

First Name:

Age:

Gender: **F** **M** **other**

Country:

OPERATION UNCOOL

So, unkind stuff happens. We might do it, we might receive it. But, from a silly mistake to plain mean intentions, how can we untangle the problem?

Adults are listening to what you have to say. The International Telecommunication Union (ITU) wants your insights about online behaviours that are not very nice. Your answers to this Operation are the best guide to better understanding unkind behaviours online that young people have ever written.

MISSION 1: UNKIND

Sometimes people are unkind to each other online. In this Mission, we want to get you thinking about those moments when people do things that are not ok and tell us how you respond and why.

Tip: Talking about being unkind online can be difficult for some people, particularly if you have had a bad experience. We really hope that nothing here will make anyone feel uncomfortable, but if you do feel that way, make sure you talk to a trusted friend, adult or service.

Take a look at the following scenarios and tell us what you think about them.

Scenario 1. Ella and Manha are best friends but they recently had a big argument. Ella sent two nasty text messages to her friend telling her that she was really upset with her and that she didn't want to be her friend anymore. Manha felt very hurt and tried to explain to Ella via text that she didn't think that what happened was her fault. Manha has tried to call Ella but she is not answering Manha's calls.

If you had to give a name to what's going on in this scenario, what would you call it? Why?

And how should the people in the scenario try to resolve it?

Scenario 2. Someone is pretending to be Michel on a social media platform and posting nasty messages to his friends. Michel has no idea who this impersonator is but their behaviour has been going on for months. Then, just this week, Michel has been receiving threatening messages on his mobile phone. Michel is very distressed by all this.

If you had to give a name to what's going on in this scenario, what would you call it? Why?

And how should the people in the scenario try to resolve it?

Scenario 3. Rowena has been having a very hard time at school. Her classmates have been teasing her during morning break and lunchtime at school. They taunt her and refuse to include her in their conversations. And they call out nasty things as she walks home from school. She is also receiving threatening text messages. And people are being mean to her on social media.

If you had to give a name to what's going on in this scenario, what would you call it? Why?

And how should the people in the scenario try to resolve it?

Scenario 4. Eloise is friends on social media with Daniel and Reza. Reza is giving Daniel a hard time. He is sending his friends messages about bad things Daniel has supposedly done. So far, Daniel doesn't know about these messages. But someone – he doesn't know who – is sending him strange emails telling him that 'I know what you did' and 'You're a very bad person'. Daniel tells Eloise. Eloise is very concerned about Daniel and doesn't know what to do.

If you had to give a name to what's going on in this scenario, what would you call it? Why?

And how should the people in the scenario try to resolve it?

MISSION 2: MEAN-ING

Bullying that occurs online is an issue that is often talked about in the media. But sometimes different people mean different things when they talk about 'cyberbullying'. Different types of cyberbullying can also develop quite quickly as new applications and platforms become more popular. We're interested in learning more about what young people think cyberbullying is.

1. How would you define cyberbullying?

When are behaviours cyberbullying, and when are they not?

2. Which of the following actions might be part of cyberbullying? Tick all that apply.

- Pretending to be someone else online
- Writing a status on someone else's Facebook
- Posting a video of someone without their permission
- Sending a mean message to one person
- Sending a mean message about one person to many other people
- Deliberately excluding someone from an online forum or group
- Making fun of someone within an online group by using code or acronyms the person doesn't understand
- Spreading rumours about someone online

3. Is there a difference between cyberbullying and joking or teasing online?

If so, what is that difference? If not, how are they the same?

4. In trying to define cyberbullying, does it matter how often the behaviour occurs?

Why? Give examples.

5. In trying to define cyberbullying, does the number of witnesses make a difference? Why? Give examples.

6. What else can define what is or what isn't 'cyberbullying'?

7: Is cyberbullying worse than face to face bullying? Why/Why not?

8: Do you think adults and young people define cyberbullying the same way? Why/Why not?

MISSION 3: SUPPORT

Cyberbullying can be a difficult topic to talk or hear about for many reasons. If you wanted to talk to someone or find out more about cyberbullying, who and where would you turn?

In this Mission we want to hear what you know about the formal support that's available in your community or country. Tell us **what resources are available in your country to help young people with cyberbullying issues or questions.**

- For example, is there a helpline, a website or an organisation that you know of?
- Do they only provide help for cyberbullying, or do they help out on other issues as well?
- How did you hear about it/them?

If nothing comes to mind, become a detective, ask around and tell us what information you find. Was it difficult to find information on how or where to get support?

Write the names and details of the organisations/web pages/helplines in the box below. List as many as you know of and add comments if you want.

MISSION 4: RESPONSE

Complex problems often require solutions where people or groups across society play a part. If you had to stop cyberbullying, what would you get the following people or groups to do and why?

Indicate **what each person or group below could or should do in order to reduce cyberbullying** and/or better support victims of cyberbullying.

Try to be as precise as possible and to give examples.

If you feel that a particular person or group cannot really do anything about cyberbullying, just write 'nothing'.

Victim

Friends (the victim's and/or the bully's)

Other witnesses/bystanders

Parents, guardians and teachers

Big technology companies and people who run websites

Governments

Can anyone else help? Who and how?