

TEN DO'S AND DON'TS

Do treat all participants as equals – not dependent on age, gender or profession.	Do not exclude any participant or make assumptions what he/she can or can't do.
Do try to develop a culture of mutual respect, a safe environment where everyone feels comfortable about expressing their opinion.	Do not allow anyone to exclude, ignore, pre-judge or disrespect anyone else.
Do encourage discussion and questioning, but do keep a timeline.	Do not allow lengthy presentations and do not allow to interrupt each other.
Do make links with the reality of the participants and the target group.	Do not refer to generalisations which are not verified by hard facts.
Do abandon dogma! Do allow to question "established truths".	Do not "preach" or "talk them down" or shout.
Do be honest and respect other opinions.	Do not force anyone to declare her/himself, if she/he does not want to.
Do trust the others.	Do not condemn any statements as "useless", "irrelevant" or "stupid".
Do take other suggestions seriously.	Do not allow mocking.
Do be flexible and creative.	Do not stick rigidly to what was planned.
Do allow emotions and time out.	Do not give up, if discussions tend to go in a "wrong direction", blind alley or roundabout. (Show another perspective.)

Adapted from BOOKMARKS, A manual for combating hate speech online through human rights education –
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