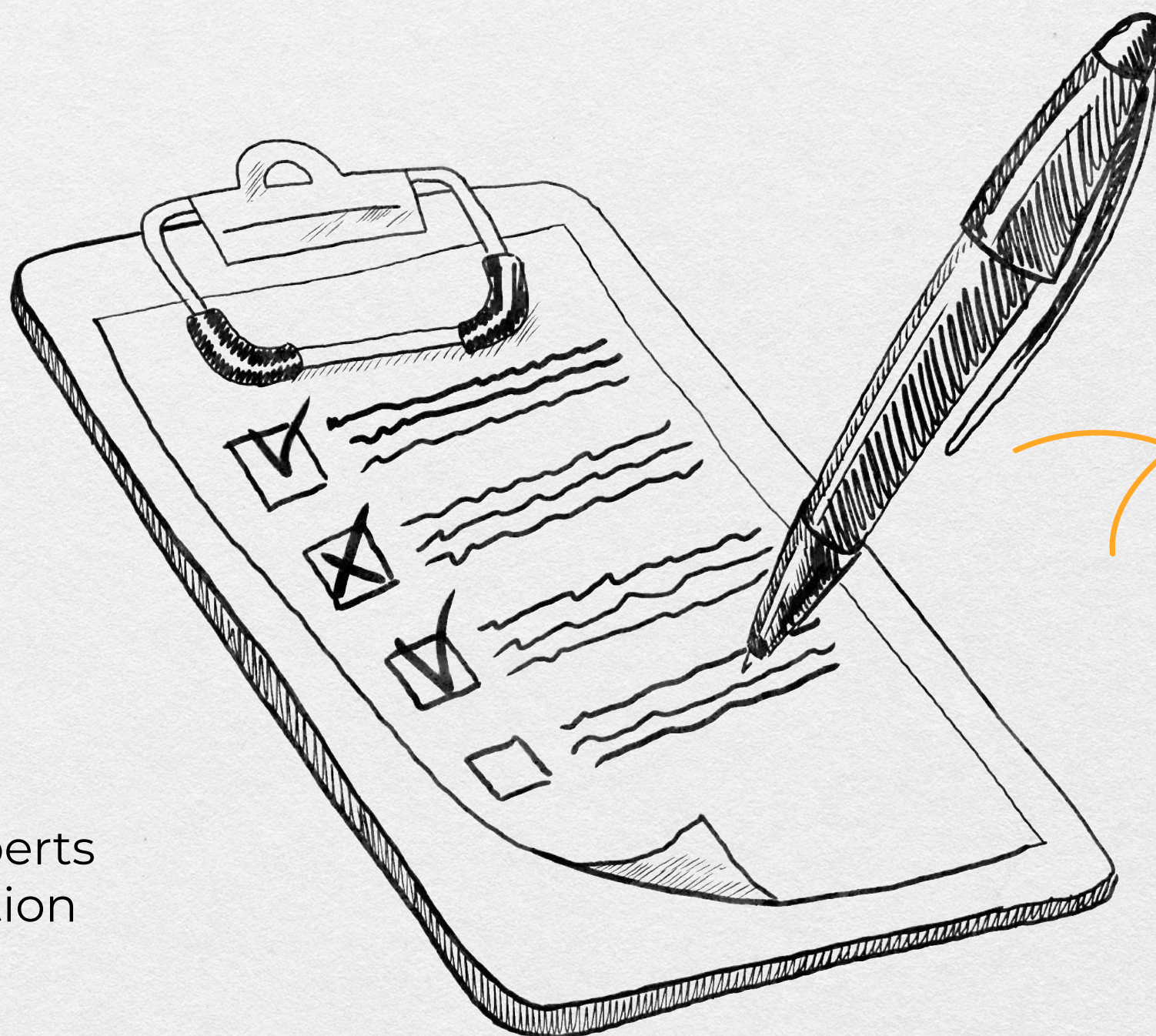


# CHECKLIST

## for Prevention and Counteraction of Hate Speech



for Providers and Experts  
in Citizenship Education

The checklist was created in the framework of the project "Counteracting Hate Speech During War and Political Crisis Through Citizenship Education", developed and implemented by a consortium of experts from the Eastern European Network for Citizenship Education with the support of the Federal Agency for Civic Education (bpb) and funding from the Federal Foreign Office of Germany.

The project is coordinated by the "Democratic Initiatives Incubator" NGO (Ukraine).

# 1. INSTITUTIONAL LEVEL

## GENERAL TASKS

- To include the issue of prevention and counteraction of hate speech in the value system of the organisation.
- To integrate the topic of preventing and countering hate speech into existing educational programs as a cross-cutting theme.
- To consolidate efforts with other institutions to prevent and counter hate speech.
- To provide expert and consultative support to stakeholders on issues related to hate speech.
- To advocate for legislative initiatives on behalf of civic education providers to prevent and counter hate speech.



## DOCUMENTS AND INFORMATION FOR EMPLOYEES, PARTNERS, AND TARGET GROUPS

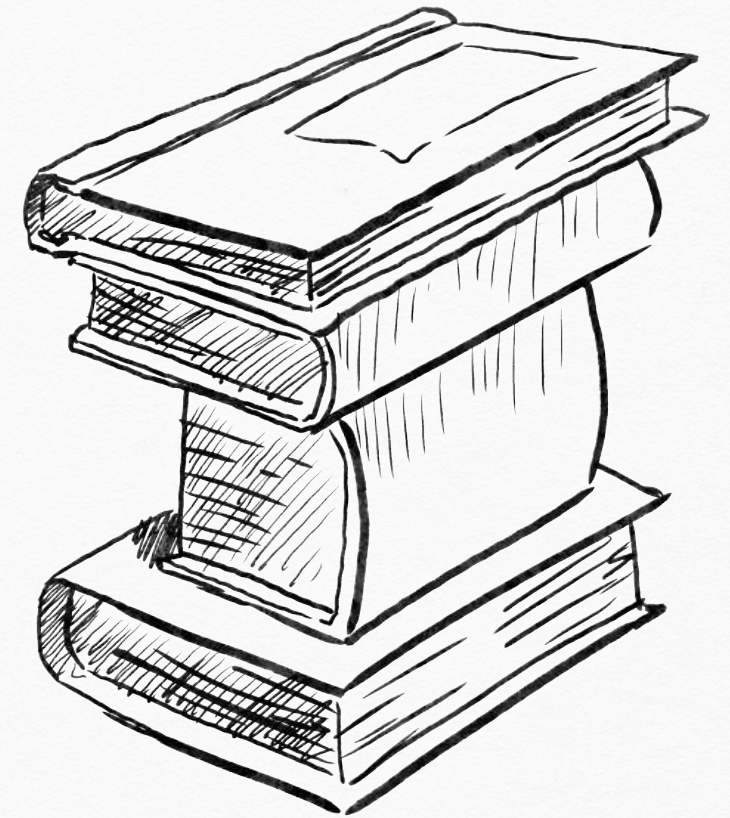
- Develop an organizational code of ethics with the involvement of experts and stakeholders.
- Outline behavioral guidelines for participants of events (including a participation agreement for online events).
- Prepare a memo for experts on responding to hate speech incidents during events.
- Create a calendar of events related to hate speech issues for use in educational activities planning.
- Develop a response algorithm for addressing hate speech on the organization's social media platforms.



# 1. INSTITUTIONAL LEVEL

## EDUCATIONAL AND INFORMATIONAL MATERIALS

- Ensure that the materials do not contain hate speech.
- Confirm that the materials are aimed at preventing hate speech and include:
  - markers of hate speech;
  - response methods in case of hate speech;
  - positive communication and teamwork practices;
  - training of teachers' collectives where hate speech and bullying border each other;
  - recommendations for parents on countering hate speech among children and in family;
  - development of media-literacy in the context of hate speech.



## TRAINING FOR ORGANIZATIONAL, EXPERT, AND TRAINER TEAMS

- Train teams in methods for preventing hate speech, analyzing cases, and conducting practical exercises.
- Prepare teams for dialogue facilitation and peaceful conflict resolution, including skills in mediation and active listening.
- Develop cultural competence to understand intercultural differences and prevent conflicts.
- Conduct specialized sessions on the prevention and response to bullying and cyberbullying in the context of hate speech.
- Organize trainings on creating dialogue spaces for discussing complex topics avoiding hate speech.

## 2. PLANNING OF EDUCATIONAL PROGRAMS AND EVENTS

### PARTICIPANTS SELECTION

- Inform participants about the organization's rules regarding hate speech at the event announcement stage, including a clear definition of hate speech and response procedures (e.g., "zero tolerance" principle).
- Analyze participants' applications and their social media activity to assess the risk of hate speech usage.
- Evaluate risks during event planning and develop potential response measures.
- Inform selected participants about rules and procedures (e.g., through a welcome video).



Verify that educational materials are free from hate speech.

### COLLABORATION WITH EXPERTS AND TRAINERS:

- Ensure that experts and trainers share the values and adhere to the principle of "practicing what they teach".
- Verify that experts have the competencies to respond appropriately to manifestations of hate speech.
- Confirm that the methods used by experts are aimed at dialogue, collaboration, and fostering a culture of peace.
- Encourage experts to monitor thematic channels and publications on hate speech.
- Analyze the local context with experts to identify current threats.
- Coordinate with translators, trainers, and expert teams to ensure the consistent use of accurate terminology.

### PREPARATION OF EDUCATIONAL MATERIALS

- Verify that educational materials are free from hate speech.
- Ensure that the materials contribute to the prevention of hate speech.
- Ensure that the materials are designed to promote media literacy and critical evaluation of information involving hate speech.

# 3. CONDUCTING EDUCATIONAL PROGRAMS AND EVENTS

## AT THE EVENT INITIATION STAGE:

- Explain what hate speech is and how to counter it, using clear and relatable examples.
- Establish behavioral rules and measures of accountability for violations, and gather feedback from participants.
- Address instances of hate speech during the event and implement agreed-upon accountability measures (e.g., warnings, removal from the event, adding to "blacklists").
- For online events, verify participants, ensure proper moderation, and implement additional measures (e.g., muting participants).

## DURING THE EVENT

- Uphold the value of human dignity and counter the dehumanization of social groups.
- Train participants in techniques and tools for countering hate speech in everyday life.
- Utilize methods that promote dialogue and peaceful conflict resolution, including:
  - o simulation games to teach responses to hate speech;
  - o case studies and methods such as "Forum Theatre" and "Living Library";
  - o Board games with tasks addressing problematic situations related to hate speech;
  - o film screenings and discussions.
- Provide a support system for participants and experts, including access to a psychologist, mediator, or similar professionals.



# 4. ASSESSMENT OF EDUCATIONAL PROGRAMS AND EVENTS

## EDUCATIONAL, METHODOLOGICAL AND INFORMATIONAL MATERIALS

- Collect and analyze feedback, address negative reviews, and handle complaints about instances of hate speech.
- Publicly respond to hate speech incidents if they gain public attention (e.g., publish an official statement or memorandum).
- Draw conclusions from situations where hate speech occurred at the events.
- Document and classify instances of hate speech for potential policy adjustments.
- Support initiatives of program alumni who are willing to proactively address hate speech in their activities.
- Evaluate the long-term outcomes of educational programs by analyzing changes in participants' behavior, relationships, and perceptions of hate speech in society.

