Methods Catalogue

Good methods to combat online hate speech (WP3 deliverable)

EMNHS LGBTQI+ – Online Tools to Combat Hate Speech Towards LGBTIQ+ Youth

EMNHS LGBTQI+ Project

ONLINE ACTION PROTOCOL TO COMBAT DISCRIMINATION AND HATRED OF THE LGBTIQ + COMMUNITY

Project type: Erasmus+ KA220 Cooperation Partnerships
Work Package: WP3 – Stop hate speech through Connect & Work

2023-2-ES02-KA220-YOU-000174264

September 2025

Acknowledgement

Disclaimer

Copyright notice

1. Purpose and scope

This catalogue provides a structured set of transferable methods for youth workers, educators and youth organisations to prevent and respond to online hate speech, with particular attention to hate targeting LGBTIQ+ young people (18–26). The methods are designed for non-formal education settings and can be delivered face-to-face, online or in blended formats.

2. How to use this catalogue

Each method sheet includes purpose, target groups, step-by-step guidance, required materials, expected outcomes and safeguarding notes. Select methods based on local risk levels, participant profiles, and available referral/support pathways.

3. Method selection matrix (quick guide)

Scenario	Recommended methods	Suitable for	Time

Basic awareness raising	1, 2, 3	TG1/TG2	60–120 min
Moderation & de-escalation practice	4, 5	TG1	90–180 min
Support & referral building	6, 7	TG1	60–120 min
Counter-narratives & campaigns	8, 9	TG1/TG2	120–240 min
Institutional response protocols	10, 11	Organisations	2–6 h

Method 1: Recognising Hate Speech – Boundary Case Clinic
Reference country/ies (examples): Spain / EU cross-country

Purpose
Build shared understanding of what constitutes hate speech, identify indicators, and distinguish it from other harmful content.

Target group(s)
- TG1 (youth workers/educators)
- TG2 (young people 18–26)

Implementation steps
1. Agree group rules (confidentiality, no-outing, no forced disclosure).
2. Present anonymised short content examples (posts/comments).
3. In small groups, classify each example: hate speech / harmful but not hate / misinformation / legitimate critique.
4. Use an indicator checklist (target group, dehumanisation, incitement, stereotypes, context).
5. Debrief: discuss ambiguity and safe response options (report, support, counter-speech, referral).

Tools & materials
- Anonymised example cards
- Indicator checklist
- Flipchart/whiteboard

Expected outcomes & indicators
- Participants can define hate speech and identify indicators (pre/post self-rating).
- % participants reporting increased confidence to recognise hate speech.

Risks & safeguarding notes
- Avoid reproducing slurs; paraphrase where necessary.
- Provide opt-out and breaks; content may be triggering.

EU-based examples / inspiration
- EU NGO debate formats used in France and Spain; adapt with national context notes.
- Use EU rights-based framing (dignity, equality, non-discrimination).

Method 2: Impact Mapping: From Content to Harm
Reference country/ies (examples): EU cross-country

Purpose

Help participants understand individual, community and societal impacts of online hate, including mental health effects.

Target group(s)

- TG1
- TG2

Implementation steps

6. Introduce harm pathways (exposure → stress → isolation → self-censorship).
7. Groups map impacts at three levels: individual, community, society.
8. Link impacts to protective actions (peer support, reporting, moderation, referral).
9. Create 'do no harm' rules for educators and participants.

Tools & materials

- Impact map worksheet
- Markers
- Handout: protective actions

Expected outcomes & indicators

- Improved awareness of impacts; participants identify at least 3 protective actions.
- % participants who can articulate a safe support response.

Risks & safeguarding notes

- Do not ask for personal testimonies.
- Include wellbeing grounding exercise.

EU-based examples / inspiration

- EU wellbeing approaches used in youth settings (check-ins, referral maps).

Method 3: Country Context Posters (Legal & Reporting Pathways)

Reference country/ies (examples): France / Luxembourg / Spain / Bulgaria (EU focus)

Purpose

Compare national contexts and build a practical map of reporting/support routes relevant to participants.

Target group(s)

- TG1

Implementation steps

10. Create groups by country/region.

11. Fill poster template: legal principles; reporting routes; support services; platform tools.
12. Gallery walk and consolidation into a shared list.
13. Identify gaps and agree on minimum referral information.

Tools & materials

- Poster template
- Markers
- Optional: internet access

Expected outcomes & indicators

- A reporting/referral map for each context.
- % participants reporting increased awareness of pathways.

Risks & safeguarding notes

- Avoid legal advice; focus on signposting and practical routes.

EU-based examples / inspiration

- EU examples: equality bodies, ombudspersons, and NGO support routes in multiple member states.

Method 4: Netiquette Charter Co-Design

Reference country/ies (examples): France & Luxembourg

Purpose

Co-create practical rules for respectful online participation and community moderation.

Target group(s)

- TG1
- TG2 (adapted)

Implementation steps

14. Analyse anonymised interactions.
15. Introduce netiquette principles: respect, clarity, privacy, responsibility, responsiveness.
16. Draft rules including moderation and consequences.
17. Test charter against scenarios and revise.

Tools & materials

- Anonymised excerpts
- Charter template
- Sticky notes

Expected outcomes & indicators

- A usable netiquette charter for online youth spaces.
- % participants rating the charter clear and applicable.

Risks & safeguarding notes

- Emphasise privacy/confidentiality; no recording or screenshot sharing without consent.

EU-based examples / inspiration

- EU examples: multilingual online youth group rules used by European youth organisations.

Method 5: De-escalation Scripts & Moderation Role-Play

Reference country/ies (examples): France & Luxembourg / EU cross-country

Purpose

Train youth workers to de-escalate conflict and protect targets while moderating online spaces.

Target group(s)

- TG1

Implementation steps

18. Introduce escalation triggers and the 'protect the target first' rule.
19. Provide response scripts (redirect, name norms, time-out, remove content, document, report).
20. Role-play moderation of an unfolding scenario; document decisions.
21. Debrief and refine scripts.

Tools & materials

- Scenario cards
- Script bank template
- Moderation decision log

Expected outcomes & indicators

- Improved confidence in moderation and de-escalation.
- % participants selecting 4–5 on skills acquisition items.

Risks & safeguarding notes

- Avoid unsafe advice (direct engagement with perpetrators) when risk is high.

EU-based examples / inspiration

- EU examples: platform reporting tools and NGO moderation phrase banks.

Method 6: Support & Referral Pathway Design (Getting Support)

Reference country/ies (examples): Ukraine method adapted to EU contexts

Purpose

Create clear referral pathways and safe-response procedures when a young person experiences hate or distress.

Target group(s)

- TG1

Implementation steps

22. Map services (legal, psychosocial, community, emergency).
23. Apply a credibility checklist (confidentiality, inclusiveness, safety).
24. Design a referral pathway including educator boundaries.
25. Practice supportive conversations (role-play).

Tools & materials

- Resource mapping template
- Credibility checklist
- Referral pathway template

Expected outcomes & indicators

- A referral map and pathway for each organisation.
- % participants confident in signposting/referral.

Risks & safeguarding notes

- Do not collect sensitive data; ensure safeguarding contacts exist.

EU-based examples / inspiration

- EU examples: helplines, counselling referrals, and equality bodies in EU member states.

Method 7: Rights & Self-Advocacy Scenarios

Reference country/ies (examples): EU cross-country

Purpose

Strengthen rights awareness and practical self-advocacy options for young people and educators.

Target group(s)

- TG1
- TG2

Implementation steps

26. Introduce rights principles (dignity, equality, non-discrimination).
27. Run scenario stations (education, workplace, online platform).
28. Select safe actions: support, document, report, seek help.
29. Create a one-page 'rights action card'.

Tools & materials

- Scenario cards
- Action card template

Expected outcomes & indicators

- At least 2 safe actions identified per scenario.
- % participants reporting improved rights awareness.

Risks & safeguarding notes

- Avoid legal advice; focus on options and signposting.

EU-based examples / inspiration

- EU examples: national equality bodies and NGO legal clinics.

Method 8: Counter-Narrative Lab

Reference country/ies (examples): Bulgaria / EU cross-country

Purpose

Develop counter-narratives and positive stories that challenge hateful frames without amplifying hate.

Target group(s)

- TG1
- TG2

Implementation steps

30. Analyse a harmful frame (anonymised).
31. Choose counter-strategy: empathy, values, facts, storytelling.
32. Draft a counter-message/story using a template.
33. Peer review using a safety checklist; revise.

Tools & materials

- Counter-narrative template
- Peer review checklist

Expected outcomes & indicators

- Draft counter-narratives ready for use.
- % participants rating outputs inclusive and safe.

Risks & safeguarding notes

- Do not repeat slurs; avoid naming perpetrators; obtain consent for publication.

EU-based examples / inspiration

- EU examples: positive narrative campaigns and media literacy initiatives.

Method 9: Storytelling for Empathy (Living Library Adaptation)

Reference country/ies (examples): EU adaptation

Purpose

Use structured storytelling to reduce stereotypes and build empathy without forcing disclosure.

Target group(s)

- TG2
- TG1 (facilitators)

Implementation steps

34. Select storytellers with informed consent and support.
35. Run moderated dialogues with clear rules and debrief.
36. Use reflection prompts and action commitments.
37. Close with support signposting.

Tools & materials

- Moderator guide
- Reflection prompts
- Safeguarding plan

Expected outcomes & indicators

- Improved empathy and reduced stereotyping (self-reported).
- % participants reporting increased respect and understanding.

Risks & safeguarding notes

- High safeguarding needs: avoid outing; provide support options.

EU-based examples / inspiration

- EU examples: Living Library formats implemented in European youth settings.

Method 10: Organisational Action Protocol Drafting

Reference country/ies (examples): EU cross-country

Purpose

Create an organisational protocol for responding to hate incidents in online youth activities.

Target group(s)

- Youth organisations / management

Implementation steps

38. Define incident levels and severity.
39. Assign roles (moderator, safeguarding lead, comms lead).
40. Define workflow: document, protect target, report, refer, debrief.
41. Test via tabletop exercise; revise.

Tools & materials

- Protocol template
- Incident log
- Tabletop scenarios

Expected outcomes & indicators

- Adopted protocol and incident log system.
- % staff who can describe the protocol steps.

Risks & safeguarding notes

- Ensure GDPR-aligned data minimisation and secure storage.

EU-based examples / inspiration

- EU examples: safeguarding procedures and community standards compliance.

Method 11: Monitoring & Learning Evidence Pack

Reference country/ies (examples): EU cross-country

Purpose

Create a monitoring pack to evidence quality, learning gains and usability of WP3 outputs.

Target group(s)

- TG1
- Organisations

Implementation steps

42. Use pre/post self-assessment aligned to learning outcomes.
43. Collect 7-item user test feedback (usability, clarity, relevance, learning).
44. Collect session feedback and facilitator reflection notes.
45. Aggregate results into a one-page dashboard (% positive).

Tools & materials

- Pre/post form
- 7-item feedback form
- Session feedback form
- Dashboard template

Expected outcomes & indicators

- Evidence of satisfaction/usability and learning gains.
- % respondents selecting 4–5 for key items.

Risks & safeguarding notes

- Ensure anonymity and informed consent for data collection.

EU-based examples / inspiration

- EU examples: Erasmus+ QA instruments and satisfaction dashboards.

Annex – Templates (titles)

- A. Indicator checklist for recognising hate speech
- B. Netiquette charter template
- C. Moderation decision log
- D. Credibility checklist for support services
- E. Counter-narrative peer review checklist
- F. Incident log and organisational action protocol template
- G. Pre/post self-assessment and 7-item user test feedback form