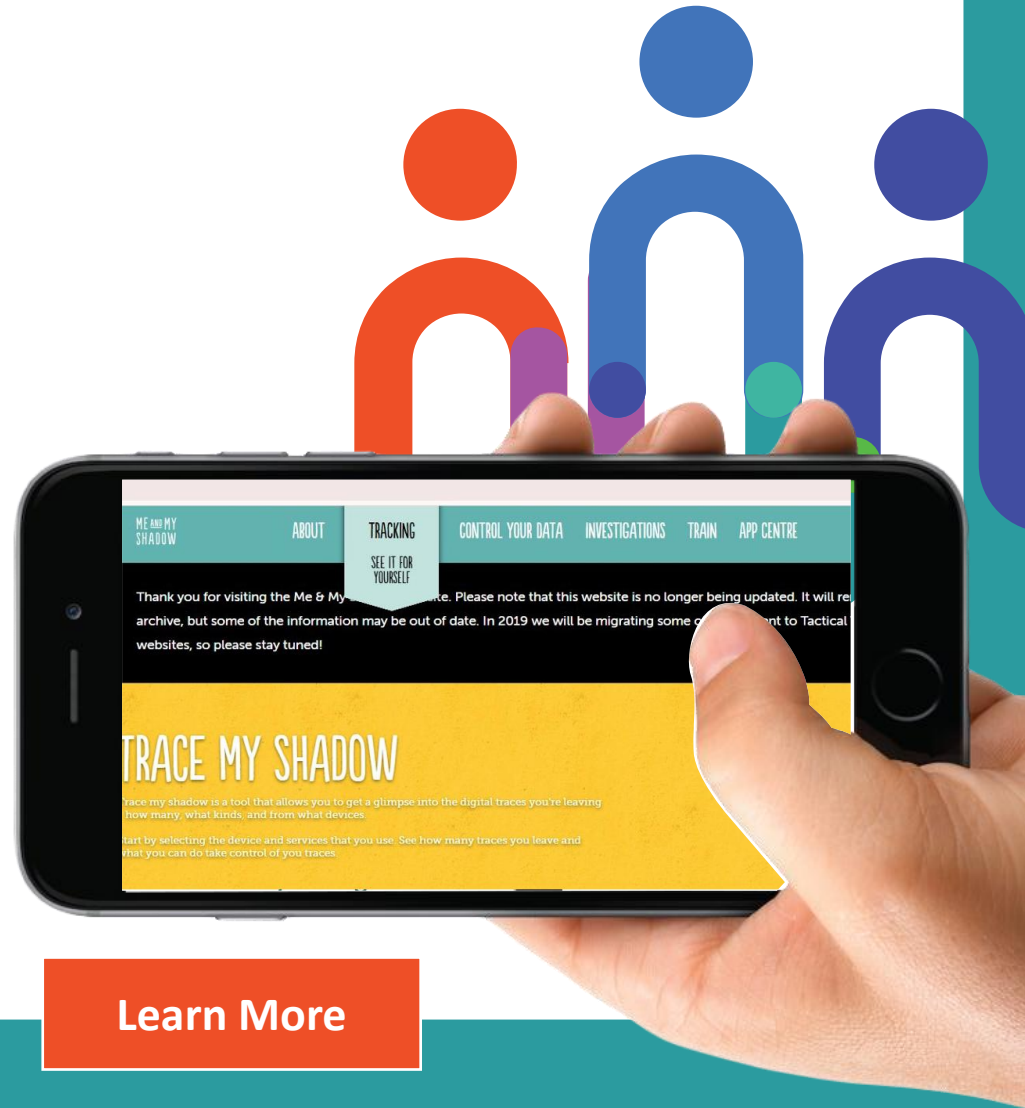
The discussion highlights the importance of understanding one’s digital rights—such as the right to privacy, freedom of expression, and protection from harm—while fostering responsible online behavior that respects the dignity and safety of others. The video encourages viewers to become informed, ethical digital citizens who can balance personal freedoms with collective responsibility, ensuring that digital spaces remain inclusive, respectful, and safe for all.



Digital Tool – Trace My Shadow

Trace My Shadow is a free online tool that helps people understand what personal information they share online and how to reduce it. By asking questions about the devices, apps, and online services you use, it reveals your “digital shadow” - the data trail you leave behind that companies, websites, and even strangers can collect.

The tool then offers practical tips to protect your privacy, such as deleting unused accounts, changing settings, or limiting the permissions you give to apps. It not only helps reduce the risk of data misuse but also builds awareness of your digital identity and encourages more responsible, ethical behavior online.

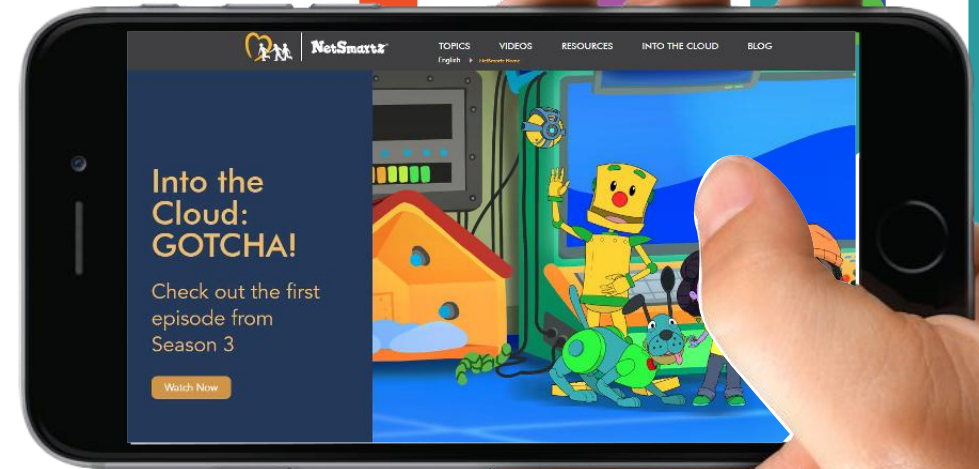


[Learn More](#)



Digital Tool - NetSmartz

NetSmartz is an educational program created by the U.S. National Center for Missing & Exploited Children that teaches children, teens, parents, and educators how to stay safe online. It uses interactive videos, games, quizzes, and lesson plans to explain important topics like cyberbullying, privacy, online predators, and responsible social media use in an age-appropriate way. The platform is designed to build digital literacy and encourage positive online behavior, helping young people recognize risks, make safer choices, and develop empathy in digital interactions. By combining engaging multimedia content with practical safety tips, NetSmartz empowers families and schools to create a culture of safe, respectful, and ethical internet use.



[Learn More](#)

Case Study

Digital Literacy Training for Women in Türkiye

FOR
MORE
INFO



Overview:

In Türkiye, the Ministry of Family and Social Services has launched comprehensive digital literacy training programs aimed at empowering women, particularly those attending public education centers.

These programs are designed to enhance women's digital skills, boost their participation in the digital economy, and promote gender equality in the digital space.



Additional Resources





"The Internet is a reflection of our society, and what we see online mirrors the good, the bad, and the ugly of our world. It is our shared responsibility to shape it for the better."

Vint Cerf





Additional Resources



Type	Title and link	Description
ARTICLE	<u>Cyberbullying Among Young People: Laws and Policies in Selected European Countries</u>	This work provides an overview of legislative measures across European countries aimed at combating cyberbullying, highlighting the role of digital mediation in policy frameworks to protect young individuals online.
VIDEO	<u>Cyberbullying & Digital Citizenship Guide for Students</u>	This educational video provides guidance for students on navigating digital spaces responsibly. It covers topics such as recognizing cyberbullying, understanding digital rights, and promoting respectful online interactions.
GUIDE	<u>Cyberbullying Laws in the EU</u>	This guide outlines the different legal frameworks addressing youth cyberbullying across EU member states.



Additional Resources



Type	Title and link	Description
BLOG	<u>EU Code Week Blog: Empowering Youth to Combat Cyberbullying</u>	This blog post highlights how digital education campaigns support young people in building resilience against online harassment.
BLOG	<u>Restorative Justice Responses to Cyber Harm</u>	This blog post explores restorative justice approaches to addressing online abuse, cyberbullying, and cyberstalking.
VIDEO	<u>Understanding, preventing and responding to cyberbullying</u>	In this interactive webinar, the nature of cyberbullying issues among youth was discussed, alongside strategies for identifying and dealing with these issues.

Final Exercises

Let's test your knowledge!





Exercise

Digital Reflection Journal

- For one week, keep a short daily log of your online interactions - comments you post, messages you send, and discussions you read or join.
- At the end of each day, note moments where empathy, respect, or critical thinking played a role (or could have been improved).
- At the end of the week, review your entries and identify 2–3 personal strategies for improving your digital presence.





Exercise

Bias Awareness Self-Audit

- Choose one news topic or online debate that interests you. Collect three different sources covering it (from various platforms or perspectives).
- Analyze each for language, tone, framing, and possible bias.
- Write a one-page reflection on how your own assumptions may have influenced which source you trusted most and how you might broaden your perspective in the future.





Exercise

Privacy Footprint Mapping

- Search your own name, usernames, or email addresses on various platforms and note what personal information is publicly visible.
- Organize your findings into a “risk map” from low to high sensitivity.
- Create a concrete action plan to reduce your digital footprint without harming your online presence.





Exercise

Kindness Chain Reaction

- Choose a platform and leave a chain of positive, encouraging comments on 5 different public posts.
- Keep track of how many people respond, like, or reply positively.
- Share your results and reflect on whether small acts of kindness seemed to spread.





Conclusion

Digital Diplomacy and Conflict Resolution: Strengthening Cross-Cultural Communication

Focusing on digital diplomacy, this topic highlighted the transformative capacity of online platforms in fostering cross-cultural understanding and conflict resolution. Drawing from international case studies, learners assessed how digital media can serve as a diplomatic tool in mitigating intercultural tensions and promoting civic cooperation. Emphasis was placed on ethical storytelling, intercultural competence, and the strategic use of media to prevent online escalation and support peace-oriented dialogue



Conclusion

Ethical Digital Engagement: Navigating Privacy, Bias, and Online Behavior

Digital ethics encompasses responsible interaction, data privacy, and algorithmic accountability. Promoting fairness, bias awareness, and critical media literacy constitutes a foundational element of inclusive digital culture. Ethical engagement reinforces democratic values and protects the integrity of shared online spaces.





Conclusion

This initiative focuses on promoting digital empathy and fostering inclusive communication, while also strengthening critical digital literacy skills to support ethical and responsible online behavior.

Through these efforts, individuals will develop a deeper awareness of digital bias, gain a stronger sense of accountability in online environments, and enhance their ability to mediate digital conflicts and bridge divides between different perspectives or communities. In the next phase, these competencies can be actively applied in various real-world digital interactions, helping to create more respectful and constructive dialogues. Ultimately, the goal is to encourage widespread advocacy for inclusive, empathetic, and respectful digital spaces where diversity is valued and every voice can be heard.





PART 2 - References



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Module 3 : ??

You have completed ??

Next is ??

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