Digital Citizenship

Ethics and Empathy Course

Readings | Exercises | Case studies | Quizzes

Strategic partnership to develop open educational resources for teaching digital citizenship

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D10 – Digital Citizenship "Ethics and Empathy" Course

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Abstract	Ethics and Empathy are behaviours that maintain "peace". In this course, you will explore and experience empathy in its individual, interpersonal, and civic modes. We identified and brought real experiences of empathy or lack of empathy in a variety of circumstances. These give you the possibility to understand and integrate multiple perspectives on several issues. The structure of the course with real-life scenarios and examples of practical strategies is intended to facilitate building a toolkit of actionable ideas and skills. Moreover, it aims to increase your ability to become a self-directed learner. We propose a 5-module learning environment that promotes positive online behaviours and interactions. You will develop your capacity to understand and feel other people's experiences, feelings and points of view.
Keywords	Model course; digital citizenship; course plan; ethics; empathy; online behaviour; online discourse; trolls; relationships; communication; politeness; ethical dilemmas; social media; professional support; education; reflection; exercises

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Introduction

Much has been written in recent years about how personal electronics and the use of social media networks seem to be isolating us more and more from each other. Despite these, researchers found that young people may actually be growing more socially adept, perhaps thanks in part to advances in technology. It depends on how technology and social media are integrated into our lives and how the correlation with our feelings fosters peace.

Ethics and Empathy are those behaviours that maintain "peace"! Participants in this course will understand the roles of Ethics and Empathy in the digital world. Unethical online behaviours have negative, even dramatic consequences. We propose a learning environment that promotes positive behaviours and interactions. You will develop your capacity to understand and feel other people's experiences, feelings and points of view.

Are you ready?

> "*Do your best to leave a place better that you found it!*", Baden Powell

In this context, ethics refers to online ethical behaviour and interaction with others based on skills such as the ability to recognise and understand the feelings and perspectives of others. Empathy constitutes an essential requirement for positive online interaction and for realising the possibilities that the digital world affords. (COE, 2020)

Understanding others' feelings and reasons is paramount if individuals are to live their online experiences positively. The concept behind "Ethics" is quite old and complex. In Ancient Greece, it used to refer to the set of behaviours that an ideal society took as "good" or "positive" to keep or achieve peace and order. Something defined as "ethical" not only refers to a set of moral behaviours but comprises the whole idea of moving towards what is good and positive and, moreover, caring for others. Being ethical means acting properly but also, using Baden Powell's words, doing one's own best to leave a place better than we found it.

Online ethics is not only about knowing netiquette, but it's about caring and acting actively to make online environments more positive, productive and meaningful places. This also involves Empathy, which is a paramount ability in avoiding violent online radicalization and promoting positive online behaviours and interactions, especially in a digital world where controversial issues are often discussed without considering that on the other side of the screen there are people like us.

This course provides support to recognize positive/negative behaviour interactions in the online world and guidelines for approaching and making decisions from an ethical standpoint. Through the use of case studies, quizzes, exercises and recommended readings, chapters explore ethical issues, help to practice empathy and promote positive online behaviours.

1. Module 1 – Positive online behaviour

Upon completing this module, you will be able to:

- Use social media in a positive way
- Create online interactions that promote positive behaviour
- Recognize and deal with negative behaviour online

How to use social media in a positive way

Social media is a part of modern life for many people. Being aware of its positive and negative effects on our mental health and others' lives – and having controlled the way we use it – is no doubt the best way forward.

If used correctly, social media can make everyone feel more confident, connected and accepted (Nardino, 2020). Even though, because of haters, trolls, misinformation and general toxicity the internet can sometimes be a super negative place.

The question raised is how is it possible to create positive spaces and productive conversations online, even with people whose opinions do not align with yours. It is important to be empathic and to show that you care about, but it is also important to take a step back and let things happen.

Below are a few suggestions for using social media in a positive way (Davis, 2014):

- Be positive. Let's start with the obvious. If we want to use Social Media positively, the first thing we can do is to "be positive". Post happy things and fun announcements. Share the exciting things in your life and the things that bring you joy! Focus on the good things and share them with your friends – they will love finding the good things in their lives too… I promise!

- Do not judge others. So often we feel like we need to put others down to build ourselves up. "To have friends, you must be a friend."

- Use that "Like" button. If you like it – LIKE it! ☺ Share the love! Tell your friends that you like what they posted and make them feel good.

- Think before you post. A few questions to ask yourself before posting a thought or picture: "Will this hurt anyone?" "Is this positive?" "Is this necessary?" Think about your intentions on why you are posting it.

- Your worth is not based on how many "Likes" you get. How many times have you checked how many "likes" you have received on one of your photos? How many times have you compared your "likes" to other people? As much as I love "likes" – it doesn't matter how many we get. It doesn't make someone "better" if they have more likes than you and it doesn't make you "better" if you have more likes than them. I love the quote "It's nice to be important. But it is more important to be nice."

- If you do not have anything nice to say, do not say anything at all; AND, if someone else does not have anything nice to say, you do not have to sit there and listen to it. Sometimes is hard to stay positive on Social Media. Think about:

- o "Don't knock it till you've tried it." Sometimes you may have to bite your lip – but if you do not agree with someone – "LET IT GO!"
- o "Know when to step away". Unfollowing is not the only option when it comes to keeping your timeline looking positive. If you receive a negative comment or notice one on someone else's post, you do not always have to clap back. Sometimes a response will only add more fuel to the fire, so it is best to just mute the conversation and keep scrolling.

- ■ "Share" what you believe. Social Media can be a great place to share your thoughts, feelings and beliefs. Stand for what you believe and for what you know to be true. You never know who is seeking to find truth and by you sharing what you believe, you never know who you could help.

- ■ Create a balance. It is so important to create a balance. Too much Social Media can be dangerous – but I personally believe a little at a time is just fine. There is definitely a time and a place to pull out your phone and cruise – but there is also a time and a place to put it away and focus on what is right in front of you.

Deal with negative online behaviour

Have you ever wondered why people bother arguing on forums, blogs, or social media? If you've witnessed one of these heated debates, you probably noticed that in the end no one ever changes their mind (Relevance, 2020). The only change that occurs is when bystanders on either side choose to block their controversial friends from their feed.

Negative posts or comments come up and are out of our control. How you deal with these and how you choose to respond will fuel, calm down the conversation or create frustrations.

Let's see together a few tips on how to go with negative comments:

- ■ Stay calm. DON'T USE CAPS LOCK. And avoid strong punctuation!!!

Using ALL CAPS in communication (social media, email) can create a negative view of your personal image and for your brand. This is an immature way for a business to communicate, as well as for an individual to make own image.

Caps lock and multiple exclamation points only show that you are letting your emotions get the best of you. You may think you are emphasizing a strong point, but to the outside world, you appear unstable and dramatic. Just delete, take a deep breath, and respond rationally.

- ■ Slide into their DMs (direct messages)

If you do choose to engage with a negative post or comment, sometimes keeping that conversation out in the open just fuels the fire and invites other people to add their opinions, which may just escalate the situation.

- - You can send the person a direct message and let them know why their post is hurtful to you. And keep things respectful: not just for their sake, but also for yours;

- Be aware: someone can screenshot your DM and post it publicly.
- If they're spreading misleading information, share an article that you think could be useful. Moving the discussion to a more private setting is a productive way of starting a conversation without seeming like you're putting this person on blast.

■ Be funny - diffuse the tension with humour

You may also wish to use humour in your reply if you think the situation calls for it. This may be easier said than done, but sometimes all you can do is laugh the negativity away.

- Responding with a joke can take some of the stings away from the negativity and make the situation less tense for everyone involved.
- You might not be able to clap back like Chrissy Teigen right away, but taking yourself less seriously online can be a huge stress reliever.

Post - Chrissy Teigen	Post - Chrissy Teigen	Post – Sainsbury's
		Sainsbury's is the second-largest chain of supermarkets in the UK. They have a very unusual approach towards its customers on social media, for such a famous brand.
Comment	Comment	Comment
Replying to @chrissyteigen This photo of you is quite frankly, awful. At first glance I didn't recognize you. I know you don't give a damn, but girl if you're going to be magazine cover material, make it worth it.	bcnjw You look beautiful but you should grow yo hair long again. Girls with round faces should not have short hair like that. It makes your face look huge. Been there....believe me....LONG HAIR 👍	OctoberJones 1 hour Dear Sainsbury's. The chicken in my sandwich tastes like it was beaten to death by Hulk Hogan. Was it? The influential U.K. blogger October Jones wrote a tweet complaining about his chicken sandwich he bought at the grocery chain.
Response - Chrissy Teigen	Response - Chrissy Teigen	Response
christine teigen ✔ @chrissyteigen Following thank you, Heidi. in the future I will try harder to be the best cover model. if you could please send me specific tips and tricks (or past covers you've shot for reference!) that would be so awesome twitter.com/heidikoz1/stat …	chrissyteigen ✔ @bcnjw honestly wow thank you because when I wake up each morning I wonder what @bcnjw would do and then I try t make her happy so this was a mistake on my part @commentsbycelebs	@OctoberJones really sorry it wasn't up to scratch. We will replace Mr. Hogan with Ultimate Warrior on our production line immediately.

■ Kill them with kindness

Sometimes it can be hard to keep an open mind when you see a post you do not agree with. Even though you might be quick to judge this person for their words, responding with a snarky comment can be just as hurtful.

- If you decide to respond to their post, try to be patient and empathetic.

- Remember that there's a real person behind the screen; if your response is something you wouldn't say to their face, you probably shouldn't say it online.
- You can try to do it like Selena Gomez

Post - Selena Gomez	Comment	Response
	an Instagram follower wished cancer on her family	'Educate yourself' ... and I will tell you something else, the message you have left me about cancer is absurd and shows a total lack of consideration for all the people who have suffered or are suffering the effects of this disease. I'm going to make sure that you don't write on my profile again... You need to educate yourself better and eliminate all that anger you have. A kiss, my dear," Selena concluded
Stage I	Stage II	Stage 3

■ Take a break

Social media can be a great place for expressing yourself and building a friendly community, but if your mood is affected by comments you are reading online, it might be time to start a social media cleanse.

- Start by limiting yourself to checking the apps only twice a day, or delete them from your phone for a week if you need serious detoxing. You would be surprised how much you can be done -- and how much happier you might feel -- when you are not constantly scrolling.

■ Know when to block or report hate speech

Most of the time, negative comments are nothing more than a nuisance, but online harassment is very real and very scary. If you see a message that crosses a line or feels threatening, hit that report button.

- Major social media platforms will suspend users for reported hate speech, which "often looks like attacks on people for their perceived race, colour, religion, ethnicity, gender, and sexual orientation."

Call a friend; a real person. Take time for one-to-one conversation. If you feel you are too busy, think about the below situation, which you will take with you forever.

Recognize trolls

Professionals recommend a few signs that can guide you to recognize a troll (Clarke, 2019):

- ■ They will try to make you angry
- Trolls exist for the sole purpose of upsetting people.
- Got someone on Twitter, Facebook, Instagram, or Snapchat stirring up trouble? By starting arguments or posting inflammatory content? They are (probably) a troll. Especially if they appear to be insincere in their comments, posts, or statements.

- ■ They act entitled
- Many trolls have an inflated sense of worth. They operate as if the world revolves around them (or that it should).
-
- ■ They exaggerate a lot
- They use strong words like "never" and "every", whereas most others would say "infrequently" and "some."
- Using extremes and superlatives are ways to inflame people.

- ■ They make it personal
- Discussions, debates, arguments - are all safe games for healthy talks among your online users.
- Rather than discuss a matter, reasonably and logically, trolls attack an opponent's character. They'll call people names and say things to appeal to feelings and prejudices, rather than intellect.

- ■ They often cannot spell
- Trolls seem to suck at spelling and grammar. They often spell and use words wrong, do not capitalize the first words of sentences
- Sometimes avoid commas and periods, use excessively "I", a lot of "!!!" marks and type in all caps

Professional support

Cornell and Stanford researchers did a study about anti-social behaviour online. Trolls fail standard, readability metrics for the stuff they write, including, using less positive words and more profanity.

What to do? Professionals recommend a few tips for handling negative and unethical behaviour on social media.

- ■ Establish a policy

Most social networks have community policies for 'being respectful'. Create one of your own, too, as a reminder of acceptable behaviour for posts, comments and shares. Then, if someone acts unbecoming or dastardly, point them back to your policy.

- *"Hi, I'm nudging you with this friendly reminder about our community policy."*

- E.g. The photographer Brandon Stanton explained the comment moderation rules in a Facebook post. This made it simple for fans and followers to know and abide by the community rules.

■ Respond with facts

If somebody is spreading rumours, wrong information, inaccuracies or outright lies, then disprove any tales told with facts.

- Apple did it with a response to #bendgate. Many negative comments and rumours of the 'bending' iPhone 6, circulated online.

Source: (Welch, 2014)

- E.g. Apple admitted to an issue, which affected only nine customers in the first six days of going on sale. Rather than deny, they accepted and disclosed. The controversy soon went away.
- You can do the same for your brand. Confess and address to rid the trolls of their fuel.

■ Diffuse with humour

Done well, humour can humanize your brand and diffuse a situation.

- Sainsbury's groceries got it right. Sainsbury's is the second-largest chain of supermarkets in the UK. They have a very unusual approach towards its customers on social media, for such a famous brand. They replied to @OctoberJones comment:
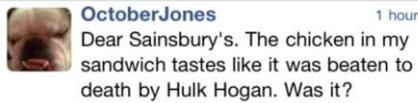
Source: (Ivanovic, 2012)

- E.g. The influential U.K. blogger October Jones wrote a tweet complaining about his chicken sandwich he bought at the grocery chain.
- Sainsbury tweet responding to a negative comment with humour
- Another Sainsbury's corporate account has replied with sincere regrets that the customer had to wrestle his way through the sandwich.

■ Correct mistakes

Listen to what people say on your social media accounts and if you catch a mistake: Correct it. Let the person know what you did. Thus, you made them feel heard, which is what we all want. Moreover, it can turn frustration into loyalty.

- E.g.: DiGiorno, a brand of frozen pizza, are deeply engaged and quick-witted on social media. Attempting to jump in on the popular hashtag, DiGiorno tweeted *"#whyistayed You had pizza."*

- They jumped into this "#whyIstayed" trending hashtag without knowing the context (the hashtag of domestic violence). Even though DiGiono made a huge mistake, at least the brand owned up to the mishap and personally responded to Twitter users.

- DiGiorno public apologizes (Broderick R., 2014): "*This tweet was a mistake, quickly realized as such and deleted seconds later. Our community manager — and the entire DiGiorno team — is truly sorry. The tweet does not reflect our values and we've been personally responding to everyone who has engaged with us on social media. We apologize.*"

■ Monitor your posts

While scheduling social media updates is a great way to stay organized and lessen your daily workload, make sure that you update your accounts when needed.

- E.g. Something went out of control. A post with Joan Rives promoting iPhone appear on social media networks two weeks after she passed away (81 years old).

-
  - (TMZ, 2014)
- In a pre-negotiated deal, comedian Joan Rivers promoted the iPhone 6 on her Facebook and Instagram accounts. The problem? The scheduled posts went live nearly two weeks after Rivers passed away. Even though the messages were quickly deleted, there was still enough time for people to grab screenshots of the posts and have some fun at the expense of Apple. This may not exactly be all of Apple's fault, but they did have a part to play in this PR mishap (Costill, 2015).

■ Do not be baited
- Similar to ignoring them do not feed negative comments either.
- If you do choose to respond, keep your cool and respond in the ways, explained above.

■ Build a supportive, friendly community

Being responsive and responsible will help you build a supportive community of followers. Ones that will respect and stand by you.

- The below example is a comment from a buyer who complained at Toblerone's Facebook Page about the quality of the product.

Hello. I just bought a 100g Toblerone (crunchy almonds).Attached to it was a free Toblerone 35g. Unfortunately, when I ate the 35g toblerone it didn't taste like original Toblerone at all. It actually tasted like some cheap chocolate. I checked the expiry date but it was still good. So I was wondering, is this your gimik to sell your product or some kind of factory defect? I'm just totally annoyed and angry right now. I felt really cheated. 😣

Toblerone ✔ Hello Michael! Apologies for not seeing this complaint sooner. Could you tell us more about this incident, so that we could log it and investigate on this further? Please PM us more details, like when you bought this and where, as well as the receipt if you still have it. Thank you very much, and looking forward to hearing your response!

Source: (McCoy, 2020)

- E.g. The response shows that Toblerones's put genuine effort into helping customers with their problems, appeasing customers and gaining input for brand improvement.
- E.g. As Bradbury points out in his Guardian piece: "Take the high road". Whether it is a customer with a legitimate gripe or a troll with no intention of a good outcome.

■ Use the Care Bear Stare

The Care Bear Stare is a method that allows you to approach an upset customer or commenter and turn the relationship around. It is just like the saying Kill them with kindness. If you respond in a way that defends your belief but also compliments the commenter or their beliefs, you will find their next response to be much more kind. You might even win an apology out of it.
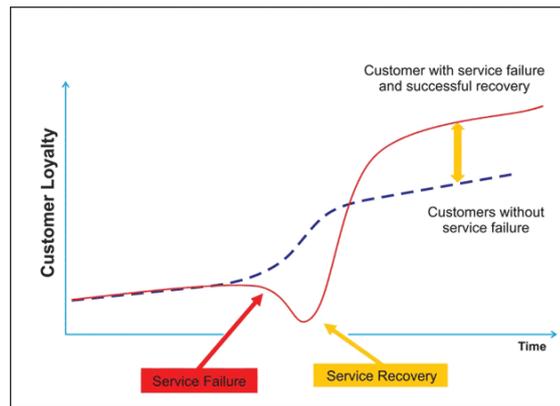
Source: (AHI, 2020)

- E.g. A classic example of the above was exhibited by GlassesUSA.com when one of its customers complained about the extended delay in resolving a complaint about coloured contacts lens. The company representative deftly neutralized a potentially unpleasant situation by first apologizing for the bad experience and then reiterating the company's commitment to meeting the customers' needs. She then made that statement good by sending a store credit update. They probably won the customer over with this simple but highly effective move.

■ State the facts

Never rely on your opinion to get your point across. Stick to the facts. This may mean acknowledging facts that favour the opposition, and that is okay. At least you will show that you've considered both sides of the debate, which will make you more credible to bystanders.

- Remember that your chances to win the aggressive commenter's approval or patronage are negligible, so your priority should be to save face with bystanders.
- The importance of saving face becomes even more crucial when looking at the results of a massive survey of online reviews as they relate to local businesses.

Source: (Murphy, 2020)

This 2020 study found:

- 87% of consumers read online reviews for local businesses.
- 40% of consumers will only use a local business if it has more than 4 stars.
- 96% of consumers read business' responses to reviews.

That last bullet is significant, because not only does it mean that 9 out of 10 people will read a negative review, but that the response to review has the power to repair the damage the negative review has done.

Replying the right way to a review shows care about customer satisfaction enough to discuss it in public. It can be very beneficial for business if done the right way.

■ Reference your work

Sometimes an angry blog comment will come from someone who only read the opening paragraph and failed to read any further. Their argument then backs up the exact points you made. Some people find it hard to resist calling this commenter an idiot when in fact their comment is a good thing. Just politely address where you agreed with his points in the original piece and move on.

■ Respect their opinion

Show respect for other people's opinions. Acknowledge that there are always several sides to any debate and that you appreciate them bringing a different perspective. You may disagree with their opinion, but as long as you've followed the tips above, you'll still have credibility.

■ Know when to stop

Sometimes it is best to agree to disagree. If you find yourself needing to repeat statements you have already made, it's time to walk away from the conversation.

- *Let's not repeat the public meltdown of Amy's Bakery, shall we?*

Exercise 1: The public meltdown of Amy's Bakery

Objective: understand the ethical behaviour online: consider the consumer relations, the media and public's reactions, and the online interactions and what could be done to improve the situation regarding this case study

Duration: 30 minutes

Tools: online resources

Methods: Case study

Description: In 2013, Amy and Samy, the owners of Amy's Bakery restaurant, considered that they were unfairly accused by the consumers. They get into the TV show Kitchen Nightmares to clean their image. Together with the chef and show host, Gordon Ramsay, they were trying to fix the issues they were encountering in and outside the restaurant. They believed they were being hounded on social media by bloggers and reviewers, and they believed they were being falsely accused of having terrible food and that it was detrimental to their business (Haddrill, 2015).

During the show, several accusations of the customers about menu tasting, freshness, improperly cooked, mixed ingredients seemed to be true.

Ramsay decides that there is a level of delusion and dysfunction within this restaurant and decided to get out of this episode. He considered it too difficult to work with Amy and Samy.

Source: (Broderick R., 2013)

To defend their image, they started posting. As they started posting, they started receiving nastier and nastier comments back at them. They continued responding.

Source: (Broderick R., 2013)

The story went viral and people created cartoons, gifs, and memes from comments made during the show.

Source: (Tepper, 2013)

After many insulting posts, the restaurant's Facebook page released a post stating that they had been hacked and contacted local authorities. There is no way for the public to know if this is true or if they were just trying to cover up their mistakes.

In September 2015, Amy's Baking Company closed for good. The way the owners treated their staff and customers in person was considered atrocious according to online bloggers and reviews. The way they handled it on social media became a nationwide disaster.

Debriefing: Guiding questions

The below questions are proposed to be used in small group discussions (Haddrill, 2015), for understanding the ethical behaviour online: to consider the consumer relations, the media and public's reactions, and the online interactions and what could be done to improve the situation regarding this case study.

- How are Amy and Samy's interactions with key audiences positive? How are they negative?
- Do you think the media's response was ethical towards Amy's Baking Company? Why or why not?
- Do you think Amy's Baking Company's response was ethical towards their online reviewers? Why or why not?
- How could Amy's Baking Company have built a better relationship with their clientele?

Lessons learned: Nothing good can come from a constant circle of arguments. You will be more respected for handling a situation with the maturity to walk away.

Recommendation: Think twice before posting

Supplementary reading

Teens Have Fewer Friends, But They're Less Lonely Than Ever Before:
https://www.huffpost.com/entry/teens-loneliness_n_6218348

2. Module 2 – Empathy as a skill for life

Upon completing this module, you will be able to:

■ Understand the importance of empathy
■ Explain what it means to have different perspectives on empathy
■ Illustrate emphatic behaviour in online communication

Empathy – a necessary skill

Empathy is a word that is used often by many people. It is commonly accepted that empathy is a good thing to have, but it is not always a priority in people's lives. In simple terms, empathy is the ability to understand things from another person's perspective. It is the ability to share someone else's feelings and emotions and understand why they're having those feelings (MIC, 2020).

Many famous people have talked about the importance of understanding and empathy.

"I think we all have empathy. We may not have enough courage to display it."
Maya Angelou, civil rights activist

"Peace cannot be kept by force; it can only be achieved by understanding."
Albert Einstein

"The biggest deficit that we have in our society and in the world right now is an empathy deficit. We are in great need of people being able to stand in somebody else's shoes and see the world through their eyes."
Barack Obama, US former President

"At our best, we practice empathy, imagining ourselves in the lives and circumstances of others. This is the bridge across our nation's deepest divisions."
At the memorial service for the five police officers who lost their lives in Dallas in 2016, George W. Bush, US former President

According to neuroscience research, 98% of people (BBC, 2015) have the ability to empathize. The few exceptions are psychopaths, narcissists, and sociopaths which are people who are unable to understand or relate to other people's feelings and emotions.

The problem is that most of us do not tap into our full empathic potential in everyday life.

Categories of empathy

The below case studies will introduce you to a world with and without empathy. We will present a few stories (real and fictional, which might potentially happen) without judging. When it comes to empathy, there is no right or wrong! It is about everyone's feelings. You do not need to feel in a certain manner. You just need to be yourself. Being aware of the impact that your actions and responses might have, you will have a deep understanding of the actions of the other.

There are also different types of empathy that have been defined by psychologists (Goleman, 1995): cognitive, emotional and compassionate.

Cognitive empathy

Cognitive empathy, also known as "perspective-taking", is the ability to understand how someone else feels and to work out what they might be thinking.

> E.g. When to use. Particularly in negotiations. It enables you to put yourself in someone else's shoes, but without necessarily engaging with their emotions. This is why is said that cognitive empathy is 'empathy by thought', rather than by feeling.

Scenario: A woman confides in her husband about a distressing work situation, worried about how it will play out. She is visibly shaken. Let's see Cognitive Response (Williams, 2020)

- Ineffective Response: Her husband replies, "I'm sure it's not as bad as you say. You always do a good job. You're making too big of a deal about it. Just email your boss, and he'll take your side."
- Why It's Ineffective: He used the feeling stoppers of minimizing and fixing. He diminished the nuances of his wife's experience and dove right into his advice with little regard for her visible anxiousness.
- Empathetic Response: He puts an arm around his wife, and says, "Sounds pretty stressful for you. I know how important being effective at your job is for you. What is most upsetting you?"

Emotional empathy or Affective empathy

Emotional empathy refers to the ability to share another person's emotions. This would mean when you see someone else who is sad, it makes you feel sad.

It is good because it means that we can readily understand and feel other people's emotions. This is vital for those in caring professions, such as doctors and nurses, to be able to respond to their patients appropriately. It also means that we can respond to friends and others when they are distressed.

It is bad, because it is possible to become overwhelmed by those emotions, and therefore unable to respond. Those with a tendency to become overwhelmed need to work on their self-control, so that they become better able to manage their own emotions.

Scenario: An acquaintance just shared with you that she had recently experienced a devastating miscarriage. It is about Emotional Response

- Ineffective Response: "You poor thing! I'm so sorry this happened to you… but you'll be able to get pregnant again. I had two miscarriages, and now I have two beautiful children."
- Why It's Ineffective: The response includes three feeling stoppers: pitying, fixing, and over-identifying. With strong emotions, it's an easy mistake to take on another's emotions and over-react or identify too closely with the person's feelings, especially if you've had a similar experience.
- Empathetic Response: "I'm deeply sorry for your loss; that must have been devastating. My heart goes out to you."
- This reply holds genuine resonance with the person's experience and mirrors back accurately what the person might feel with a loss.

Compassionate empathy or Empathic Concern

Compassionate empathy is when you take feelings into actions. It goes beyond understanding and relating to other people's situations, and pushes an individual to do something.

Usually, people who want or need your empathy do not just need you to understand (cognitive empathy), and they certainly don't need you just to feel their pain or, worse, to burst into tears alongside them (emotional empathy). Instead, they need you to understand what they are going through and help them to take action to resolve the problem, which is compassionate empathy.

Scenario: Your son is visibly discouraged. When prompted, he explains to you that he did not get selected for the student council as president after working extremely hard on his campaign. This is about Compassionate Response

- Ineffective Response: "I can't believe you didn't get selected! You were the best candidate by far!"
- Why It's Ineffective: This response is too focused on the parent's surprise and upset rather than the child's disappointment. Instead of letting your child have the opportunity to process the letdown, the parent's reaction eclipses the son's experience.
- Empathetic Response: With eye contact and loving support, you say, "You worked so hard and put your whole heart into that campaign. What a disappointment—gosh, that's gotta hurt!"
- The opposite of compassion is to expect the person to feel differently than they do. When we lack compassion, most often, we are triggered by the person's vulnerability and use feeling stoppers that thwart true connection with the other person.

Pro and Cons

- Pro – Fictional stories about empathy

Case study: Someone Who Understands

The below story is a lesson for everyone (WHS, 2020). Very often, we assume that we know what others need.

A farmer had some puppies he needed to sell. He painted a sign advertising the 4 pups and set about nailing it to a post on the edge of his yard. As he was driving the last nail into the post, he felt a tug on his overalls. He looked down into the eyes of a little boy.

"Mister," he said, "I want to buy one of your puppies."

"Well," said the farmer, as he rubbed the sweat off the back of his neck, "These puppies come from fine parents and cost a good deal of money."

The boy dropped his head for a moment. Then reaching deep into his pocket, he pulled out a handful of change and held it up to the farmer.

"I've got thirty-nine cents; Is that enough to take a look?" "Sure," said the farmer. And with that, he let out a whistle. "Here, Dolly!" he called.

Out from the doghouse and down the ramp ran Dolly followed by four little balls of fur. The little boy pressed his face against the chain-link fence. His eyes danced with delight. As the dogs made their way to the fence, the little boy noticed something else stirring inside the doghouse. Slowly another little ball appeared, this one noticeably smaller. Down the ramp, it slid. Then in a somewhat awkward manner, the little pup began hobbling toward the others, doing its best to catch up...

"I want that one," the little boy said, pointing to the runt. The farmer knelt down at the boy's side and said, "Son, you don't want that puppy. He will never be able to run and play with you like these other dogs would."

With that, the little boy stepped back from the fence, reached down, and began rolling up one leg of his trousers. In doing so he revealed a steel brace running down both sides of his leg attaching itself to a specially made shoe. Looking back up at the farmer, he said, "You see sir, I don't run too well myself, and he will need someone who understands."

Photo credit: (CIM, 2021)

With tears in his eyes, the farmer reached down and picked up the little pup.

Discussions:

- What would have been your reaction if you were the farmer?
- Is there anything that you would like to change in the story?

Case study: Let your gentleness be evident to all

Lessons learnt are forever.

A young student was one day taking a walk with a professor, who was commonly called the students' friend, from his kindness to those who waited on his instructions. As they went along, they saw lying

in the path a pair of old shoes, which they supposed to belong to a poor man who was employed in a field close by, and who had nearly finished his day's work.

Photo credit: Pexels.com

The student turned to the professor, saying: "Let us play the man a trick: we will hide his shoes, and conceal ourselves behind those bushes, and wait to see his perplexity when he cannot find them." "My friend" answered the professor, "we should never amuse ourselves at the expense of the poor. But you are rich and may give yourself a much greater pleasure by means of the poor man. Put a coin into each shoe, and then we will hide ourselves and watch how the discovery affects him."

The student did so, and they both placed themselves behind the bushes close by. The poor man soon finished his work and came across the field to the path where he had left his coat and shoes. While putting on his coat he slipped his foot into one of his shoes; but feeling something hard, he stooped down to feel what it was, and found the coin. Astonishment and wonder were seen upon his countenance. He gazed upon the coin, turned it round, and looked at it again and again. He then looked around him on all sides, but no person was to be seen. He now put the money into his pocket, and proceeded to put on the other shoe; but his surprise was doubled on finding the other coin. His feelings overcame him; he fell upon his knees, looked up to heaven and uttered aloud a fervent thanksgiving, in which he spoke of his wife, sick and helpless, and his children without bread, whom the timely bounty, from some unknown hand, would save from perishing.

The student stood there deeply affected, and his eyes filled with tears. "Now," said the professor, "are you not much better pleased than if you had played your intended trick?" The youth replied, "You have taught me a lesson which I will never forget. I feel now the truth of those words, which I never understood before: 'It is more blessed to give than to receive.'"

Discussions:

■ Imagine you were the student. What did you feel? Situation 1 – and Situation 2
■ Classroom discussions from the perspective of the worker. Situation 1 – and Situation 2

Case study: The Ethics of Empathy

A student recently came to the professor to discuss a problem she was having with her writing; she said that she felt "lost" when it came to starting a paper. The teacher responded in this manner:

"I know exactly how you feel. Let me tell you what I do in those situations."

Kia Jane Richmond (Richmond, 2000)

While some might argue that the response was empathetic and ethical, after much consideration and research on empathy, the professor has decided that it was not. Rather than asking the student to tell in more detail about her difficulties, the professor assumed that own experiences with writing would provide enough data to respond effectively to the student's request for help.

This made the professor sharing own story considering that the response was not empathetic; instead, it bordered on condescension and manipulation, something of which the professor said, was not proud.

- ■ Cons – Fictional story

Case study: Two colleagues after a lost game

There's a dark side to feeling the emotions of other people. In some cases, it can even lead to cruelty, aggression, and distress. (Fisher, 2020)

Photo credit: Pexels.com

"We lost," says Barry.
"It doesn't matter!" says Kari.
"It was my fault. I let all the goals in."
"I don't understand why you're so sad. Just forget about it."
"I can't."
"Why not? It's just a game."
"You're not showing a lot of empathy, Kari. It means putting yourself in someone else's shoes."
"Your shoes won't fit me, Barry."

Discussions:

- ■ What makes people stop caring?
- ■ What could be the feelings and reasons of Kari for those responses?

Case study: Is it or not about empathy

Sometimes, by showing empathy or willing to help, we learn about the surprising downsides of empathy (Fisher, 2020)

In our fictional story, a 10-year-old girl has a fatal disease. Doctors have placed her on a waiting list for a treatment that will relieve her pain and potentially prolong her life. Sadly, this very bright, very brave girl learns she has weeks or months before that happens.

Photo credit: Pexels.com

Discussion:

- Imagine how that feels, and how it will affect her life. What would you do if you had the opportunity to bump her up to the top of the list?
- When other participants in the study were presented with the above fictional story, encouraging them to feel empathy for her, around three-quarters moved her up the list to get her treatment earlier.
- Note: doing so could mean every other child above her on the list would have to wait even longer, many of whom might be more deserving.

The above was an example of what psychologists call the "identifiable victim effect". People are much more likely to open their hearts – or wallets – when there is a visible beneficiary whose pain could be alleviated. **The charity that campaigns with a single story of a named, suffering child may win more donations compared with the charity that deploys statistics describing 1,000 anonymous children.**

Empathy during online communication

Members of online support communities help each other by empathizing with common problems and exchanging information about symptoms and treatments (Preece, 1999). Results from research studies indicate that:

- empathy occurs in most online textual communities;
- empathetic communication is influenced by the topic being discussed;
- the presence of women tends to encourage empathy;
- the presence of moderators not only reduces hostility but also appears to encourage empathy.

As we advance towards technically better computer virtual environments, it is time to pay greater attention to social issues such as empathetic communication.

Professional support

While a large majority of the population is capable of empathy, sometimes the practice of it is limited. When it comes to online communications and online meetings, the perspectives of empathy are

different. It might be more challenging to practice empathy and not practicing it affects our auditorium.

Experts recommend a few ways to best express empathy during video meetings: Zoom, Microsoft Teams, Google Meet, Cisco Webex, and Skype (Mendoza, 2020).

■ **Practice active listening**, Paraphrasing what others have said and then responding with your perspective on the discussed topic is an effective way to inform peers you've heard what they have said, and have validated their perspective by offering your opinion on the subject (Praniti Lakhwara, CEO Conga).

Source: (Becton, 2020)

■ **Human connectivity**. Listen up, lean in and maintain eye contact. These are all signs of empathetic listening—arguably our most powerful human skill (Mimi Nicklin, author of "Softening the Edge" and host of the online web series, "Empathy for Breakfast.").

Source: (ITBT, 2020)

■ **Be present throughout the meeting**.
   o Keep your eyes on the screen, your shoulders square, and lean in physically, and you will activate subconscious signs of connectivity and empathy, even when separated by technology.
   o Give and receive constructive peer feedback. In addition to listening actively, tell others how you might feel in specific situations about their actions or their work, and be open-minded about the feedback you (should seek to) receive in return. Use this opportunity to step into the shoes of others to see how they perceive your actions, and allow yourself to reflect on as well as act on this useful feedback. Ultimately, you can only understand others if you're able to understand yourself first.
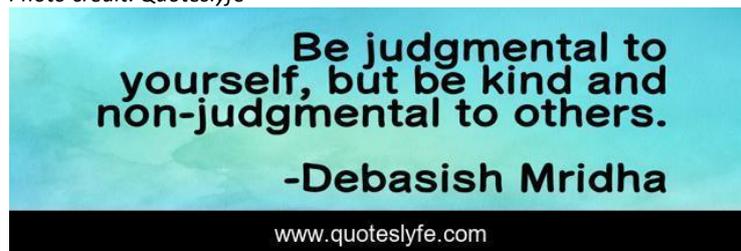
- Never work on another device or other jobs! In online meetings, it is even more overt that you are focusing on another screen as people have a direct line of sight to the direction of your gaze. This can be seen as far more disrespectful and demotivating than it perhaps would if you were in a physical meeting.

Source: (Nathan, 2020)

- **Get the big picture**. If a colleague expresses a struggle.
  - What is the context, what is the frame of mind of this other person, what's going on in their world?
  - Instead of trying to solve the issue for them (which we might tend to), fix things or try and make them feel better, validate what's going on. Reflect their feelings descriptively—'Wow that's so discouraging.'
  - If you can relate, let them know 'I'd be frustrated too.' (Julie A. Chesley, Associate professor of organization theory and management at the Pepperdine Graziadio Business School.)
  - Try to stay out of judgment. It is hard to do. It is so easy to be on autopilot and judge another person's thoughts or actions, or what they should be feeling or doing. Unfortunately, that does not foster connection or understanding. (Terri Egan, associate professor of applied behavioural science)

Photo credit: Quoteslyfe

Be judgmental to yourself, but be kind and non-judgmental to others.

-Debasish Mridha

www.quoteslyfe.com

- **Tackle the Zoom/video meeting challenges**. Expressing empathy on Zoom can be difficult.
  - Pay attention to your body language.
  - Your eyes and head are doing most of the nonverbal communication.
  - Limit hand gestures since they tend to get exaggerated on video, especially if you are sitting too close to the camera (Dr Pavan Madan, a psychiatrist with Community Psychiatry in Davis, CA.).

In our day-to-day lives, our body language and other nonverbal cues emit a host of information to others. These signals provide key insights into our moods, thoughts, and emotions. In the age of the virtual conference room, nonverbal cues often speak louder than our words (Dallon, 2020).

Photo credit: (Dallon, 2020)

- ■ **Avoid distractions**.
  - o Use a clutter-free background so the other person does not get distracted to the point of misinterpreting your reactions.
  - o Do not have other browser windows open during important conversations. Consider using wireless earbuds so you can listen easily and talk comfortably and calmly, in a low tone of voice.
  - o Consider whisper-quiet mice and keyboards for distraction-free typing and clicking during conversations.

Source: (Dustin, 2020)
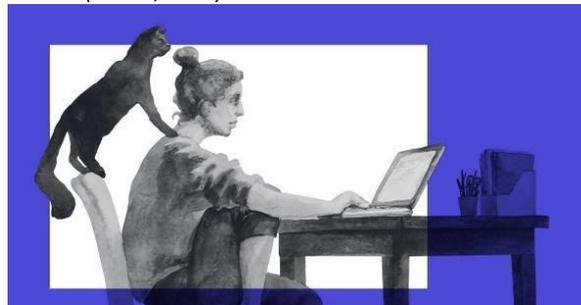
While you may think you can multi-task, the fact is our brain cannot perform two tasks that require high-level attention at once. Therefore, not only you might be caught out if you are not paying attention and are asked a question, you may miss something important.

Exercise 2: Empathy Quiz

Objective: Empathy is the ability to sense other people's emotions, coupled with the ability to imagine what someone else might be thinking or feeling. Research suggests that people differ in the extent to which they experience empathy. This exercise aims at offering you the response to the question: how empathic are you?

Duration: 20-25 min quiz + 15 min debriefing

Tools: online quiz

Methods: Questionnaire, score and feedback

Description of the exercise: The quiz contains a total of 28 questions. The first 22 will be used to measure your level of empathy; the last six are included to understand how empathy relates to factors like gender, birth order, and political orientation. Your name will not be recorded. All responses are anonymized. https://greatergood.berkeley.edu/quizzes/take_quiz/empathy

Tasks: Please answer the quiz as honestly as possible--there are no right or wrong answers. When you are done, you will receive your empathy score, along with feedback interpreting this score and tips for strengthening your empathy skills.

Debriefing: Would you like to change something? What would be the steps?

Lessons learned: Empathic people tend to be more generous and concerned with others' welfare, and they tend to have happier relationships and greater personal well-being. Empathy can also improve leadership ability and facilitate effective communication (GGM, 2020).

Recommendation: Practice empathy to be able to use it when you consider it appropriate.

Supplementary reading

The Oxford English Dictionary defines sympathy as "feelings of pity and sorrow for someone else's misfortune" and empathy as the "ability to understand and share the feelings of another." Dr Brené Brown talk about Empathy and Sympathy: https://twentyonetoys.com/blogs/teaching-empathy/brene-brown-empathy-vs-sympathy

Watch the video Empathy vs Sympathy: https://youtu.be/1Evwgu369Jw

Making Compassionate Decisions: The Role of Empathy in Decision Making. For certain systems to be moral to the many, they must be unfair to the few: https://fs.blog/2017/12/against-empathy/

3. Module 3 – Ethical thinking

Upon completing this module, you will be able to:

■ Understand ethical behaviour
■ Explain how the use of social media can affect your future
■ Correct somebody in a professional way

Ethical online behaviour

Ethical digital citizenship is the appropriate, responsible, and ETHICAL behaviour of technology use (RM, 2017). Ethical behaviour does not arise solely from habit or obedience to patterns or rules but includes intelligently guiding our actions in harmony with the texture of the situation (Luce-Kapler, Sumara, & Iftody, 2010).

Technology has greatly transformed our world including the way we are learning and communicating with others. All of us use digital media in the workplace and to connect with friends. It seems it is close to impossible to avoid digital media. Digital media is here to stay and we need to be prepared to be "healthy digital citizens".

Part of digital citizenship refers to the responsible and ethical use of digital media to communicate and engage in society, understanding the risks involved in using digital media and how to keep your information safe (SCIP, 2017). Our digital citizenship image includes:

■ **Self-image and identity** – The way we are presented online may be different from our offline persona. It is important to help youth understand that their relationships and reputation may be affected by their digital identity.
■ **Relationships and communication** – Use intrapersonal and interpersonal skills when communicating online. According to Pew Research Center, 55% of teens text their friends daily and 68% of social-media using teens experienced some form of drama online. Using interpersonal skills when communicating through text can help reduce drama.
■ **Digital footprint and reputation** – The digital world is permanent. Once the information or photo is posted on a social media page, it is out there for good. Be cautious when posting information online because the information can follow you, particularly when applying to college or for a new job.

Photo credit: CleanPng

When you write the story of your life, don't let anyone else hold the pen. Harley Davidson

Take care of self-image

On social media networks, you can easily share information about yourself globally. You need to keep in mind, however, that "Freedom of Speech does not equate to freedom of consequences…" (Oxley, 2010, p. 3).

Choose to promote a positive and professional image of self-image online (McGilvery, 2012).

- Understand: It is essential to understand that once you post an image, comment, etc. online, it is there forever.
- Be aware: Freedom of speech and expression does not exempt us from suffering consequences based on something we say.
- Asses: You must think before you post something online and make it available for the world to see. As mentioned above, a potential problem of which today's youth must be aware is that employers check for information about prospective candidates online (Oxley, 2010).

90% of employers say **social media is important** when evaluating a job candidate.

Source: (TheManifest, 2020)

E.g. The vast majority (90%) of employers look at potential employees' social media profiles, and 79% have rejected a candidate based on what they found.

79% of HR professionals have **denied a job candidate** due to inappropriate content on social media.

Source: (TheManifest, 2020)

Check the congruence with your own beliefs by asking yourself and reflecting on these questions:

- Would you want your parents to see or read what is online about you?
- Will this affect your future career?
- Would this hurt anyone's feelings?
- How do you want to be seen by others?

Source: (Nancy & Roget, 2016)

If you consider the above, and you want to take care of your online self-image, then you are prepared to promote a positive "You".

Relationship and communication. Ethical discourse online

"Everyone has the right to freedom of expression." Article 10, European Convention on Human Rights

Even though the concept of freedom of expression seems quite simple, in reality there are complex lines that can be drawn around what kinds of discourse are protected and in what setting. It is our responsibility to interpret and use our rights, based on our ability to understand what is actually protected.

The readers of the online article "Why Is Freedom of Speech an Important Right? When, if Ever, Can It Be Limited?", released by The NYTimes (Gonchar, 2018), were invited to answer the question in the title and they formulated genuine responses. We made a selection for you to understand different views:

- *"Freedom of speech is about protecting the speech we hate. Not what's popular."*
- *"I think free speech should be limited when it starts to concern the lives of those whether it be human or animal."*
- *"Almost all speech should be protected because differing opinions and criticism make communities stronger."*
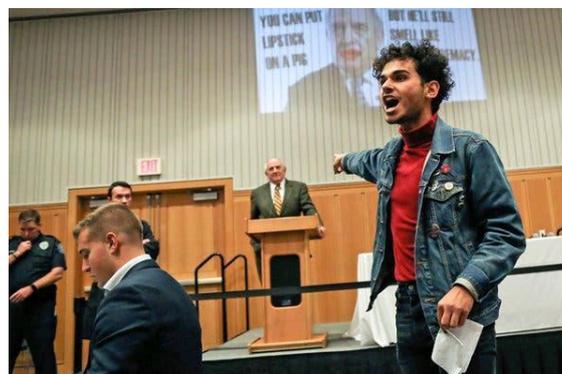

A University of Michigan student protests author Charles Murray during a speaking engagement in October in UM's Palmer Commons. Source: (Arbor, 2018)

What is your opinion? Why is freedom of expression an important right? Why might it be important to protect even unpopular or hurtful speech? Be aware, it is not about Hate Speeches!

The freedom of expression is also applicable to online speeches. Of course, some of the discourses and posts are quarantined being considered hate speeches (HS), unethical and bringing injuries.

> E.g. The British-American freestyle skier, Gus Kenworthy, came out as gay in an interview (Roenigk, 2015). His YouTube channel was subsequently bombarded with homophobic slurs. In 2018 he posted a video on his YouTube channel with the caption 'Feeling Like a Champion', and it received many responses including the following:
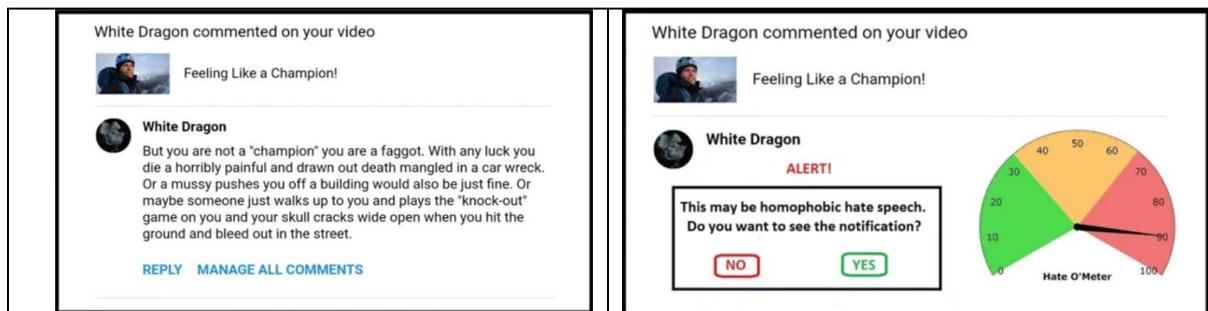
Source: (Ullmann & Tomalin, 2020)

Online hate speech may cause direct and indirect effects on individuals' psychological wellbeing, short and long term. Social media companies, like Facebook, deal with the phenomenon of online hate speech. During an interview (SELMA, 2019), they affirmed that online HS is not a rare issue. In the first 3 months of 2019, the FB removed four million pieces of content for breaking the company rules around heat speech.

Ethical thinking

Ethical thinking means we shall never lose sight of our positive purpose. What is the positive purpose? Well, the answer depends on our set of values and definitively, includes:

- **Social norms** – represent a desire to fit in and to be liked. We can see this most obviously in things like a teen's taste in clothes or music, but it has a tremendous influence on how they behave as well. When it comes to youth's desire to be liked, we cannot ignore the impact of influencers. Through their social platform, they created a social profile endorsed by an audience.
  "*Influencer is an individual with above-average ability to affect others with their thoughts and opinion.*" (Ryan, 2016).

Photo credit: Youth Academy

Alarmingly, the stats say social media influencers have more power on social media than traditional celebrities, such as actors and sports stars. (YAM, 2020)

- ➢ 70% of teenager's trust influencers, and specifically social media influencers, more than celebrities.
- ➢ 6 in 10 of these teenagers take on the advice of their favourite influencer over celebrity advice
- ➢ 4 out of 10 millennials believe their best influencers understand them better than their own friends and family.

- ■ **Personal morality** – is independent of the laws and values of society. We may share many ideas about what is right and wrong with others, but they may also believe – and act – based on principles that they consider to be right even if society believes they are wrong.

Photo credit: imgur.com

How to stay cool all the time?

Carter: Lee how do you manage to stay cool all the time?
Lee: Because I don't get into arguments with stupid people, I just cut it short and say 'You are right'.
Carter: But that's completely irrational and wrong.
Lee: You are right.

- ■ **Self-focused thinking**, concerned mostly about consequences for yourself; **moral thinking**, concerned about the consequences for people you know; and **ethical thinking**, concerned about unknown individuals and larger communities.

One size does not fit all

Online, we meet many people, at various ages, from several geographical locations and with different levels of digitalization. Are we able to understand them and let them live without judgement? Have you ever wondered why people act and react in different manners in similar situations? Well, you shall know that people make the best and positive decisions based on the information that they have.

Think about digital immigrants. They represent the category of people born before or about 1964 and who grew up in a pre-computer world (Zur & Zur, 2011). Like all immigrants, they learn and make efforts to adapt to their new environment. Even though, they retain to some degree, their 'accent', making the adaptation a little difficult. (Prensky, 2001). You can recognize them:

Source: (Nancy & Roget, 2016)

In this category may fall your grandparents, professors, trainers. Being aware of their background, you will be able to understand their willingness to talk in-person or on the phone, rather than via chat; or their reduced capacity to use multiple multimedia sources at the same time.

Is there any situation coming into your mind that can be better understood and explained, being aware of the above judgements?

Case study: Your colleague is wrong. How to act?

You are in a team meeting, listening to one of your colleagues present the findings from one of your most recent projects (Boogaard, 2020). Your colleague mentions that a recent webinar increased your email signups by 30%. But, you just crunched these numbers yourself (you even triple-checked them), and you know that signups actually only increased by 20%.

- A little voice in your head is screaming, "WRONG! That number isn't right. It's wrong, wrong, wrong. You have to say something!" But...do you?
- Should you really speak up and issue a correction?
- And if so, what's the best way to do so without looking like you're publicly putting your own teammate on blast?
- Is it ethically to let the information be released that way?
- Is the empathy that stops you?

Misleading bar graph with no scale. Source: (Moore & Notz, 2005)

*** Are you ready to be on the other side? Remember that you can't just be willing to chime in with edits or suggestions—you need to be willing to accept them too. If someone points out your own errors, are you capable to thank them for the feedback and take steps to improve?

Professional support: How to correct someone when they're wrong

For sure, it depends upon the circumstances as to whether or not it is appropriate to correct someone. It also depends on how well you know the person you are considering correcting. It would show an extreme lack of tact to correct someone in front of other people.

- If someone is giving someone else amounts to misinformation, and you feel that this could cause problems for that person, then you should point out that the person is mistaken.
- It is a matter of discretion when deciding whether or not it is appropriate in a given situation to correct someone.
- There are times when you definitely should speak up, such as when you are accompanying a patient to a hospital and you hear something incorrect relating to the patient's situation or condition.

Common sense would dictate that when it concerns matters which are important or urgent or life-threatening, then you should correct any errors you have been witness to - as tactfully as possible (Lesak, 2018).

Few steps to correct in a polite and constructive way

When there is little to be gained by making such a correction, or it is likely to offend, then it may be better to think twice before opening your mouth. Experts suggest (Boogaard, 2020) a few steps to correct someone in a way that is polite and constructive.

- **Find the right time and place.** If you've ever had somebody else point out one of your own screw-ups, you know that the experience can be...well, embarrassing.

Advice: It is generally better to pull that person aside for a private, one-on-one conversation than to shine a spotlight on their error in front of a larger group.

- **Start with some clarifying questions.** Let's assume that you aren't in a major crunch, and you have some time to dedicate to a thoughtful conversation about the correction you're offering.

Advice: You might be tempted to jump right in with, "The number you have here isn't right—it should be 20%." Instead, try a more open-ended prompt like, "I want to take another look at the email statistics you have reported here. Can you walk me through how you landed on a 30% increase?"

This sort of approach not only makes you seem less aggressive but also provides ample opportunity to figure out where your perceptions aren't lining up with each other.

- **Provide evidence to back up your point.** Imagine if somebody pulls you aside and states that you had done something wrong, but doesn't say what, when, how, or give any further detail. That's not so helpful, right?

Advice: Research has found that hard evidence that supports the facts is the single best way to correct false information. So, rather than just telling your colleague that the statistics should read 20%, show them your data and walk through the math together.

- **Offer to help patch things up.** You want to be a team player. If the correction you are issuing is going to create a lot more legwork for that person (are they going to need to redo the entire report or reformat a chunk of their slides?), offer to help them patch things up.

Advice: Figuring out how you can not only point out the incorrect information but actually show your willingness to support repairing it will emphasize collaboration over competition. It will make you far more pleasant to work in a team.

Exercise 3: Check the politeness

Objective: Writing messages is a daily routine for many of us. Have you wondered how polite is your message? This exercise will provide you with an instrument (Danescu-Niculescu-Mizil, Sudhof, Jurafsky, Leskovec, & Potts, 2013) to check the level of politeness of your message before sending it.

Duration: 15 minutes

Tools: mobile phone connected to internet; Web App http://politeness.cornell.edu/

Methods: creativity, online checking, review

Description of the exercise: Think about your homework about Digital Citizenship. You would like to start preparation but you still need additional support. You may need some books, access to an online library, or a little guidance from your teacher to prepare or better understand the concept of your homework. Write a message to ask for support!

Tasks: Prepare your request. Write a few sentences to make them understand what you need. Then, copy/paste in the online instrument http://politeness.cornell.edu/. The model automatically measures the politeness of requests. If you are not satisfied with the results, please improve your text and check again.

E.g. Would you mind checking out this politeness model we built?

Enter your request here

> Would you mind checking out this politeness model we built?

Score for Politeness

Would you mind checking out this politeness model we built?

Polite | **Algorithm's Confidence: 78%**

Politeness is a subtle and subjective phenomenon. Help improve the model. Do you think this utterance is: **Polite** **Neutral** **Impolite**

Debriefing: The score of politeness is 78%. Do you agree? You can contribute to the improvement of the model by having a say in this regard. Press Polite Neutral or Impolite, as you consider appropriate.

Lessons learned: A certain level of politeness needs to exist in all communication online or offline. Be polite and concise.

Recommendation: Practice and improve your writing style.

Remember: If you don't give your time to write a well-written message, you cannot expect others to give from their time to read it.

Be aware: People don't have time to read emails just as you don't have time to write them.

Supplementary reading

The consequences of online hate speech – a teenager's perspective, SELMA Hacking Hate: https://hackinghate.eu/news/the-consequences-of-online-hate-speech-a-teenager-s-perspective/

4. Module 4 – Ethical decisions

Upon completing this module, you will be able to:

- Practice integrity when faced with ethical dilemmas
- Explain your personal responsibility to others on social media

Dealing with ethical dilemmas

Ethical dilemmas are part of everyday life and seem to increase in complexity as we continue to grow the global community. Have you witnessed or experienced any of the following (Broderick, 2016): "photographing slides in a lecture as a form of modern-day note-taking" or "a flow of inaccurate or poor guidance given online". How will you act?

At the theoretical level, our culture values integrity and we may want to make ethical decisions. This 8-question quiz will show how ethical your decisions are:

https://quiz.tryinteract.com/#/5ba94b62d60509001343dd10

The fact is, youth make tough decisions every day, and peer pressure often makes it more difficult for them to choose the right path. Let's see some of the common dilemmas that youth face (MiddleEarth, 2018):

- **Cheating.** Cheating is an epidemic in our schools, making it a common problem teens face daily. The importance placed on grades puts a lot of pressure on teens which can give them the mentality that it's ok to do whatever it takes to succeed. Teens might give a peer answers to a test to please a friend or to fit in.
- **Lying.** Teens are often tempted to lie for many reasons, such as wanting to fit in with their peers, get out of responsibilities, avoid punishment, protect a friend, hide their own bad behaviour, or avoid disappointing someone.
- **Snitching.** In the teenage world, snitching is perceived as a betrayal of your peers and can lead to harsh rejection. Teens often know they should tell an adult if they see someone stealing, cheating, using drugs, bullying someone, or acting suicidal, but the fear of the consequences from their peers is difficult to overcome.
- **Experimenting.** Youth face the ethical dilemma of choosing whether to smoke, drink alcohol, or try other drugs. Teens can develop many justifications for experimenting with these substances, and they face a significant amount of peer pressure in this area.

All of these are challenges difficult to deal with. By valuing integrity and pursuing ethical actions you can become an ethical thinker and you will feel comfortable with your decisions.

You should know that the ethical choice is often not the easiest one and that everyone makes mistakes and a mistake does not mean you are a bad person. Read the below questions and ask yourself, or discuss them with a group of friends. What would you do if:

- ➢ Your friends start making fun of someone?
- ➢ Your best friend was wearing something ugly and asked how she looked?
- ➢ Your friend said he sometimes thinks about killing himself?

➢ Your friends asked you to lie about something so they didn't get caught?

Experts recommend a 6-step model for ethical decision-making that can help you in uncomfortable situations and encourage you to become an ethical thinker (MSU, 2020b):

1. Know the facts – Before tackling an ethical issue, define the nature of the challenge.
2. Identify the required information - List the information you will need to obtain to make an informed decision. Identify any assumptions being made about the specific ethical dilemma or challenge.
3. List the concerns – Explore factors that can influence your decision. Who are the people involved in the ethical issue? Who will be affected?
4. Develop possible resolutions – Consider creative options! Discuss with your colleagues, peers?
5. Evaluate the resolutions – What are the costs? Would it add value?
6. Recommend an action – Not only recommend. It must be implemented!

Unethical behaviour affects people and industries, from the implosion of energy giant Enron to the ride-hailing company Uber.

E.g. Below are a few unethical decisions made (online) by Uber that have affected many people.

■ Ride Prices Soared During Hurricane Sandy – In 2012, Uber doubled their prices in New York City during Hurricane Sandy.
■ Aggressively Targeting Competitors – In 2014, Uber intentionally booked and cancelled 5,560 fake Lyft rides to negatively impact Lyft profits.
■ Automatic Surge-Pricing When The Demand Is High – Uber uses a pricing algorithm that automatically detects circumstances of high demand and low supply
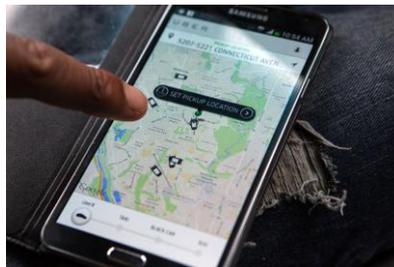
Source: (Harper, 2019)

To be a more consistent ethical decision-maker, ask yourself these questions when considering your options:

■ Is it the truth?
■ Is it fair to all?
■ Is it free from harm?
■ Am I proud to do it?

Thinking about these questions will help you quickly cut to the heart of both small and large matters.

Be a responsible digital citizen

Being a responsible digital citizen means having the online social skills to take part in the online community life ethically and respectfully (RCN, 2018). Responsible digital citizenship also means:

- Behaving lawfully – for example, it's a crime to hack, steal, illegally download or cause damage to other people's work, identity or property online
- Protecting your privacy and that of others
- Recognizing your rights and responsibilities when using digital media
- Thinking about how your online activities affect yourself, other people you know, and the wider online community.

In the age of the internet and social media, where over 59% of the global population has an online presence and uses the Internet regularly and effectively, it's essential to understand one's responsibilities as a "digital citizen" (NoBias, 2019).

Often, we underestimate the impact we might have on others when interacting online, posting content that shapes their opinions. When sharing intellectual property, it's key to be aware of what we spread in the world and to educate with credible facts instead of spitting out disturbing content that fascinates. We consume what our friends post and we build our opinions on what we hear and what we read. Therefore, while living and working in a digital world, it is important to recognize one's rights and responsibility to act in safe, legal and ethical ways.

Here are some ways to show you are safe and responsible online, while still having fun (RCN, 2018).

Be respectful – and expect respect

Respect for yourself and other people is important in all relationships, and it is no different when you are online.

- Treat your online friends with as much respect as those you meet face to face. Talk with a trusted adult if you see someone being bullied or attacked online. Young people often try to sort things out for themselves, but it is good to speak with an adult if you are worried about something that's happening online. It might help you to know that things are easier to sort out when other people help.
- Showing respect towards others is the foundation of leveraging technology to move social causes forward, even if you do not share the same opinion. Seeking to understand where other people are coming from is one of the fastest ways to develop empathy towards them and overcome social and political issues (NoBias, 2019).

Protect your reputation

- Make sure you understand the consequences of posting photos and videos, and uploading other personal content. Once this content is online, it is very hard to get rid of and can become part of your permanent online reputation.
- For example, you might say, 'Some photos and videos might seem OK to you now, but you might feel differently about them in the future and not want people to see them'.

Protect your privacy

There are several ways you can protect your privacy:

- Share only as much personal information as necessary – for example, it is not compulsory to enter your year of birth, mobile number, email address or city on all online forms.
- Keep passwords private.
- Check the location settings and services on smartphones, tablets and apps. Turn off the location services when you do not need them.

Watch your tone

- It is often hard to 'read' emotion in posts and emails, and jokes can easily be misinterpreted. Educate yourself to "stop, think, review" before sending an electronic message or posting an online comment. Using emojis or hashtags can help.

Be skeptical

There are lots of dodgy people, places and offers online.

- Not everyone online is who they say they are. It is important to be careful about what you share with people he does not know.
- If something seems too good to be true, it probably is not true. Hoax-Slayer is a good site that uncovers online scams and hoaxes. If you are not sure about a site's credibility, you can ask yourself, 'Whose interest does this site serve?' The answer can help you find out what sites and offers are dodgy.
- You have to be careful about clicking pop-ups on websites. Some pop-ups that seem safe can ask for personal or financial information.

Educate yourself

- Seek to understand all perspectives of a topic and learn to apply critical thinking to all online content.
- Avoid sharing non-reliable sources and fake news with your followers. Read multiple articles on the same topic to determine the reliability of sources such as the news outlet, author and backed up facts.
- Before sharing anything online, which may affect people's opinions, make sure the content is contributing positively to society and helps others understand issues from an objective point of view.

Five reasons for using social media

Social media helps youth find ways to solve issues and to add real value to their lives. For inspiration, here are some of the benefits (Knorr, 2018) of being social-media-savvy:

- **It lets you do good things**

Twitter, Facebook and other large social networks expose youth to important issues. They meet online people from all over the world. Youth realize they have a voice they did not have before and are doing everything from crowdfunding social justice projects to anonymously tweeting positive thoughts.

E.g. More than 2,000 Boston public school students walk out of class to protest budget cuts

Source: (Pohle, 2016)

- **It strengthens friendships**

Studies, including Common Sense Media's "Social Media, Social Life: How Teens View Their Digital Lives" and the Pew Research Center's "Teens, Technology and Friendships" show that social media helps teenagers make friends and keep them.

Teens that have a core group of friends often have a built-in layer of protection from bullying. (Rivara & Menestrel, 2016)

- **It can offer a sense of belonging**

While heavy social media use can isolate youth, a study conducted by Griffith University and the University of Queensland in Australia found that although American teens have fewer friends than their historical counterparts, they are less lonely than teens in past decades. They report feeling less isolated and have become more socially adept, partly because of an increase in technology use.

- **It provides genuine support**

Online acceptance — whether a youth is interested in an unusual subject that is not considered cool or is grappling with sexual identity — can validate a marginalized child. Suicidal teens can even get immediate access to quality support online.

E.g. One example occurred on a Minecraft forum on Reddit when an entire online community used voice-conferencing software to talk a teenager out of committing suicide.

Source: (Knoblauch, 2014)

■ **Allows for personal expression**

Digital technology is the perfect tool for channeling creativity and personal expression. It allows youth to share their work with a wider audience and even collaborate with far-flung partners (an essential 21st-century skill).

E.g. Platforms, such as FanFiction.Net, AO3 - Archive of Our Own, FictionPad, comprise fictional stories written by fans, commonly of an existing work of fiction.

Source: (Po, 2020)

The popularity of this type of creative work (fan fiction = original stories based on existing material that people write and upload online) proves how strong the desire is for self-expression.

Exercise 4: Spot the troll

Objective: recognize negative behaviour interactions in the online world

Duration: 30 minutes

Tools: online resources

Methods: quiz

Description of the exercise: Read the messages written on social media by trolls or/ genuine and identify if you are facing a troll. Experts from Clemson University proposed a quiz to evaluate your abilities to spot the troll (Warren, 2020). The test is available online here: https://spotthetroll.org/

Tasks: There are eight personal profiles in this exercise. You are required to read a series of 5-6 posts and choose between trolls and genuine persons.

In case you are still not sure if there are trolls or genuine persons, take into consideration the below characteristics and markings:

■ Trolls are usually anonymous. Most trolls use a nondescript first name, one that could be anybody — that is, if they care to use a name at all.
■ Trolls have throwaway e-mail addresses. As most places that allow comments require an e-mail address, trolls get around this request by using made-up e-mails. Most are from free services, such as Yahoo!, Gmail, or HotMail, while others even troll in their own e-mail addresses — for example, Sue@youarealoser.com.
■ Trolls are there to get a rise out of people. They are not polite and not ashamed of getting in a zinger. They call names and make accusations and rarely do they sound anything but angry.

- Trolls use anonymous proxies. Here is the thing about trolls: They are probably someone you know, maybe even a productive member of your community or a competitor. They don't want you to find that out, though, because if word gets out that they're trolls, it may lead to losing face among so many people.
- Many trolls make mistakes. They slip up with their e-mail addresses or their words and phrases.
- Trolls rarely add anything of value to the conversation. When trolls respond to a community discussion, they do not add anything meaningful to the discussion. Instead, they joke, berate, and insult.

Debriefing: After selecting your choice, some tips and explanations will be shown to explain a few tactics that might help in the future, as well as the opportunity to explore more details.

Lessons learned: The vast majority of social media accounts you may engage with online are real people voicing genuine opinions. Trolls want to influence. They can only have that if you follow them and share their messages. They will only drive us farther apart if we help them.

Recommendation: Be wary, however, because professional trolls do exist and they aren't necessarily the accounts you may think they are. Many professional trolls want to be your friend; they want to pull you in a new and sometimes divisive direction. Be wary of who you friend online and which messages you decide to repost. On social media, just like in real life, not all strangers have your best interest at heart.

Supplementary reading

What happened when I confronted my cruelest troll:
https://www.theguardian.com/society/2015/feb/02/what-happened-confronted-cruellest-troll-lindy-west

5. Module 5 – Practice empathy

Upon completing this module, you will be able to:

- Understand and feel other people's experiences, feelings and points of view
- Create online interactions that promote positive online behaviours
- Evaluate pears online interactions from an ethical and empathic perspective

Keep balance

Putting in some other shoes is not easy. It relates to the actual situation, to your vibe - it can be harder to practice empathy when you are feeling "hot" emotions like anger, fear or even hunger and it also involves your capacity to anticipate and manage emotions.

When online, we are more eager to say things that we might regret. Here are some tips to stay out of empathy traps online (MediaSmarts, 2014):

- Remember: the people we talk to and play online are real people. Even if you do not know them in person, imagine that they are there.
- Reflect: do not respond right away. If something happens and get you upset, take some time to let the first instinct pass.

Take care of your feelings. It is almost impossible to make good decisions when we are angry. If you felt tense, or in a stressful situation, it is better to get offline for a while.

Practice empathy

If you are now impassioned by the notion of workplace empathy, you might want to help your colleagues to promote empathetic attitudes and behaviours such as self-awareness, non-judgmental positive constructive feedback, good listening skills, and more (McGeady, 2020). Developing these skills takes concerted practice over time. Some people have native empathy skills and the above attitudes come as a natural routine. For others, a little practice would develop these valuable skills absolutely necessary to maintain and increase a good vibe private and works environment.

Some people are more naturally empathetic than others, but there are easy exercises that anyone can do to increase own empathy (Miller, 2020).

- **Talk to New People**

Trying to imagine how someone else feels it might not be enough. Researchers recommend simple solution: Ask them.

"The core of empathy is curiosity," said Jodi Halpern, a psychiatrist and bioethics professor at the University of California, Berkeley, who studies empathy. "It's what is another person's life actually like in its particulars?"

Actionable tools:

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➢ Online: Follow people on social media with different backgrounds than you have: different race, religion or political persuasion.
➢ Offline Put away your phone and other screens when you are having conversations, even with the people you see every day, so you can fully listen and notice their facial expressions and gestures.

■ **Stay curious and attentive**

We often practice empathy without realizing it. Reading a book, watching a movie, sitting in front of a play—we relate to and invest in the characters, even if their lives may be fictional.

➢ Online and Offline: Be curious and attentive towards how others around you are feeling. When a friend tells you something difficult, choose empathetic responses to show that you genuinely care and that you are there to listen.
➢ Remember that words have the power to create change, foster connection, and help others overcome challenges and feel less alone in whatever they are facing.

■ **Try Out Someone Else's Life**

"Don't just stand in someone else's shoes, as the saying goes, but take a walk in them." - Helen Riess, a psychiatrist at Harvard Medical School.

Actionable tools:

➢ Offline: Attend someone else's church, mosque, synagogue or visit a village in a developing country and volunteer. Spend time in a new neighbourhood, or strike up a conversation with a homeless person in your community.
➢ Online: If someone's behaviour is bothersome, think about why. Try to understand, start by acknowledging that she/he might feel stressed, but go further: Consider what it's like to live his daily life – what his bus ride is like, how much homework she/he has and how much sleep he gets.

■ **Join Forces for a Shared Cause**

"Working on a project with other people reinforces everyone's individual expertise and humanity, and minimizes the differences that can divide people." - Rachel Godsil, a law professor at Rutgers and co-founder of the Perception Institute, which researches how humans form biases and offers workshops on how to overcome them.

Actionable tools:

➢ Offline: Work on a community garden. Do political organizing. Join a church committee.
➢ Online: If you have experienced grief or loss, join with others who have experienced something similar.

■ **Admit You're Biased**

We are all biased. Acknowledging that is the first step. Because the biases are most of the time unconscious, researchers developed an online quiz for you to test your Implicit Association Test (PI, 2011). The second step is taking action:

> ➢ Online: Be Honest With Yourself.
> Take the quiz https://implicit.harvard.edu/implicit/takeatest.html.
> ➢ Self-reflection: Check Your Privilege by asking yourself a few questions:
> - When was the last time you had to think about your race, ethnicity, gender, religion, ability level or sexual orientation?
> - When watching movies or TV, how often do you see characters who reflect who you are?
> - How often are you in social settings where most people are of a different identity than you are?

■ **Stand Up for Others**

Empathy should drive us to act compassionately toward others. Often it is difficult to be prompt or spontaneous when someone makes a discriminatory comment or interrupts.

Actionable says:

> ➢ If someone interrupts, you could say: *"I think she was still in the middle of sharing her idea, let's make sure she has a chance to finish before we move on."*
> ➢ If someone makes an offensive joke or disparaging comment, simply say: *"What you just said is offensive."*

■ **Don't make assumptions about people based on what your life is like**

When you are asking colleagues about their lives, do not assume, for instance, that they have an opposite-sex partner, three healthy children, or a beautiful, spacious home.

Do's and don'ts

Empathy is not about solving others' problems. *"Rarely can a response make something better; what makes something better is connection."* Dr Brené Brown. If bad things happen, you are not probably able to change them. Instead, you can create connections.

To create "that connection", actions can often speak louder than words. A hug, a shared meal, an offer to drive a friend to his or her appointment. Few empathetic responses you better avoid and few you can try (Chang, 2020)

DO'S	DON'TS
"Thank you for trusting me with this. It means a lot to me." Share your appreciation that she/he chose to confide in you and let them know that you will keep what they shared in complete confidence.	When someone shares something painful, it is natural to feel uncomfortable and want to change the topic. Avoid: *"Um. RIP. That, like, sucks. Oh yeah, did you watch the game last night?"*

"From what I'm hearing, you are feeling X. Is that right?" Show that you are listening by asking questions that focus on how they are feeling. *"Don't be an examiner, be the interested inquirer." - Studs Terkel, a Pulitzer Prize-winning oral historian*	Sometimes you would like to find the silver lining in a challenging circumstance or to compare your friend's situation with those of people in a worse spot. Even though, avoid saying: *"At least you got 51%. And hey, I heard someone got, like, 20%. You did so well in comparison!"*
"This is a difficult situation and I think you've shown a lot of courage and strength in how you're handling things." Encourage him/her and make understand that they have the power to overcome what they are going through—without minimizing their experience.	When other people share something that you feel is not "a big deal," you may automatically think that they are overreacting. Avoid: *"Calm down. You're overthinking it."*
"I'm here for you. What do you think I could do to help you feel better?" Reassure them that you will be there for them and that you want to help.	Avoid directional questions. Maybe you are hoping that he or she is okay. Avoid: *"You're okay, right? I mean, it's been a month...are you feeling better now?"*
"You know yourself best, what do you think would be most helpful to you right now?" Helping them find solutions by asking what they would like you to do is not the same as you giving advice.	It is tempting to give advice, especially when you feel there is a practical solution that would resolve your friend's issue. Sometimes people just want you to listen. Avoid: *"Here's what I would do."*
"How are you feeling today?" Be sure to follow up with them a few days later.	Anecdotes are not always welcome. Giving stories with negative outcomes is not that helpful when comforting others. Avoid: *"I mean, she didn't pass the course...but that doesn't mean you won't. So don't worry, you'll be totally fine."*

Professional support

A team of researchers from Michigan State University's College of Arts and Letters has released a new web application aimed at keeping online conversations on track (MSU, Web App Facilitates Better Online Conversations, 2016a).

Web App Facilitates Better Online Conversations

The App provides rapid, real-time analysis of how online conversations are developing. Researchers identified three, high-value facilitation "moves" for moderators to use that often move conversations along. These include:

- Staging – putting a fact out there to stimulate or set up the conversation
- Evoking – trying to connect ideas using someone's else's comment(s)

■ Inviting – a more direct version of evoking, such as "I'm going to ask (name) to weigh in on this."

Sometimes, online conversations like internet forums, comments or social media discussions, stray off-topic and become unproductive exchanges that may even become abusive, said Bill Hart-Davidson, research team member. The App can evaluate your say before releasing it online.

How does it work?

To use the app, you just simply copy a conversation and paste it, in plain text, into the text box of the app and click the submit button.

Faciloscope then reads the text and looks for "moves" - that affect the overall dynamic of a conversation – moves that can keep it going or shut it down.

The conversation is broken down, using a machine-like algorithm trained to recognize the three basic functional moves participants make that move conversations along.

Remember: nobody writes the text for you. The App offers support for us to become conscious of how much our words tailor the conversation and show empathy during discussions.

> "*We're not looking to replace the nuance of human conversation with automated robot responses, and we are not trying to replace anyone's judgment*; w*e hope to demonstrate that we can do smart things with machine learning and robots of various kinds that help humans achieve human goals*."

> Professor William Hart-Davidson, member of the Faciloscope research team

Exercise 5: Check your online conversation

Objective: This exercise will help you evaluate the online conversation. You may notice how your social media posts or other comments foster engagement, encourage discussions or create links between ideas.

Duration: 15 minutes

Tools:

- mobile phone connected to internet,
- Web App http://faciloscope.cal.msu.edu/facilitation/

Methods: creativity, online checking, review

Description of the exercise: Imagine that you are in a discussion on the forum of this online course and the topic is: "Detecting trolling behaviour". Write 3-4 lines to introduce an idea, connect with other ideas that may be already posted, share from your experience and/or invite others to share from their practices. You can also copy a chunk of text from a previous conversation.

Tasks: Write your comment on the forum. Copy the conversation and paste it, in plain text, into the text box of the app and click the submit button http://faciloscope.cal.msu.edu/facilitation/. Read the results.

E.g.

In online communication, people can express less than 10% of their range of emotion, 90% is non-verbal communication. For that people use "net lingo" like emoticons, phrases, codes simple sentences. That is a loss for people who cherish intimate connections.

In a moment, we will watch a short video about empathy. This video is only 3 minutes long, and while watching it, you'll want to look for trolling behaviour. Since we all have different connections, the video may play faster for some than others. Therefore, when the video finishes playing for you, please 'raise your hand'. What questions do you have about the upcoming video? (CH, 2017)

(Nguyen & Clark, 2014)

Debriefing: How this new kind of comment analysis technology can help? Is the result congruent with your intention? Let's copy and check other comments and analyze the results. Can the App be useful in detecting trolling behaviour?

Lessons learned: The power of words is unlimited. Use it to connect people! The app is not evaluating the content of what people are saying but the structure of the conversation. By identifying where these things are happening in the conversation, you might be able to see where the interaction could go wrong.

Recommendation: Practice and improve your online writing style. The Faciloscope App is designed to be especially used by moderators or facilitators of online conversations. It helps them get a global sense of how the conversation is going, and it help move the conversation along in a productive way.

Supplementary reading

How to make the internet kinder: https://forge.medium.com/how-to-be-empathetic-on-an-internet-full-of-jerks-86f248a58075

6. Assessment quizzes

Module 1

1) If used correctly, social media can make everyone feel more:

    a) Confident, connected and accepted

    b) Disconnected, confident and depressed

    c) Addicted, distracted and confident

2) Which of the below suggests a positive use of social media?

    a) Judge others and post about it

    b) Use that "Like" button without spending much time to read posts from friends

    c) Think before you post

3) How would you go about with negative social media comments?

    a) Be funny to diffuse tension with humour

    b) Use strong punctuation to emphasize your opinion

    c) Check your profile regularly during the day to see if anyone left you a negative comment

4) Which of the below is a sign to recognize a troll?

    a) They are neutral in their opinions

    b) They exaggerate a lot

    c) They will try to make you feel good

5) How would you handle negative and unethical behaviours on social media?

    a) Respond with your opinions rather that facts

    b) Correct your mistakes when they appear

    c) Continue a social media conversation until you convinced people that they are wrong

Module 2

1) Which of the below is a correct statement regarding empathy?

    a) Empathy is the ability to stay away from someone else's feelings and emotions

    b) Empathy is the ability to put things straight regardless of one's feelings

    c) Empathy is the ability to understand things from another person's perspective

2) According to neuroscience research, 98% of people have the ability to empathize. Which of the below are the rare exceptions?

a) Psychopaths

b) Psychotherapists

c) Psychologists

3) Which of the following is defined by psychologists as a type of empathy?

a) Effective empathy

b) Hatred empathy

c) Cognitive empathy

4) Imagine that your charity organization creates a social media campaign. You want to create it around a single story of a named, suffering child. Your colleague wants to deploy statistics describing 1,000 anonymous children. Which approach will win more donations?

a) Your colleague's

b) Yours

c) Both the same

5) Which of the below is a way to best express empathy during video meetings?

a) Be present throughout the meeting

b) Practice passive listening

c) Practice multitasking

Module 3

1) Ethical digital citizenship is the behaviour of technology use in a/an

a) Aggressive way

b) Responsible way

c) Obedient way

2) Our digital citizenship image includes:

a) A hidden identity

b) Carbon footprint and reputation

c) Relationships and communication

3) Which of the below statements is true about promoting a positive and professional self-image online?

   a) It is essential to understand that once you post an image, comment, etc. online, it is there forever

   b) Freedom of speech and expression exempt us from suffering consequences on the basis of something we say

   c) You need to be quick in reacting online, rather than thinking through about an online post

4) Ethical thinking means we shall never lose sight of our positive purpose. What is a positive purpose?

   a) Personal immorality

   b) Social norms

   c) Unethical thinking

5) Which of the below is an appropriate step to correct in a polite and constructive way?

   a) The right place and time to settle things down is here and now

   b) Start with some clarifying questions

   c) Use all your legal arguments to put things straight

Module 4

1) You make tough decisions every day, and peer pressure often makes it more difficult for you to choose the right path. Some of the common dilemmas that youth face are cheating, lying, snitching and experimenting. Which of the below statements is true?

   a) Cheating is epidemic in our schools, making it a common problem which teens face daily

   b) Teens never lie for fear that their friends and colleagues may reject them

   c) In the teenage world, snitching is perceived by friends and colleagues as a proof of friendship

2) Experts recommend a 6-step model for ethical decision-making that can help you in uncomfortable situations and encourage you become ethical thinker. What is the correct order of these steps?

   a) Develop possible resolutions, evaluate the resolutions, identify the required information, know the facts, list the concerns, recommend an action

   b) Identify the required information, develop possible resolutions, recommend an action, list the concerns, know the facts, evaluate the resolutions

   c) Know the facts, identify the required information, list the concerns, develop possible resolutions, evaluate the resolutions, recommend an action

3) Being a responsible digital citizen means having the online social skills to take part in online community life in an ethical and respectful way. Responsible digital citizenship also means:

   a) Protecting your property

   b) Behaving lawfully

   c) Having a passport

4) Which of the below options reflects ways to show that you are safe and responsible online, while still having fun:

   a) Protect your privacy, watch your tone, don't be skeptical

   b) Protect your reputation, spend lot of time online, educate yourself

   c) Be respectful and expect respect, protect your reputation, watch your tone

5) Which of the below is a benefit of using social media?

   a) Allows for personal expression

   b) Allows you to do and say what you want

   c) Allows you to isolate yourself from friends

Module 5

1) When online, we are more eager to say things that we might regret. Which of the below statements would help you to stay out of empathy traps online?

   a) If something happens and gets you upset, respond right away on your first instinct

   b) Use somebody else's account when posting, so people will not know that it is you

   c) The people we talk and play online are real people. Even if you do not know them in person, imagine that they are there

2) Examples of empathetic attitudes and behaviours are:

   a) Self-awareness, non-judgmental positive constructive feedback, good listening skills

   b) Self-awareness, judgmental feedback, good listening skills

   c) Selfishness, non-judgmental positive constructive feedback, good listening skills

3) Some people are more naturally empathetic than others. Which of the below you could practice to increase your empathy?

   a) Refrain from talking to strangers

   b) Stay curious and attentive

    c)   Never admit when you are wrong

4) Empathy should drive us to act compassionately toward others. It is often difficult to be prompt or spontaneous when someone makes a discriminatory comment or interrupts. What would you say, if:

    a)   Someone makes an offensive joke or disparaging comment, you would say: "That's it. I can't stand this. I'm leaving."

    b)   Someone interrupts, you would say: "I think she was still in the middle of sharing her idea, let's make sure she has a chance to finish before we move on."

    c)   Someone is disrespectful about one's sexual orientation, you would say: "This is outrageous. What century are you living in?"

5) If you've heard that someone is sick, what would you tell him/her?

    a)   You're okay, right?

    b)   It's been a month… Are you feeling better now?

    c)   What do you think I could do to help you feel better?

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Appendix

Assessment quiz check sheets

Evaluation quiz Module 1 check sheet – correct answers

1a

2c

3a

4b

5b

Evaluation quiz Module 2 check sheet – correct answers

1c

2a

3c

4b

5a

Evaluation quiz Module 3 check sheet – correct answers

1b

2c

3a

4b

5b

Evaluation quiz Module 4 check sheet – correct answers

1a

2c

3b

4c

5a

Evaluation quiz Module 5 check sheet – correct answers

1c	4b
2a	5c
3b	

Instructional design review checklist for youth workers

No	Criteria	Yes	No
1. Objectives			
1.1	Are objectives stated clearly for the learner?		
1.2	Are the course requirements consistent with the objectives?		
1.3	Do chapters/topics thoroughly cover the course's objectives?		
1.4	Do the learning objectives match the learning outcomes?		
1.5	Does the overall content and structure of the course meet its instructional objectives?		
2. Structure			
2.1	Does the course have a concise and comprehensive overview or syllabus?		
2.2	Does the course include examples, analogies, case studies, simulations, graphical representations, and interactive questions?		
2.3	Does the course structure use appropriate methods and procedures to measure student mastery?		
3. Content			
3.1	Does the content flow seamlessly, without grammatical, syntactical and typing errors?		
3.2	Is the content up-to-date?		
3.3	Is the content aligned with the curriculum?		
3.4	Are the desirable outcomes incorporated in the content?		
3.5	Is the content in compliance with copyright laws and all its quoted material cited correctly?		
3.6	Does the course engage students in critical and abstract thinking?		
3.7	Does the course have prerequisites or require a technical background?		
4. Assessment			
4.1	Are the assignments relevant, efficient and engage students in a variety of performance types and activities?		
4.2	Are practice and assessment questions interactive?		
4.3	Do the practice and assessment tasks focus on the course's objectives?		
5. Technology - Design			
5.1	Is the design clear and consistent, with appropriate directions?		
5.2	Are the images and graphics of high quality and suitable for the course?		
5.3	Is the course easy to navigate and offers assistance with technical and course management?		
5.4	Is the course navigation structure consistent and reliable?		
5.5	Are the course hardware and software-defined?		
5.6	Is the audio and on-screen text in sync?		
5.7	Does the architecture of the course allow instructors to add content, activities and extra assessments?		

Feedback on topic for students

Assessment of Module						
Course title:						
Module Title:						
Part A:	On a scale of 1-5 where 1 is the lowest and 5 the highest level of agreement indicate how you feel on the following					
Observations		1	2	3	4	5
1	The subject was interesting					
2	I believe the topics covered were important					
3	I would like to know more about the area					
4	I have learned new things which I am likely to apply in the future					
5	I would like to improve my skills in the area					
6	I am likely to recommend this course					
Part B:	In the space provided please feel free to include any comments and recommendations you wish to make					
Part C:	In the space provided please feel free to include your email address if you would like to be kept informed about this project					