

Fix the Glitch Toolkit 2.0

Helping to End Online Gender Based Violence for Black Women



Glitch is a UK-based charity (no. 1187714) recognised internationally for working to make the online space safe for all. We do this by raising awareness of online abuse and its impact through an intersectional lens, advocating for long term and systematic change from both tech companies and governments. To meet the immediate needs of our community we deliver a range of educational programmes on digital citizenship, digital self care and safety.

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GLITCH

Acknowledgements

We would like to thank the Association for Progressive Communications for awarding us a grant to further develop our Toolkit. **Fix The Glitch Toolkit 2.0** has been developed by Seyi Akiwowo, Hayle Chalke-Davies and Kiran Chalke with support from Layla Austin.

Purpose of the toolkit

Amnesty International's Toxic Twitter report in 2018 showed that Black women are disproportionately targeted by online abuse, being 84% more likely than White women to be mentioned in abusive or problematic tweets. In our recent Covid-19 report 50% of women and non-binary respondents of colour reported experiencing online abuse since the beginning of the pandemic. This downloadable **Toolkit 2.0** is an evolution of **Fix The Glitch Toolkit 2019** with a particular focus on Black women. This is an interactive and practical tool to help end the growing problem of online abuse.

This Toolkit has been designed and reviewed with experts to support Black women and those who want to help end online gender-based violence (OGBV) against Black women but may not know where to begin. It includes an easy to follow guide for you as the host to ignite a short and informative conversation about ending OGBV in your communities and networks. This could be at work, in education, an organisation you belong to, or online with other social media users.

There are five short rounds of questions, which should take roughly one hour in total to discuss, with each round lasting between 8-10 minutes. At the end of the conversation both host and discussion partners will be more informed about OGBV and its impact on women and minority communities and will have learned ways to help combat online abuse.



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Important Terms and Conditions

We are really excited to release our second edition of Fix the Glitch Toolkit and cannot wait to hear about your discussions. Although we are a Charity, we have chosen not to put a price on this edition so we can reach and support as many people as possible. In return, we ask users to adhere to our Creative Commons license. Users cannot alter the Fix the Glitch Toolkit 2.0, nor use it for commercial gain.

You can always book us to deliver one of our online training workshops. If you would like to know more or seek permission to translate this Toolkit into a local language, partner with us or have any questions please email info@fixtheglitch.org.

Getting Started

Setting the scene

Start by thanking attendees (discussion partners) for joining, introduce yourself, Glitch and the purpose of the session. Briefly outline what will happen in the session and invite discussion partners to introduce themselves. Establish a few “house rules” (see our 10 top tips for hosts card).

At the beginning of each question round direct people to the question cards, encourage discussion partners to share their thoughts and invite them to take notes to feedback on.

Question Rounds

- 1 What is online gender-based violence?**
- 2 How can online gender-based violence affect Black women?**
- 3 How can we be safer online and champion digital self care?**
- 4 What can I do to support Black women online when they experience online abuse?**
- 5 How can we end online gender-based violence against Black women?**

In this pack



Yellow setup cards

The yellow cards introduce Glitch, the Toolkit and explain its purpose. These cards also explain the Toolkit contents and give the host guidance on how to set the session.



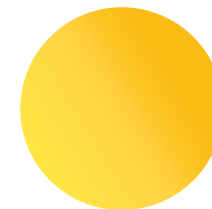
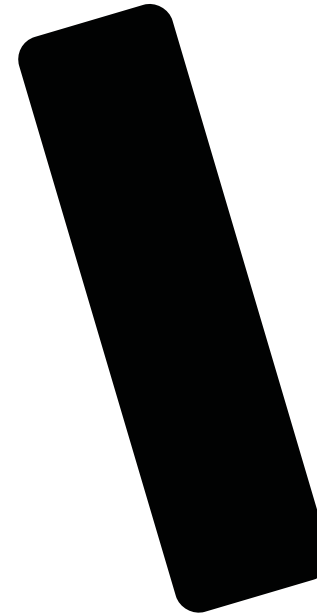
White host and prompt cards

To help the host prepare for the session we have provided guidance for each round and outlined the key takeaways for discussion partners. We have also included 10 top tips. Be sure to also check out our Additional Resources Document on our Fix the Glitch Toolkit webpage.



Black question cards

There are five question cards, one for each of the five discussion rounds. Direct participants to open the cards on their mobile phone before each round and have a discussion partner read the question card aloud for the rest of the group.



Top 10 tips for Hosts

To make your session a success

- 1 Location:** Make sure you secure a quiet space to host the conversation either online or in person. Check to see if your school, workplace or organisation has an accessible room available and be sure to book it in advance. If you are using an online platform ensure that you prevent trolling e.g. zoom bombing by using a unique ID and password, create a waiting room for participants and ensure that the host is the only one that can screen share. You can also lock a meeting once it starts and remove disruptive participants to protect your meeting further.
- 2 Time and date:** Set a date and time for your session so your discussion partners can plan ahead to join you and your school, workplace or organisation can help with logistics. Remember to give as much notice as possible.
- 3 Duration:** Remember people are busy and this is a hard topic to discuss, so it might be challenging to have discussion partners attend and stay focused for a long period of time. Try to keep the session to 60 minutes long.
- 4 Preparation:** Don't forget to read this guide thoroughly and navigate the additional resources on our website. Remember, the goal of this conversation is to ignite an informed and interactive discussion on OGBV and to consider its impact on the person experiencing abuse and those around them e.g. parents, children, friends, family.

- 5 Engagement:** Sometimes it can be hard for discussion partners to understand or relate to OGBV, so be prepared to give examples that demonstrate how OGBV works and what types of impact it has.
- 6 Language:** OGBV is a new phenomenon so try to avoid using jargon or specific language that may not be familiar to everyone and could cause some to withdraw from the discussion.
- 7 Inclusive:** Some people are naturally inclined to speak up and others prefer to participate in less vocal ways. If you notice some of the discussion partners having a hard time engaging in the conversation, be creative and find ways of inviting them into the debate.
- 8 Vocabulary:** Another helpful tip is creating a collective glossary on an (online) flipchart. Discussion partners are likely to have questions about different terms or seek clarification. These are good opportunities to engage and educate each other about OGBV.
- 9 House rules:** Discussing OGBV might involve sharing experiences which might be personal. It's a good idea to establish a few "house rules" which can include things like confidentiality, no interruptions, respecting others' opinions and all questions are welcome.
- 10 Materials:** Don't forget to bring things like flipchart paper, pens, surveys, the Toolkit of course and maybe even some snacks.

Round 1

Definition

What is online gender-based violence?



Additional Questions:

- What types of online behaviour against Black women is inappropriate?
- Who do you think is most affected by online harassment, abusive comments or threats?
- How would you define online gender-based violence?

Round 1 prompts

OGBV is a relatively recent phenomenon that many people may struggle to define precisely. In our case this uncertainty is a good way to ease into the topic. To start, ask your group how they would personally define OGBV.

Definitions of key terms

- **Online Abuse** may include a range of tactics and harmful behaviours ranging from sharing embarrassing or cruel content about a person to impersonation, doxing and stalking, to the non-consensual use of photography and violent threats.
- **Online Gender-Based Violence** is generally defined as harmful action by one or more people directed at others based on their sexual or gender identity or by enforcing harmful gender norms. These harmful acts of violence are committed, assisted or aggravated by the use of Information and Communications Technology (ICT), such as mobile phones, the internet, social media platforms or email. Both women and men experience gender-based violence but the majority of victims are women and girls.
- **Multiple and Intersecting Forms of Discrimination Online** refer to social factors such as race, origin, ethnicity, sexuality, gender identity, class or disability that also influence how different women experience OGBV. For instance, 78% of LGBT+ people had experienced hate crime and hate speech online in the past five years and there has been a 71% rise in online disability hate crime making people with registered disability four times as likely to be offline.

Round 2

Impact

How can online gender-based violence affect Black women?



Additional Questions:

- How would you feel if your social media was flooded by hateful comments or threats to you or your family?
- What are the consequences of facing OGBV for Black women? Is this impact different for other people in their lives?
- Are the consequences different for Black women with other multiple and intersecting identities e.g. part of the Lesbian, Bisexual, Queer or Transgender community?

Round 2 prompts

Questions in this round focus on increasing discussion partners' understanding and empathy. OGBV against Black women is a serious and potentially life-threatening issue with real repercussions for victims, their family, friends and local communities.

4 common consequences of OGBV:

- 1 **Mental health:** Cause harm to a person's mental health and wellbeing and has led to increases in stress, self-harm, anxiety, and suicide.
- 2 **Limits speech and expression:** Has a 'silencing effect' which prevents already marginalised communities from expressing themselves online and exercising their rights. It can also lead to Black LGBTQ+ people hiding their identities in online spaces.
- 3 **Makes domestic abuse worse:** Perpetrators of domestic abuse and intimate partner violence often use online tools to abuse their victims. Some women, including those from Black communities, may be less likely to report abuse due to concerns about the impact on their wider family and feeling distrustful of statutory agencies due to structural racism.
- 4 **Underrepresentation in public life:** Viewing online abuse of other people that have the same identities as them e.g. Black female politicians, can also make them rethink their career choices, which can lead to them being further underrepresented in certain professions e.g. politics.

Round 3

Reporting and Boundaries

How can we be safer online and champion digital self care?



Additional Questions:

- What are three ways we can be safer online?
- How can we report online gender-based violence?
- What are three digital boundaries we can set to protect our own mental health and wellbeing online?

Round 3 prompts

This round is focused on learning ways to defend ourselves against OGBV and understanding what we can do to set digital boundaries in order to protect our mental health and wellbeing online. Introduce the topic of online safety more broadly to begin with and steer away from detailed, technical specifics about digital security. Remember to talk about how we can support Black women, Black LGBTQ+ women, friends and family online.

Three ways to be safer online:

- 1 Review your online accounts: If you see news about a data breach in relation to a company you have an account with, update your account details and change your passwords.
- 2 Enable two-factor authentication on work and personal email (text, call or mobile app login).
- 3 Make use of password manager software while using multiple accounts for login.

Who can you report OGBV to and how?

Ask discussion partners to share who they think they can report OGBV to and how? Some OGBV tactics may be civil and some may be criminal.

Reporting OGBV against Black women:

- 1 **To the social media platforms:** Facebook and Instagram - click the three dots in the top right-hand side of someone's post or profile and click report and the reason for reporting them. On Twitter - click the three dots in the top right hand corner of the tweet and report tweet.
- 2 **To the police:** Where it is possible and you feel comfortable to do so e.g. you are the victim of a hate crime, you can report it to the police. First make accurate and thorough documentation of the harassment using our documenting online abuse form. You can use our online resource to help you, you can find it here: <https://bit.ly/2GbG4tb>.
- 3 **To your line manager, employer, school, parent or guardian:** If the abuse happens on a work-related platform, comes from a colleague or impacts your work it's important to share what is happening with your work. If you are under 18 you should share with a trusted adult or your school.

Digital self care tips:

- Having a page policy, a pinned tweet or short post, which lists what you expect from others online is a great way to ensure your own digital self-care. It can include how you plan to respond to profanity, aggressive comments, misogyny, racism, sexism, homophobia and transphobia. It can also explain how you will engage with anonymous accounts, trolls and topics that aren't up for debate. It ensures that people understand your boundaries and makes sure that you don't have to respond to anything that oversteps these boundaries (you can just report and move on).

- You can also create your own privacy checklist in your head for when you are posting. For example, does this post contain private or personal information that I don't want to expose? Am I comfortable sharing this information with all my followers?
- Talk to a friend, family member or other trusted person about what is happening and how it makes you feel. Ask them to actively listen to what has happened and believe and validate you. You can ask for help to document and report the abuse for you or with you. Seek support from loved ones if deciding to make a report to the relevant authority.
- Take time for yourself each day and do something you enjoy balancing the challenges of the online space e.g. getting outside, reading a book, watching Netflix, meeting friends. Do something to make you smile.

Round 4

Online Active Bystander Interventions

What can I do to support Black women online when they experience online abuse?



Additional Questions:

- Would this support be the same for Black LGBTQ+ women who may experience online abuse in a different way?
- What allyship and support would you want, if any, including from your friends, followers, colleagues and employers?

Round 4 prompts

There are many ways to support Black women and those with multiple and intersecting identities:

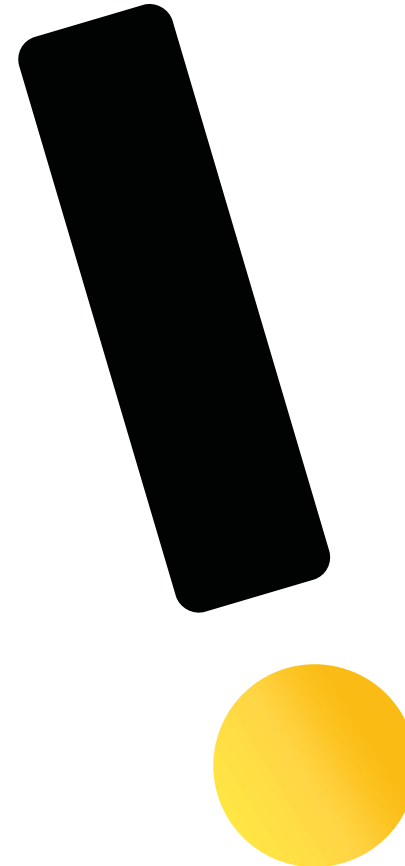
- 1 Report abusive posts and content to the social media platform
- 2 Reply to the victim of the abuse and engage with the post as intended e.g. share their post and magnify their message
- 3 Send an encouraging message or gif to the victim
- 4 Encourage them to document the abuse. If it is a hate crime you may want to encourage them to report it to the police
- 5 Share resources around wellbeing and online safety you've found helpful

Online abuse can be overwhelming and very distressing, even more so if it's targeted at different elements of your identity e.g. being part of the LGBTQ+ community. You may also want to recommend that the person talks to other organisations that can give them additional support, in the UK this may include Samaritans, Victim Support, National Stalking Helpline, SARI and Galop.

What support, if any, would I want from my employers if I have faced online abuse?

- 1 **Provide training** to educate and inform employees about online abuse, digital safety, digital self care, OGBV and related topics.

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- 2 **Create opportunities** in the workplace for all people to discuss and be informed about and challenged on their behaviour online particularly linked to how to become an online active bystander. Glitch provides training on Digital Citizenship Workshops, Online Active Bystander and Digital Self Care and Self Defence.
 - 3 **Creating online resources**, new policies on online conduct and allocate funding to support additional learning on how to provide allyship to Black women with multiple and intersecting identities. As well as develop trainings on prevention strategies that can be used to better equip individuals with the tools needed to respond to OGBV in the most effective, supportive manner possible.
 - 4 **Form a committee** to investigate complaints filed by women and those from marginalised communities in the organisation which includes racist, sexist and gender based online abuse. Ensure that this committee consists of at least one person of colour and/or one person from the LGBTQ+ community.
 - 5 **Employers can read Crash Override Network** for their useful one-pager explaining what employers can do in cases of online abuse against their employees.



Round 5

Solutions

How can we end online gender-based violence against Black women?



Additional Questions:

- What do you think should be done to end OGBV?
- How do you think social media platforms and the government could prevent and end OGBV?
- How do you think you could help end OGBV?
- How do you think your community could help fight OGBV?

Round 5 prompts

Here are four ways your community and networks (community, organisation, school, political party, social media platform) can help end OGBV:

- 1 **Social media companies** can improve reporting tools to make it easier to report online abuse while also taking more responsibility for the mental health and wellbeing of their online users and being more transparent about the policies that they have around OGBV and how these are applied. They can also work more effectively to ban repeat offenders and partner with civil society to develop online educational tools for digital self care and defence.
- 2 **The UK Government** can look to introduce new laws to make the UK the safest place to be online and ringfence at least 1% of the new digital services tax to help achieve this.
- 3 **Your community** can seek training to educate and inform employees, students and members about online abuse, digital safety, OGBV and related topics. Glitch provides Digital Citizenship Workshops and Digital Self Care and Self Defence Training.
- 4 **Schools** can design and implement policies to ensure the online safety of their students and educate, train and enforce an online code of conduct. Glitch runs Digital Citizenship workshops for children and young people.