Seta

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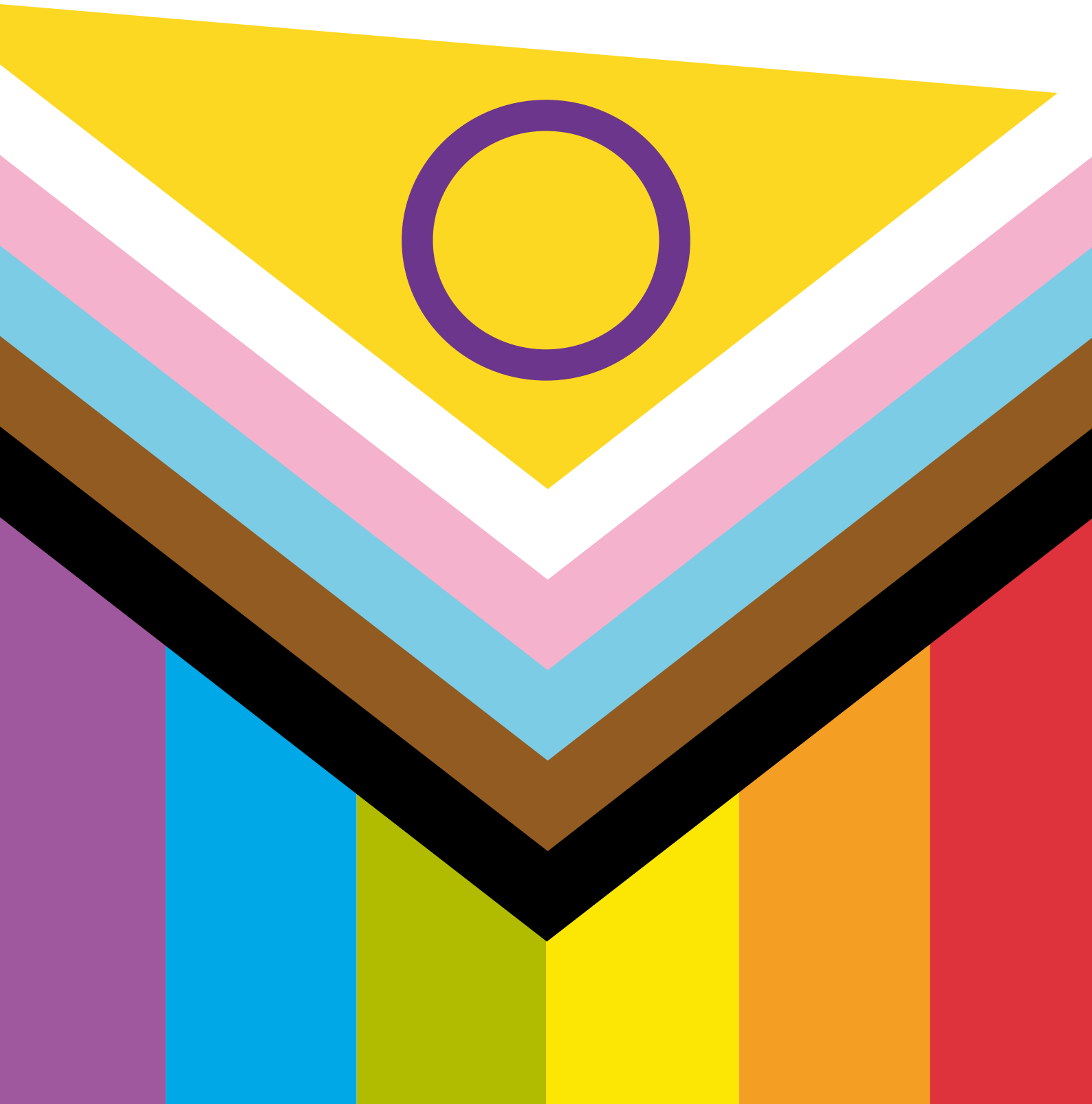
# Peer Actions Against Hate: Good Practices for CSOs



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Seta


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# About Peer Action Against Hate:

Peer Action Against Hate is a two year-project running from 1 January 2023 to 31 December 2024. The project was set up and managed by the Ministry of Justice of Finland and aimed to combat racism and hate crimes through peer learning.

**Project partners in the Peer Action Against Hate -project are:**

- Ministry of JusticeFinland (coordinator)
- Ministry of Social Affairs and Health Finland
- Seta ry, LGBTI Rights in Finland
- Centre for Peace Studies, Croatia
- INAR –Irish Network Against Racism

Jointly with the Ministry of Justice, Seta ry was responsible for implementing work package three out of four work packages in the project.

The objective of the work package is to share experiences of effective means of communication and to strengthen peer learning and peer support, to strengthen the role of civil society and its opportunities to combat hate and intolerance, and to support the authorities by increasing their knowledge of the materials and tools available.

This short collection of good practices and insights aims to contribute to strengthening the role of civil society and its opportunities to combat hate and intolerance by sharing lessons learned from different organisations and activists from various EU member states.

The peer Action Against Hate -project is funded by the European Union, CERV programme Citizens, Equality , Rights and Values.

# About Seta:

**Seta – LGBTIQ Rights in Finland** is a national human rights NGO. Seta aims for a society of equality and individual welfare that includes everyone regardless of sexual orientation, gender identity, gender expression and sex characteristics. Seta has 50 member organisations around the country (during year 2024), ranging from local branches to national thematic organizations such as the Rainbow Families and elderly LGBTIQA+ people's organisations.

Seta aims for a society where everyone can live in dignity on an equal basis regardless of sexual orientation, gender identity or gender expression. We want to change legislation and make sure that human rights-based laws really have an effect on everyday life.

Our viewpoint is based on human rights and self-determination. Key issues for us in the following years are intersex rights, self-determination regarding gender for minors, equal family law and the wellbeing of LGBTIQA+ children and youth and elderly people.

# About this collection of good practices

This collection of good practices aims to consolidate existing knowledge and practices into one comprehensive resource that can serve as a reference point for civil society organisations faced with hate incidents.

This collection is a result of a series of thematic events organized during the Peer Action Against Hate project aiming to strengthen the capacities of civil society organisations in dealing with hate incidents. While comprehensive, we acknowledge that there are good practices beyond this collection that may not have been covered during the project timeline.

**Has your organisation been targeted by hate incidents or hate speech?**


The topics for thematic events were identified via a mapping survey conducted by Seta in late 2023.

The survey found that of the responding organizations, 45 (71%) have been targets of hate speech or other hate acts, while 4 respondents were unsure, and only 14 answered that their organization had not been the target of hate speech or hate acts

In 27 cases, an employee had been a victim of hate speech or another hate act while at work.

In 19 cases, a volunteer had been a victim of hate speech or another hate act due to their involvement with the organization.

Based on the responses, hate speech on social media platforms and via email is a common issue. Forty responding organizations had encountered hate speech on social media, 15 had received hostile emails, and 17 had also been the target of hate acts at public events, such as Pride parades. Three organizations reported that hate acts occurred on their premises.

When asked if the organisations have a strategy on how to deal with hate speech and hate incidents, only 10 organisations had an up-to-date strategy, whereas 27 organisations answered they had no strategy but needed one, 9 had a strategy but it needed updating. Only 9 organisations responded that they had no need for such a strategy.

Similarly, 40 responding organisations answered they would like to further develop their strategy, 18 said they would like to do so but not now rather in the future. Only 5 respondents said they would not want to further develop their strategy for dealing with hate incidents.

**Key observations of the survey:**

- The role of organizations in opposing hate speech: Many organizations are involved in defending human rights and minority rights, and these efforts are often related to combating hate speech, especially on social media and in public discourse.

- Challenges faced: Organizations face various challenges in their work against hate speech, such as a lack of resources, political pressure, and difficulties in recognizing the diverse manifestations of hate speech.

- The importance of collaboration: Collaboration between organizations and building networks is essential in anti-hate activities. Sharing information and mutual support are crucial.

- The need for training: Several organizations expressed the need for additional training in recognizing and dealing with hate speech. This is especially relevant to digital hate speech, which is a growing phenomenon.

# Glossary of terms/definitions

## Hate incident

A hate incident, as used in this collection of good practices, refers to a hostile situation, which may or may not constitute a crime, but in which the perpetrator has a detectable motive of hatred. A hate motive can be related to an individual's or group's actual or assumed racialization or ethnicity, gender, gender identity or expression, religious affiliation, appearance, disability, or sexual orientation, sex characteristics, language or nationality. A hate incident can manifest in many ways: for example, as hate speech, graffiti, threats, social media comments, or physical assault.

## Hate crime

The Criminal Code of Finland does not provide a definition of a hate crime. However, a motive of hatred may serve as an aggravating factor in sentencing.Therefore, in principle, any action defined as a crime in the Criminal Code of Finland can be a hate crime if motivated by prejudice or hostility towards an individual's or group's actual or assumed assumed racialization or ethnicity, gender, gender identity or expression, religious affiliation, appearance, disability, or sexual orientation, language or nationality. In Finland, the vast majority of hate crimes reported to the police are racist in nature.

## Hate speech

The term hate speech covers all forms of expression which spread, incite, promote or justify hatred based on intolerance, discrimination and hostility against an individual's or group's actual or assumed racialization or ethnicity, gender, gender identity or expression, religious affiliation, appearance, disability, or sexual orientation, sex characteristics, language or nationality. Hate speech can be written, gestures, pictures, symbols, music, illustrations or videos.

The term hate speech covers all forms of expression which spread, incite, promote or justify hatred based on intolerance, discrimination and hostility against marginalised groups and minorities like racialized, disabled, queer or trans people.

## Targeted harassment

Targeted harassment is deliberate and hostile behavior in which one or more actors encourage and incite a large group to attack an individual or entity. Often this is done by sending hate messages, for example, on social media. Characteristics of targeted harassment include not only hostile messages and hate speech, but also a large volume of messages. The Criminal code of Finland does not provide a definition for

targeted harassment (Fin. “maalittaminen”). However, the content of single messages may meet the criteria of a criminal offense.

## Microaggression

Microaggressions are intentional or unintentional comments or actions that reinforce and maintain racist, transphobic, homophobic, ableist or otherwise discriminatory stereotypes while simultaneously ‘othering’ their target.

They are small, often occurring in everyday life, repeated strikes or insults. 'Micro' refers both to the 'smallness' of the act and to the fact that it occurs at the individual level.

They are most often unintentional, and there may even be good intentions behind them

The effect is cumulative: a single microaggression is not a big deal, but frequent, long-term, and regular occurrences of microaggressions significantly impact quality of life.

## Micro-intervention

Micro-interventions are tools used in interactive situations that prevent, halt, or at least challenge the impact of microaggressions on their targets. They are everyday words, reactions, or actions that communicate to the target of microaggression that their experiences are valid, they are valuable as individuals, they are supported and encouraged and that they are not alone.

## Counterspeech

Counterspeech refers to a series of micro-interventions aimed at countering hate speech, harmful rhetoric or misinformation. Counterspeech usually takes place online, for example in the comment section of news outlets or on instagram or Tik-Tok.

## Safety by Design

Safety by Design puts user safety and rights at the centre of the design and development of online products and services.

Rather than retrofitting safeguards after an issue has occurred, Safety by Design focuses on the ways technology companies can minimise online threats by anticipating, detecting and eliminating online harms before they occur. It encourages technology companies to alter their design ethos from ‘moving fast and breaking things’ or ‘profit at all costs’ to ‘moving thoughtfully’, investing in risk mitigation at the front end and embedding user protections from the start.

# How to deal with hate incidents in association work?

When hate incidents take place in an organisation, it is important for the organisation to ensure that employees and other targeted persons receive support. While hate incidents are almost always unexpected, and it is not possible to prepare in advance for all its consequences. You can try to prepare and mitigate possible consequences this by:

- Preparing your team for possible hate incidents by discussing what hate incidents are and how the organisation will act when different hate incidents occur.

- Regularly ensuring that the organisation's occupational safety plan including a crisis plan as well as the crisis communication plan and safety measures are up to date.

- Ensuring that instructions on how to react when hate incidents happen are included in training sessions for volunteers. It is especially important to mitigate the risk volunteers belonging to marginalied groups becoming targets of hate and to be well prepared for possible crisis situations with your volunteers in mind

- Providing support and protection to employees who have been subjected to targeted harassment. Consider seeking legal assistance if necessary – hate incidents can be overwhelming and targets often lack awareness of their rights and may not know what questions to ask in order to obtain the necessary information.

- Ensuring that the employee or volunteer can discuss and express their feelings confidentially and without haste or pressure. Targeted harassment can evoke strong emotions in the target, such as anxiety, fear, shutting-down, or anger. If the person affected by targeted harassment does not feel that they have received sufficient support, it may have long-term effects on their wellbeing and ability to work.

- Remembering that anyone can become a target – do not blame the employee.  Should the hate incident have happened online, do not encourage them to stop using the internet or social media. Let the employee choose whether to continue using social media for work-related tasks.

- Even if a hate incident is directed only at one employee in the organization, it is important to offer opportunities to discuss the situation with the entire workforce.

- Remembering that people may respond differently to hate incidents. Feelings of insecurity, fear, anxiety, shame, guilt and even suspicion of others blaming the targets for the hate incident as well are common.

## Tips for facilitating a debriefing discussion

### 1 Introduction Phase

- Introduce yourself and explain the purpose and principles of the discussion (e.g., confidentiality, safer space premise)
- Create a safe and open atmosphere—your demeanor can significantly influence this.
- Ask participants to introduce themselves and describe their role in the situation (how and when the event occurred).

### 2 Review Phase

- Invite each participant to briefly share their experiences and initial feelings.
- Ensure that the participants feel their experiences, emotions, and physical reactions are valid and normal, where appropriate.
- Avoid delving too deep into emotional processing—gently steer the discussion back if necessary.
- Encourage everyone to speak and participate.
- Discuss how the incident has affected work, daily life, sleep, and mental well-being.

### 3 Information Phase

- Summarise the discussion and provide information as needed (e.g., occupational health services).
- Acknowledge actions that were done correctly and recognize any injustice, unfairness, or crime that occurred.
- Ensure participants have immediate strategies for recovery and outline next steps.
- Assess the need for additional support e.g.: from occupational health care professionals and/or legal assistance.
- Confirm that everyone knows who they can contact if needed—supervisor, occupational health services, emergency services, or the police.

# Report hate incidents

## Who can you report a hate crime to?

If you are a victim or witness of a crime, report the crime to the police.

Both victims and witnesses can file a crime report at any police station in Finland. This can be done by visiting the police station in person. Support is available for reporting a crime to the authorities. For example, Victim Support Finland can provide a support person to accompany you.

You can file a police report online for minor crimes that do not require immediate police action. In urgent situations, call the general emergency number 112.

### Inform the police if you suspect a hate crime

It is important to tell the police all details related to the crime. Mention if you suspect that the crime was motivated by hate.

Reporting a hate motive is crucial, as it can lead to a harsher penalty if the crime is classified as a hate crime.

Contact information for Finnish Police Stations can be found at http://www.poliisi.fi/yhteystiedot.

## Who can you report discrimination and harassment to?

You can contact the **Ombudsman for Equality** if you have experienced discrimination or harassment based on personal characteristics. These characteristics include: Language, Disability, Health status, Age, Ethnic origin, Nationality, Religion, Belief, Opinion, Political activity, Family relationships, Sexual orientation. You can reach the Ombudsman for Equality by filling out a contact form, sending an email, calling the hotline, sending a letter, or using the chat service. Visit https://yhdenvertaisuusvaltuutettu.fi/en/front-page for more information.

You contact the **Ombudsman for Gender Equality,** if you have experienced discrimination based on: gender, gender identity, gender expression or sex characteristics. Contact the Ombudsman for Gender Equality by calling the advisory line or sending an email. Visit www.tasa-arvo.fi for more information.

# Joyful activities: Self care and community care are key to sustainable movements

When hate incidents occur, it's essential to support individuals and communities in healing and moving forward. While debriefing and discussing the hate incident is important, taking your mind of what happened may be equally important.

Joyful, shared experiences can foster connection and a sense of belonging, and can contribute to sustainable movements. They provide a positive counterbalance to stress and promote healing in the aftermath of hate incidents.

Joyful community activities—such as shared meals, creative workshops, group sports, music events, or outdoor gatherings—cultivate strength and foster solidarity.

They help:

- Reaffirm a sense of togetherness
- Rebuild trust in the community
- Empower sustainable movements for justice and equality

**A few reminders, if you are targeted by hate:**

1. You are a bullseye. You are just a projection surface for the hater/troll. They hate minorities and marginalised groups and not you personally. And that hate has more to do with them than with you.

2. Create a balance. Do something you enjoy, something nice, engage in joyful community activities. Experience that the world is not all evil, and distraction is also okay (at least temporarily). Do not rush yourself.

3. Take your feelings seriously. Ask yourself what this situation is impacting you. Observe your feelings with curiosity, give them space, let them linger and at some point they will go away again. Do not sit alone with all of this, reach out for support from work, occupational healthcare or friends and family.

4. Do not despair and try to accept that there are people who hate. Remember the organizations and movements you are a part of that work to changing these hateful structure, you are not alone.

# Crises management & communication

In organisational activities, there is a risk of encountering crisis, emergency, or threat situations. Active members of organisations have the right to operate safely, which is ensured through crisis preparedness, or crisis planning. Crisis planning is a process that involves identifying likely risks over the long term, with the goal of minimising the potential impact of a crisis and ensuring the continuity of operations. It includes assessing various risks, planning crisis communication, and creating a crisis plan—a response plan to be implemented in potential crisis situations.

When working with human rights issues and marginalised communities, hate incidents and related phenomena such as doxing should be taking into account when drawing up crisis plans.

Useful further links for creating a crisis plan for your organisation can be found online, for example:

- TGEU: Safety and security toolkits for organisations and activists
- Youth sector: Crisis and emergency situations in the youth sector (Finnish)
- Forthcoming: HateAid crisis plan in English (early 2025)

## Good Practices for Crisis Communication

Effective crisis communication ensures nonprofits can respond quickly, minimise harm, and maintain trust during challenging situations. Below are key practices, incorporating essential guidelines for structured crisis communication:

### 1 Prepare Ahead of Time

- Develop Crisis Communication Guidelines. Clear guidelines ensure that:
  - Actions in crisis situations are fast and effective.
  - The right information reaches the right person promptly.
  - Communication targets the appropriate audiences via correct channels.
- Define Responsibilities: Limit and clearly define roles in crisis communication to ensure messages are clear, consistent, and coherent.

## 2 Contents of Crisis Communication Guidelines

- Identify Risks and Action Steps: Document potential risk situations and provide clear response instructions.
- Establish Crisis Communication Team: List responsible individuals with contact details for fast coordination.
- Create Operating Instructions: Provide a step-by-step guide for the crisis team's actions.
- External Communication: Identify key stakeholders and the appropriate channels to engage them.
- Draft Templates: Prepare pre-written statements to enable quick, fact-based responses.
- Follow-Up Actions: Outline debriefing procedures to reflect, support staff, and improve processes.

## 3 Respond Clearly and Compassionately

- Act Quickly: Acknowledge the situation promptly to prevent misinformation.
- Stick to Verified Facts: Share accurate information and avoid speculation. If details are unclear, state that investigations are ongoing.
- Show Empathy: Demonstrate understanding and support for those impacted.

## 4 Support Staff and Monitor Communication

- Protect the Team: Staff handling social media or external communication may face stress. Ensure mental health support and clear de-escalation pathways.
- Monitor Channels: Proactively address misinformation and de-escalate harmful content where necessary.

## 5 Learn and Improve

- Debrief Post-Crisis: Assess what worked and refine guidelines for future situations.
- Update the Crisis Plan: Integrate lessons learned to improve preparedness.

### Don't feed the trolls

The audience of crisis communication and counter speech are hardly ever the trolls, i.e. the perpetrators. Instead, the audience is your followers and bystanders, overall society, and, in case of counter speech efforts, the person targeted by hate and their supporters.

By following structured guidelines and preparing ahead, nonprofits can ensure their crisis communication is timely, effective, and aligned with their values, fostering trust and resilience.

# The role of the media

The media can play a role in the normalisation of hate speech by perpetuating harmful stereotypes. For example not moderating their social media comment section and by not intervening when hate speech or microaggressions happen can result in perpetuating stereotypes. The media therefore have the power to contribute to the setting and shifting of the so-called Overton Window which defines the range of public policies (and by extension, opinions and attitudes) considered politically acceptable, or more or less mainstream. Ideas outside the window, on either side, are considered too radical by comparison; they lack sufficient public and political support to become law. What constitutes acceptable options can shift.

In the Finnish context, the media are considered upholders of freedom of speech. According to the union journalists in Finland, "Freedom of speech plays a central role in a democratic society. It includes the right to express, receive, and share opinions without prior interference. Freedom of speech also encompasses sharp, provocative, and even offensive expressions, as long as they do not exceed what can be considered generally acceptable." - Generally acceptable here, may refer to the Overton window.

Hatespeech and otherwise harmful speech can be reported to the Councils of Mass Media in Finland by, instructions on how to report and the reporting form can be found here: https://jsn.fi/en/how-to-complain/. Note, that the CMM only has jurisdiction over the media outlet in question.

If the content published in a media outlet does not fall into the category of hate speech, but yet may affect a harmful shift in the Overton window, civil society organisations should consider asking the outlet to correct, for example, misleading phrasing or harmful expressions or write a counter-statement or commentary on the article in question. Such activities could be included in a subsection of the crisis communications plan.

With respect to hate and hate speech in the comments of news outlets, it should be noted that according to the Journalist's guidelines by the Council of Mass Media in Finland,

> *"The editorial staff must exercise discretion in choosing the subjects on which it allows the public to comment.*
>
> *Once the editorial staff become aware of any content that incites violence or discrimination, incites hatred or violates privacy or human dignity, such content must be promptly removed from media´ s own website and own applications.*
>
> *When flagged, efforts must be made to remove such content also from other than media's own publication channels as well without delay, if the publication channel so permits."*

# Counterspeech

Counterspeech describes a set of micro-interventions to counter hate speech, harmful rhetoric or misinformation. A microintervention is a brief and targeted intervention designed to produce a specific impact on an individual. It is an intentional act, intervention, or tactic with the purpose of creating positive change in a small, specific area.

**Why counterspeech?**

Counterspeech provides the targets of hatespeech with the feeling that they are not alone and that are valued, shows them support and encouragement, and may give them a sense of belonging. Counterspeech and microinterventions aim to prevent, stop, or at least challenge the impact of hatespeech, harmful rhetoric, misinformation and microaggressions on their targets. Counterspeech also communicates to the larger audience (ie bystanders and followers) that hate speech and harmful rhetoric is not okay and has the power to shift the overtone of the conversation while taking away the onus from the target to do so.

The objectives of counter speech vary between the target and larger audience. Counter speech seeks to communicate to the target that:

- Their experience is real and the harmful rhetoric/ hate speech has been noted
- The onus to respond is not on them
- To make the target feel supported and encouraged
- They are not alone

While it seeks to communicate to the wider audience such as social media followers and netizens that hate speech is not okay and educate them. While effective, censorship cannot contribute to counteracting the normalization of hate speech. Similarly, silence or passivity may be understood as condoning hateful comments or not considering them wrong.

Counterspeech therefore is a disruptive tool that contributes to harm reduction, de-escalation and prevention.

## Counterspeech more concretely

In their project, **Samtökin '78** draw on the framework of Dangerous Speech Project that features eight specific tactics, while Zara's Web@ ngels project uses a slightly different categorization. Using these good practices as a basis and drawing on the work "the Mechanisms of Intervening" of equity expert and activist **Javiera Marchant Aedo**, a more detailed, non-exhaustive list of counterspeech interventions could look like this:

1 **Educative interventions:**

- Presentation of facts to correct misstatements or misperceptions.
- Introducing one's own perspective or providing additional information.
- Explain the intent versus the impact of the comment.
- If you believe, the perpetrator is persuadable, show how they could personally benefit from change.

2 **Making the Invisible Visible**

- Pointing out hypocrisy or contradictions
- In the case of harmful comments and microaggressions, verbalize the assumption underlying the comment or action.
- Challenge the stereotype.
- Expand the attribute associated with the reference group to apply to all people.
- Appeal to the perpetrator's values and principles.

3 **Asking for clarification**

- Ask why a hateful "joke" is funny
- Ask for sources

4 **Setting boundaries, referencing rules or standards**

- Warning of possible offline and online consequences of speech
- Reminder of netiquette/ rules of social media platform if and where applicable
- Call for decency
- Disagreeing or raising an objection
- Set boundaries and articulate your values
- Denouncing speech as hateful or dangerous
- Use of a particular tone, e.g. an empathetic one

5 **Reinforcement and flowers for the target**

- Positive reinforcement, agreeing with the target of hate speech
- Identification with the target
- Positive messages to the target (positive encouraging emojis can already get your message across)

**6** **Use of humor, emojis, gifs, sarcasm**

- Provocative
- Exaggeration

When employing any of these strategies, remember that in most cases the perpetrator is not the audience of counterspeech.

## How can you engage in counterspeech and micro-interventions?

Some of the tactics above may require more energy and training than others. A low threshold way of engaging in counterspeech is to send a positive message or emoji to the target. Asking questions can also be an easy way to practice counter speech. Analysis of the strategies used by the trained volunteers of the Web@ngels "asking questions or challenging" as their preferred counter-speech strategy (technique) in 4 out of 10 cases.

If you want to actively start engaging in counterspeech, be clear about your aim!

The first and foremost aim is to intervene in the situation so that the victim feels less alone. Secondly, you want to send a clear message to those around that hate speech is not acceptable. Depending on your tactic, your aim may also be to ensure the hateful comment is addressed. Thirdly, be an ally and use your privilege. For example, if someone faces hate comments in Finnish but they do not speak the language (well), but you are a native speaker, you can reply to the hateful comments in Finnish, adding a line or comment so the target also understands you are on their side.

Remember emotional work afterwards. Engaging in counterspeech may cause feelings for you as well. Debrief the situation with someone close, do not place the target of the hate speech in that position. This is also important to keep in mind when your organisation has volunteers actively engaging in counterspeech. Regular trainings and supportive check-ins are key for making counterspeech sustainable.

# Safety by design & challenging the algorithm

According to an analysis done by HateAid, it is feasible for social networks to effectively protect users from hate. Unfortunately, however, digital violence and hate speech still function as a business model for many of the currently big social media platforms. It is a conscious decision by the platforms have a certain design and related consequences: with their algorithms, the platforms contribute significantly to the mass dissemination of violence and disinformation and Overton window shifts and little seems to be done about mitigating the damage.

HateAid also found that platforms often only take arbitrary action against digital violence. Adjustments to product design and algorithms are usually not transparent, and policies, once introduced, are hardly reliable.

Safety by Design, on the other hand, focuses on the ways technology companies can mitigate online threats by anticipating, detecting and eliminating online harms before they occur.

At the heart of Safety by Design are three principles that provide platforms and services with guidance as they incorporate, assess and enhance user safety.

1. Service provider responsibility
2. User empowerment and autonomy
3. Transparency and accountability

Common safety by design guidelines, however, do not yet sufficiently address issues with algorithms.

Misinformation and hate speech are constantly changing, with new false narratives emerging targeting various individuals and groups. To prevent harmful content from spreading widely, content moderation systems need to accurately identify fresh forms of objectionable material.

However, machine learning models face limitations in this regard. A model trained to detect Holocaust denial, for instance, won't automatically recognize Rohingya genocide denial. It requires extensive training on thousands or even millions of examples to learn how to filter out a new type of content. Even after this, users can easily bypass the model by altering their language, such as using different phrasing or euphemisms, which renders their messages undetectable to AI but still clear to human readers.

At the same time, recommendation algorithms remain focused on maximising engagement. As a result, any harmful post that slips through content moderation filters is amplified, rising higher in news feeds and being promoted to reach an even wider audience, contributing to the Overton Shift.

An increased focus on safety by design principles and challenging biases in algorithms seem therefore crucial for the advocacy work of civil society organisations fighting hate online.

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# Appendix: List of Thematic Events

| # | Date | Title | Invited Experts |
|---|---|---|---|
| 1 | 26.10.2023 | *Discussion event on hate incidents (FI) incl. short introduction to crisis communication* | Helsinki Pride Community |
| 2 | 27.2.2024 | *Webinar on Hate Speech in Political Discourse (EN)* | European Network Against Racism ENAR<br>Hate Aid<br>Dokustelle |
| 3 | 10.4.2024 | *Vihateot kriisitilanteina ja niiden purku järjestötyössä (FI)* | Rikosuhripäivystys<br>Mieli ry |
| 4 | 7.5.2024 | *Digital violence and how to deal with it: Description of the Phenomenon, its Prevention and Action Strategies (EN)* | Hate Aid |
| 5 | 22.5.2024 | *Suomalainen media: todellisuuden peili vai vihapuheen mahdollistaja? (FI)* | Journalist Ndéla Faye |
| 6 | 18.6.2024 | *Puuttumisen mekanismit - mikroaggressioista mikrointerventioihin (FI)* | Human Rights Activist, Equality Expert and Trainer Javiera Marchant Aedo |
| 7 | 15.8.2024 | *Työpaja: Kriisisuunnitelma vihatekojen käsittelyn keinona (FI)* | |
| 8 | 22.8.2024 | *Remote Workshop: Crisis Planning as a Way of Dealing with Hate Incidents (EN)* | |

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