Digital Resources: Content for Activities

Search for Common Ground
Digital Community Stewards Training (Facilitators Guide)

Table of Contents

Note for Facilitator(s) and Organizer(s):
Here is some information about the online resources used for training activities. Please note that other preferred platforms/apps may be used for audience engagement or training quizzes.
Mentimeter
- Step-by-step guide on "How to create a Menti Presentation" (Note: other platforms for audience engagement may also be used).
- This training uses Menti for scaling questions (dilemmas) and word clouds.
Kahoot:
- Step-by-step guide on "How to create a Kahoot" (Note: other preferred platforms for quiz creation may also be used).
- This training uses Kahoot for pop quizzes at the end of each Module.

MODULE 1

Mentimeter Dilemma
Dilemma – My group members are not active and engaged.

The scale: (1-5)
1 - The active participation and engagement in my group is very low
3 – The active participation and engagement in my group is from the same few members
5 - The active participation and engagement in my group is very high

Kahoot Pop Quiz

1. What is NOT a way through which you can objectively measure member engagement?
    o   Likes
    o   Saved items
    o   <u>Number of admins</u>
    o   Comments

2. When did Facebook launch Facebook Groups?
    o   2007
    o   2008
    o   2009
    o   <u>2010</u>

3. TL;DR means Too Long; Didn't Read. What does CMGR mean?
    o   Conflict Mitigation Ground Rules
    o   <u>Community Manager</u>
    o   Community Management Ground Rules
    o   Conflict Management General Rules

4. Which of the following strategies helps you connect with members in real time?
    o   Weekly themed posts
    o   Welcome posts
    o   <u>Going Live</u>
    o   Boosting posts

5. Which badge helps you recognize people in your group who create the most engaging interactions in the past month?
    o   <u>Conversation booster</u>
    o   Visual storyteller
    o   Valued responder
    o   Top fan

6. Which of the following Facebook insights help you measure membership requests?
    o   <u>Growth</u>
    o   Engagement
    o   Membership
    o   Participation

MODULE 2

Mentimeter Dilemma

Dilemma – There is no real trust or connection in the way my group members interact with each other.
The scale: (1-5)
1 - The level of trust and connection in my group is very low
3 – There is some trust and connection in my group among a few members
5 - The level of trust and connection in my group is very low

Defining Trust – Word Cloud
Question on Menti – "What are three traits you associate with a trustworthy digital community?"
Each participant can submit up to 3 responses.

Understanding Empathy – Word Cloud
Question on Menti – "What are some qualities we see among those who practice empathy?"
Each participant can submit up to 3 responses.

Digital Exclusion – Word Cloud (optional- time permitting)
Question on Menti – "Who are groups or communities that struggle to be included and are often excluded in digital communities?"

Privilege Pyramid Activity

Link to Sample Printout

Note: To be printed out (one per group of 3-4 participants), and cut out as needed.

Pop Quiz
1. Which of the following is NOT a pillar of digital trust?
   o Transparency
   o Accessibility
   o Security
   o Responsibility

2. Which of the following is an effective way to promote transparency in your social media group?
   o Stop misinformation
   o Highlight the need for filtering personal information
   o Be mindful of common cyber risks
   o Have clear boundaries for the group

3. Which of the following is a trait we commonly identify with an empath?
   o They are emotional
   o They are always available
   o They are active listeners
   o They are problem solvers

4. What of the following is crucial to reduce digital exclusion?
   o Access to digital literacy training
   o High end and latest devices for all users
   o High speed internet service
   o Engaging content

5. Alt text is important to practice:
   - o Empathy
   - o <u>Inclusivity</u>
   - o Creativity
   - o Security

6. What is NOT a key practice to follow when finalizing your group's community guidelines:
   - o Contextualize your guidelines
   - o Reflect on accountability
   - o <u>Allow admins to develop, review and publish the guidelines</u>
   - o Lead by example

MODULE 3

Mentimeter Dilemma
Dilemma – My group members are promoting misinformation and disinformation
The scale: (1-5)
1 - The level of misinformation and disinformation in my group is very low
3 – A few members in my group are posting misinformation and disinformation
5 - The level of misinformation and disinformation in my group is very high

Emoji "React" Activity
Link to [Sample Printout](#)
Note: to be printed (one sheet per participant), and cut out.

Pop Quiz
1. Deliberate publication of private information for personal, corporate or public interest is called:
   - o Misinformation
   - o Disinformation
   - o <u>Malinformation</u>
   - o Conspiracy theory

2. When headlines, visuals or captions don't support the content, this is called:
   - o Misleading content
   - o <u>False connection</u>
   - o Imposter content
   - o False context

3. Manipulated content is when:
   - o <u>When genuine information is shared out of its original context</u>
   - o Omitting pieces of information to tell a story in a certain way
   - o Content that is 100% false

o Genuine content that is altered or edited to change the message

4. Fabricated media produced during artificial intelligence is called:
   o Fake news
   o <u>Deepfakes</u>
   o Misinformation
   o Disinformation

5. The first piece of information we hear tends to have more influence on us. This is called:
   o <u>Anchoring bias</u>
   o Implicit bias
   o Confirmation bias
   o Bandwagon bias

6. Healthy skepticism involves:
   o <u>Challenging negative factors</u>
   o Being close minded
   o Not being convinced by facts
   o Trusting everyone

MODULE 4

Mentimeter Dilemma
Dilemma – I want to flag certain content to the platform I'm moderating my group on and be safe doing it (e.g., remain anonymous)
The scale: (1-5)
1 - I really don't care about flagging certain content to the host platform
3 – I only care about flagging certain content to the host platform in certain situations
5 - I really care about flagging certain content to the host platform

Pop Quiz
1. Which of the following should NOT be taken into consideration when deciding whether a post should be fact checked or not?
   o <u>Does this post offend my personal beliefs?</u>
   o Does this topic concern my group?
   o Can this claim cause potential harm?
   o Have I flagged content by this member before?

2. An individual's point of view on a particular topic is known as:
   o A fact
   o An experience
   o <u>An opinion</u>
   o A prediction

3. Which of the following is NOT an indicator that helps you spot a bot?
   o <u>Followers are all the same gender/race/ethnicity</u>
   o Duplicated account

- Previously identified as suspicious by someone else
- Suspicious handle or username

4. Which of the following is NOT a reliable method of verifying the credibility of information?
   - <u>Asking a friend</u>
   - Checking the date
   - Considering the source
   - Reading beyond the headline

5. Which of these is a commonly used Boolean Operator?
   - If
   - <u>Not</u>
   - Here
   - On

6. Asking a search engine to look for similar photos on the internet to check if they've been used before is called:
   - Blocking imaging
   - Photo replication
   - Flagging photos
   - <u>Reverse image search</u>

MODULE 5

Mentimeter Dilemma
Dilemma – My group members are insulting each other, encouraging hate speech and bullying
The scale: (1-5)
1 - I'm not very confident about my non-violent communication skills
3 – I'm somewhat confident about my non-violent communication skills
5 - I'm very confident about my non-violent communication skills

Pop Quiz
1. Which of the following is NOT an attribute of the UN Strategy and Plan of Action on Hate Speech:
   - Hate speech can be conveyed in many forms
   - Hate speech is discriminatory
   - <u>Hate speech is disseminated online</u>
   - Hate speech makes references to identities

2. Which of the following is NOT a type of hate speech?
   - Violence
   - <u>Accusation</u>
   - Disagreement
   - Dehumanization

3. Which of the following is a correct characteristic of digital communication?
   - <u>Less context</u>
   - More privacy

        o   Less emotional
        o   More nonverbal cues

4. Avoiding conflict in the fear of making the situation worse or being implicated and pulled into the conflict is called being a:
    o   Distraction
    o   Shamer
    o   Upstander
    o   <u>Bystander</u>

5. Which of the following is a core component of practicing NVC?
    o   <u>Observations</u>
    o   Demands
    o   Challenges
    o   Reinforcers

6. Which of the following is something you should do to effectively handle conflict in your group?
    o   Don't involve anyone else
    o   Avoid rumors and gossip
    o   Kick out the bad actor immediately
    o   <u>Address the situation</u>

MODULE 6

Mentimeter (physical)
Materials (numbers written down) for dilemma activity.

Sample Printout:

Pop Quiz
1. Which is of the following is NOT a reason why digital safety is important for online communities?
    o   Online communities sometimes act as an alternative for vulnerable groups
    o   Online communities are more vulnerable to attacks
    o   <u>Online communities have no governance laws to protect them</u>
    o   Online communities value privacy

2. Which of the following group factors can directly affect the safety and vulnerability of your group?
    o   The handle/username of the group
    o   The age of the group
    o   The logo of the group
    o   <u>The size of the group</u>

3. The tendency for groups to show a shift towards the extremes of decision-making when compared to decisions made by individuals is called:
    o Termination
    o Confirmation
    o Dehumanization
    o <u>Polarization</u>

4. Which of the following is NOT a reason for people to lurk and not post in a social media group?
    o Their social environment makes it difficult
    o <u>Lack of geographical proximity</u>
    o Introverted personality
    o Lack of intimacy in the group

5. Which of the following is true about the privacy settings of Facebook Groups?
    o <u>Groups are limited to one privacy setting change every 28 days</u>
    o Invited members are members of a group who cannot see the group in preview mode
    o Admins who change their group's privacy will have a 12-hour grace period to change it back

    Private groups with 10,000 or more members can't change their privacy to a public group

6. Which of the following is NOT a reason for an admin to use post approvals?
    o You're on holiday and you can't moderate posts effectively
    o <u>Group members are posting about a topic you don't personally agree with</u>
    o An inflammatory topic is taking the group away from its intended purpose

People post about the same thing over and over again

MODULE 7

Mentimeter Dilemma
Dilemma – I don't have the leadership skills and confidence to facilitate my group
The scale: (1-5)
1 - I'm not very confident about my digital leadership skills
3 – I'm somewhat confident about my digital leadership skills
5 - I'm very confident about my digital leadership skills

Pop Quiz

1. Online leadership is a phenomenon that has been well-studied or understood.
    o True
    o <u>False</u>

2. According to the study by Governance Lab, which of the following is NOT a trait is not commonly associated with a leader:
    o Welcoming differences of opinion among members
    o <u>Being experienced in leading teams</u>
    o Being visible and communicating well
    o Acting ethically at all times

3. The practice that supports facilitators in giving equal attention to many and diverse identities and experiences is called:
    o Empathy
    o Inclusivity
    o <u>Multi partiality</u>
    o Impartiality

4. Which of the following is an effective way of learning to rely on your team?
    o Giving your members responsibilities you don't want to handle
    o Hiring more moderators while you remain the only admin
    o Continuously removing anyone you perceive as a threat to the group
    o <u>Spending more time with the members to understand the group culture</u>

5. Which of the following is NOT a healthy self-care practice for digital community stewards?
    o <u>Not giving up until you solve the problem</u>
    o Addressing sensitivities within the group
    o Setting clear expectations
    o Building a trustworthy team

6. Research shows that many group leaders on social media are leaders who emerged due to purpose, interest and a long-term plan.
    o True
    o <u>False</u>

MODULE 8

Mentimeter Dilemma
Dilemma – I want to expand the numbers and diversity of my group
The scale: (1-5)
1 - My group is not very diverse and inclusive
3 – My group is somewhat diverse and inclusive
5 - My group is very diverse and inclusive

Expanding your group – (Optional Zoom Poll)
Questions for the poll:

- What is the current membership of your group?
- What are the current gender demographics of your membership?
- What is your membership expectation for the next few months (end of 2022)?
- What kind of changes do you want to see in your gender demographic in the next the future?
- What do you think is an ideal number for an online community? (What is the minimum? What is the maximum?)
- How many members do you think you (and your current team of admins/moderators) can handle?

Pop Quiz

1. Which of the following is NOT an effective way of cross promoting your group?
   - ○ Building networks
   - ○ Promoting your group on other platforms
   - ○ <u>Creating multiple groups for your community</u>
   - ○ Creating a page to be the public face of your private group

2. Which of the following strategies can be used to brand your group visually?
   - ○ Using member-generated content
   - ○ <u>Using consistent colour palettes</u>
   - ○ Highlighting your group rules
   - ○ Have an inclusive value statement

3. Which of the following is a common mistake made when using hashtags?
   - ○ Using insights to see which tags work best
   - ○ Limiting the number of hashtags
   - ○ <u>Only using popular and generic hashtags</u>
   - ○ Using relevant and specific hashtags

4. Which of the following is NOT a principle design justice?
   - ○ Center the voices of those who are directly impacted
   - ○ <u>Expert-led solutions</u>
   - ○ Look for what is already working
   - ○ Share design knowledge and tools

5. The analytical framework for understanding how aspects of a person's social and political identities combine to create different modes of discrimination and privilege is called:
   - ○ Inclusivity
   - ○ Diversity
   - ○ <u>Intersectionality</u>
   - ○ Impartiality

6. Which of the following is NOT a way to provide a safe space for diverse members of your community?
   - ○ Listening to continuous feedback
   - ○ Providing mentoring and support
   - ○ Strict moderation

o Creating flexible rules

MODULE 9

Mentimeter Dilemma
I want to respect freedom of expression, but the type of hate I'm seeing in my group seems to surpass the limit of acceptability.
The scale: (1-5)
1 - I'm not very aware of digital rights that apply to my group members including myself
3 – I'm somewhat aware of digital rights that apply to my group members including myself
5 - I'm very aware of digital rights that apply to my group members including myself

Pop Quiz

1. How many community standards are there on Facebook?
    - o 20
    - o 21
    - o <u>22</u>
    - o 23

2. Which of the following is NOT key value which led to the development of the Facebook community standards?
    - o Authenticity
    - o Privacy
    - o <u>Accessibility</u>
    - o Safety

3. Which of the following is NOT a Facebook community standard under 'SAFETY'?
    - o Suicide and self-injury
    - o Child sexual exploitation
    - o <u>Violent content</u>
    - o Privacy violations

4. An overview of content removed in your group for violating certain community standards is called:
    - o Group overview
    - o Community report
    - o <u>Group quality</u>
    - o Community quality report

5. All humans are born free and equal in dignity and rights, which must be respected, protected, and fulfilled in the online environment. This digital right is called:
    - o Equality
    - o Accessibility
    - o Liberty
    - o <u>Universality</u>

6. Which of the following is NOT a key belief of the decolonization of digital rights?
    - Digital technologies have the potential to reproduce oppression
    - <u>The digital rights field promotes and protects rights and freedoms in the online and offline sphere</u>
    - The roots of colonization are maintained by structural forces
    - The digital rights sphere should reflect the society it works to safeguard