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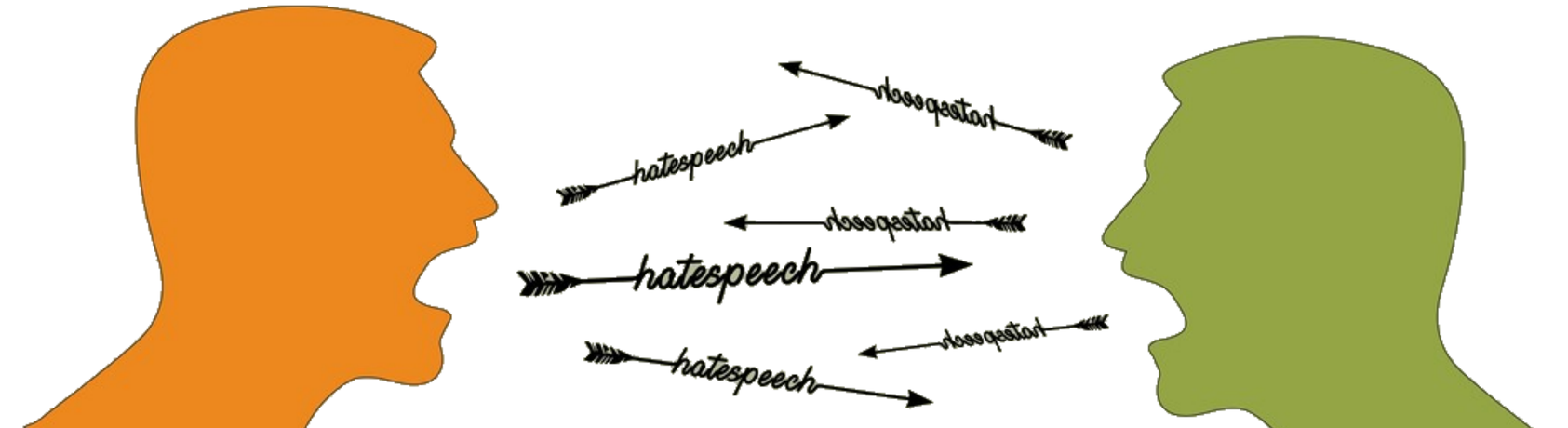
Hate speech in a nutshell

Emina Frljak



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The term hate speech is understood as any kind of communication in speech, writing or behaviour, that attacks or uses pejorative or discriminatory language with reference to a person or a group on the basis of who they are, in other words, based on their religion, ethnicity, nationality, race, colour, descent, gender or other identity factor. This is often rooted in, and generates intolerance and hatred and, in certain contexts, can be demeaning and divisive.

United Nations Strategy and Plan of Action on Hate Speech, 2019: 2

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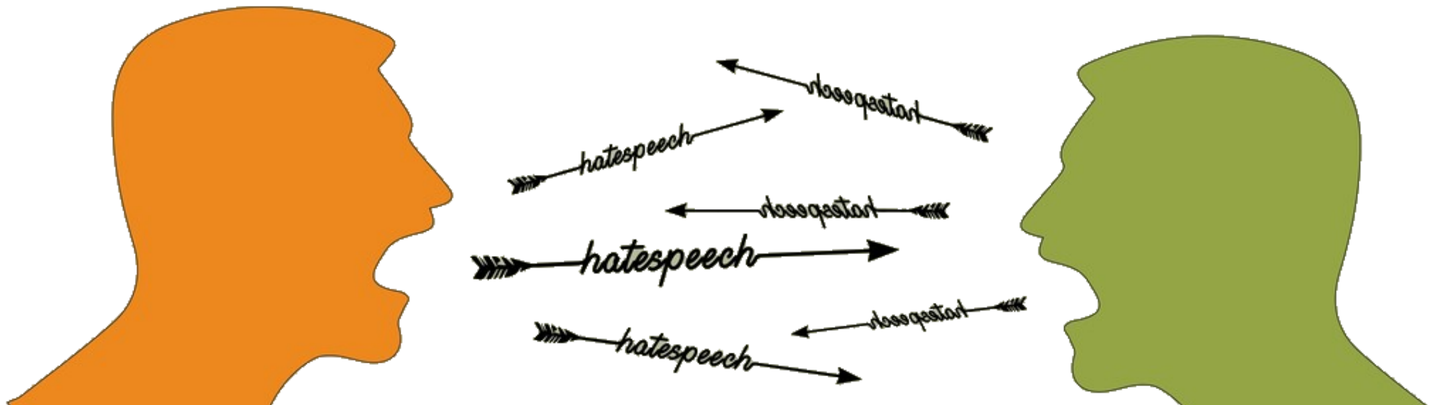
Hate Speech includes:

- Humiliation
- Statements that promote vicious stereotypes
- Speech intended to incite hatred and violence against a group
- May include nonverbal representations and symbols



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While all hate speech is potentially dangerous, not all hate speech is equally dangerous. It is important to recognize its diverse forms and degrees, as well as to consider its broader societal context.

Hateful comment posted by a user in a small, closed group will not have the same impact as a comment shared by a politician with thousands of followers

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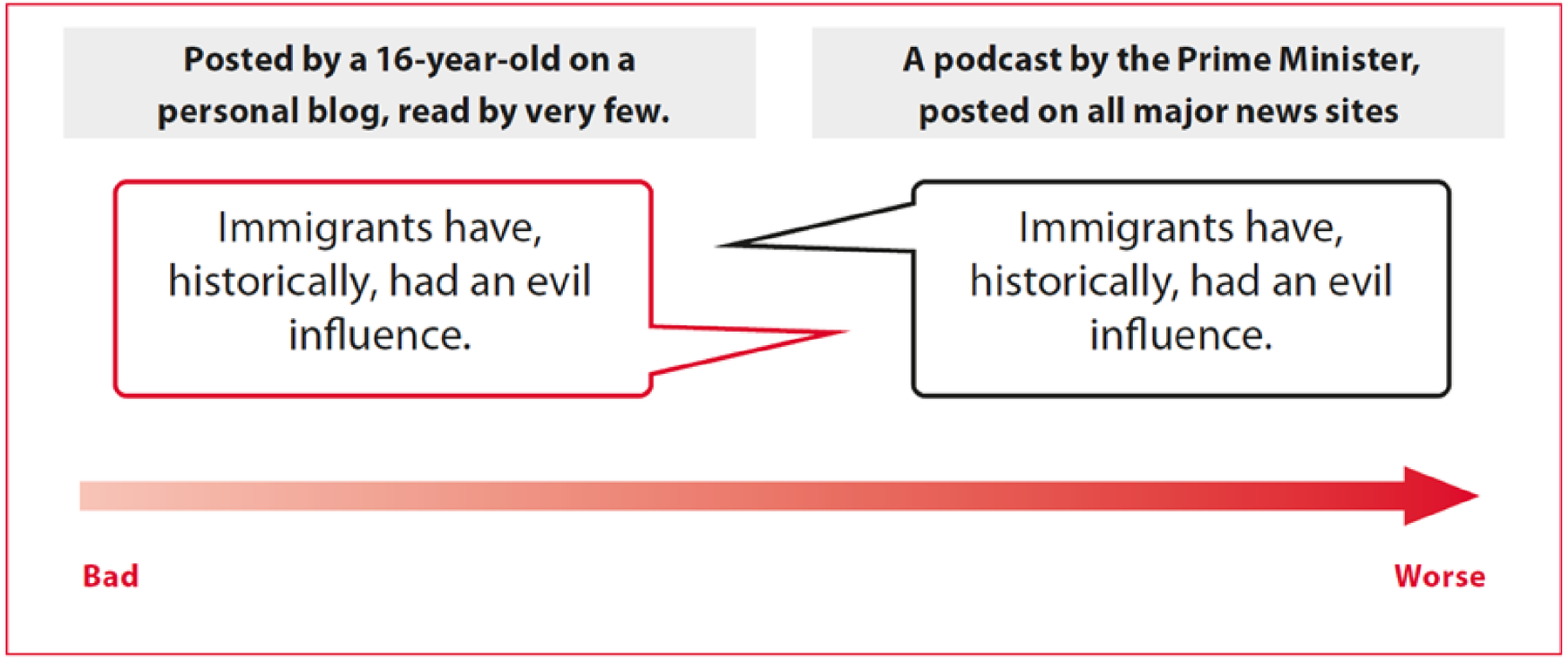

Source: Council of Europe – Bookmarks

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Examples

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If there is even one more act of Muslim terrorism, it is then time for Americans to start slaughtering Muslims in the streets, all of them.

@PatDollard, Former Breitbart News Contributor

Romanian Gypsies are all criminals.

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Luciana Berger @lucianaberger · Mar 13
Off to Berlin tomorrow for the @icca_global Antisemitism conference. Woke up to this reminder of why it's necessary.

fight for freedom#WR
@patriotwales
Bio
Preparing for dinner with some Jews!
RETWEETS
4
FAVORITES
7
1:13 PM - 3 Dec 2014

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What about social media?

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Social media	Protected characteristic/attribute												
	Race	Ethnicity	National origin	Religious affiliation	Serious disease	Disability	Sexual orientation	Sex	Gender identity	Caste	Immigration status	Veteran status	Age
Facebook	+	+	+	+	+	+	+	+	+	+			
Twitter	+	+	+	+	+	+	+	+	+	+			
YouTube	+			+			+		+	+		+	+
TikTok	+	+	+	+	+	+	+	+	+	+	+		

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Facebook

Facebook defines hate speech as a direct attack against people on the basis of what they call protected characteristics. Facebook defines attacks as violent or dehumanizing speech, harmful stereotypes, statements of inferiority, expressions of contempt, disgust or dismissal, cursing, and calls for exclusion or segregation.

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Tier 1: violent speech, dehumanizing speech, mocking hate crimes

Tier 2: statements of inferiority, physical, mental, or moral deficiency, expressing contempt or disgust

Tier 3: calls to exclude or segregate, use of slur

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Twitter

You may not promote violence against or directly attack or threaten other people on the basis of certain characteristics. You may not use hateful images or symbols in your profile image or profile header. You also may not use your username, display name, or profile bio to engage in abusive behavior, such as targeted harassment or expressing hate towards a person, group, or protected category.

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Violent threats

Hateful imagery

Repeated and/or non-consensual slurs, epithets, racist and sexist tropes, or other content that degrades someone

Wishing, hoping or calling for serious harm on a person or group of people

References to mass murder, violent events, or specific means of violence where protected groups have been the primary targets or victims

Incitement against protected categories

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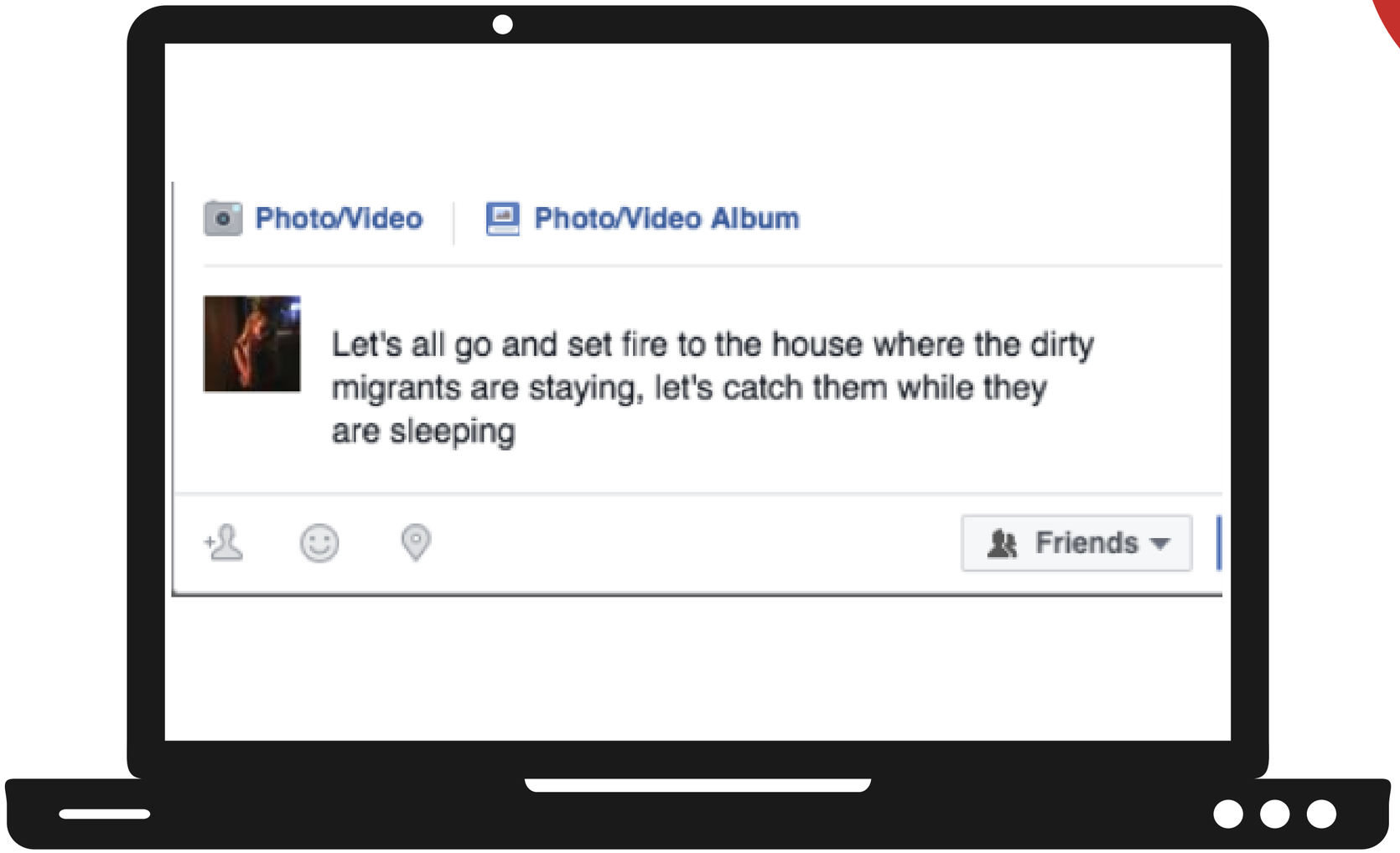
Photo/Video
Photo/Video Album
Let's all go and set fire to the house where the dirty migrants are staying, let's catch them while they are sleeping
Friends

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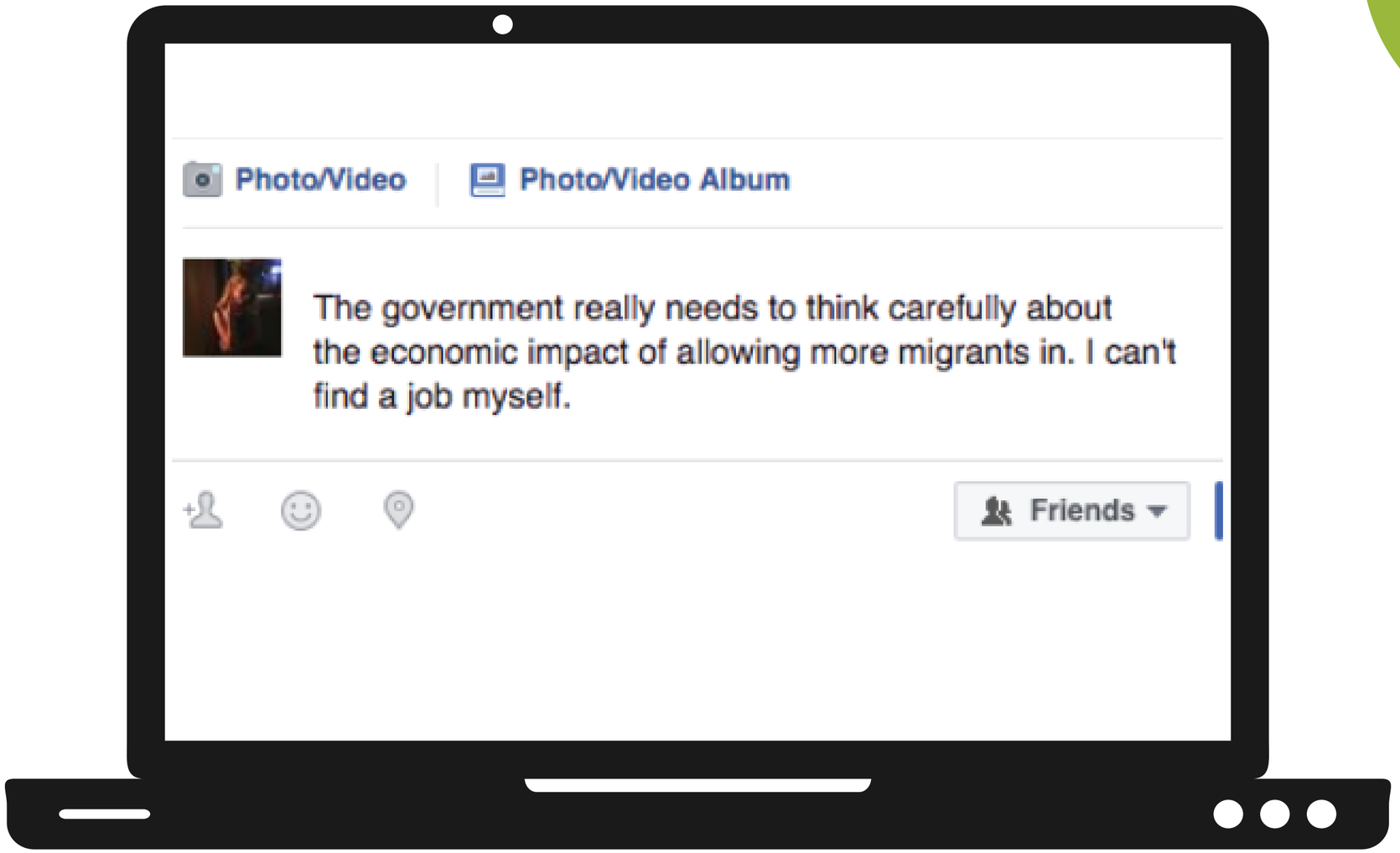
Photo/Video
Photo/Video Album
The government really needs to think carefully about the economic impact of allowing more migrants in. I can't find a job myself.
Friends

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What about you?

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Reporting

Friendly warning

Fact-checking and debunking

Counter and alternative narratives

Provide/ask for support

Humor and satire

Humanizing the attacked group

Showing and Evoking Empathy

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For more information

- Facebook Community Standards - Hate speech: https://www.facebook.com/communitystandards/hate_speech
- Twitter Hateful Conduct Policy: https://help.twitter.com/en/rules-and-policies/hateful-conduct-policy
- YouTube Hate Speech and Harassment Policy: https://www.youtube.com/howyoutubeworks/our-commitments/standing-up-to-hate/
- TikTok Community Guidelines - Hateful behaviour: https://www.tiktok.com/community-guidelines?lang=en
- Bookmarks, Council of Europe: https://rm.coe.int/168065dac7
- Breaking Down Social Media Divides, WACC: http://www.wacceurope.org/wp-content/uploads/2020/10/00_WACC_Breaking_Down_Social_Media_Divides_Full.pdf