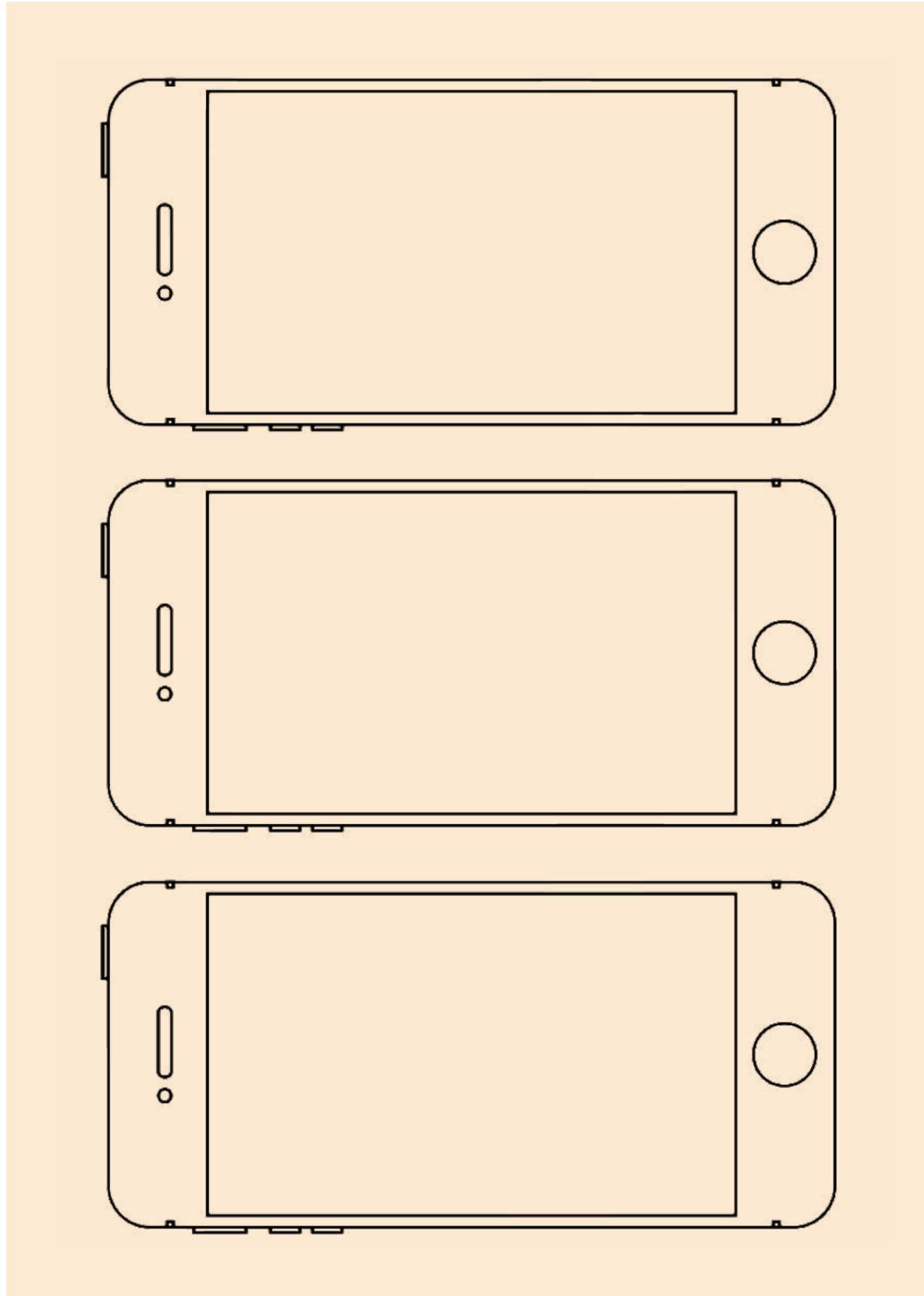


Work Card No. 3



Anti-Hate App. Design a better world



Competences



- 3.1 Developing content
- 3.2 Integrating and re-elaborating



- 4.2 Protecting personal data



- 5.2 Identifying needs and technological responses
- 5.3 Innovating and creatively using technology
- 5.4 Identifying digital competence gaps

Tags

- Design thinking
- Empathisation
- Hate speech
- Problem solving
- Computer games

Audience

Teenagers aged 15-18.

Overview

The workshop is dedicated to designing an App that is to facilitate preventing hate-related speech behaviours in the communication among gamers. The overall design work process is based on the Design Thinking method. The participants go through all stages of DT, meaning that they get the opportunity to reflect on who haters are, what problems they have, how can these problems be solved, and what tool can facilitate resolving such problems. The final prototype of the anti-hate speech App gives the students the sense of self-agency and encourages to develop their own innovation.

Cautions

- Words commonly regarded as offensive may appear in the quotes selected for analysis.
- Depending on the level of the group, some segments may be shortened and others – lengthened. The time spent on individual stages should make it possible for students to thoroughly perform the tasks, but it may not bore them.

Objective

Designing an App that will effectively help to solve the haters' problem and will contribute to reducing the hate speech phenomenon in the gaming community.

Required media

- Marvel app

Work methods

- Design Thinking
- Detective riddle
- Brainstorming
- Discussion
- Presentation
- Behaviour analysis

Working Methods

SEGMENT 1

- Welcome. Organisational activities. Workshop agenda. Describing the purpose of the programme.
- 30 minutes
- A multi-media presentation about GAMIFICATION AGAINST HATE SPEECH
- Conversation
- Projector, screen/board.

SEGMENT 2

- Introduction to the Design Thinking method. Discussing the stages of the creative process. Explaining the objective of the workshop.
- 30 minutes
- Appendix No. 1
- Short lecture, conversation
- Hand outs of printed Appendix No. 1 (for all participants)

The instructor tells the participants about the Design Thinking method. The instructor indicates several ways of how it is used by the IT giants. It enables cooperation while planning technological solutions (but not only that) by specialists from various fields of science. Ultimately, it ensures that ideas implemented in this way are perfectly suited to the needs (or whims) of the audience. The instructor says that the Design Thinking method consists of five stages: empathize, define, ideate, prototype, and test. The instructor explains all stages briefly.

- Empathize – here is where the old saying proves its worth: If something is for everyone, it's for no one. Regardless of the industry in which we design a product or a service, they should be strictly tailored to the audience that will use them. Therefore, before commencing strictly design-based activities, it is necessary to get to know the target audience group. Only then our solutions will be useful and valuable for them, which usually translates into that solution's popularity. Due to the timing of the workshop, it is not possible

to carry out long-term testing. Which is why the students will need to base their solutions on analysis, deduction, intuition, and sometimes on their own hunches and imagination. A hater described here is to be deemed a typical representative of the target audience.

- Defining the problem – it is impossible, or very difficult, to create one solutions that would answer many problems that different people might have. Therefore, it is worth considering what will be the one specific problem our audience has that our design will answer to. Of course, later on, when the designed App proves itself on the market, it is possible to think how to improve it and add more features to answer other problems of its users. However, such actions are to be undertaken during the testing stage.
- Ideate – it is rare to come up with a brilliant idea right away. Sometimes it takes time to get it. This is why it is best to work in diverse teams. If team members have different educational backgrounds or different hobbies, the chances grow that by creating a sort of knowledge cooperative the team might come up with something new. Please note! Remember that we are living at such a time that almost everything has already been invented or created. Let's use the solutions offered by the heritage of our civilization. It does not mean that we should copy others' solutions. The ideas should be developed in an innovative way, thus adding a new input into the development of the civilization. Want an example? Uber – is a variation of an invention that has been with us for

many years – a taxi. However, it is not a direct copy of the system of paid transport rides that has been in place to date.

- Prototype – in order the ideas to go beyond the minds of designers, it is worth to interest investors in them. In order to do that, you need to have a prototype ready. This will make it possible to show how the App works and what are its features. Importantly, having a prototype will not only bring us closer to completing the project, but it will also enable us to start the testing stage, that is, to verify whether the idea makes sense at all.
- Test – before the product is presented to an investor, it is a good idea to test it on a test sample or at least among a group of friends. In this case, for the purposes of the workshop, we will limit ourselves to presentation and sharing comments on the created apps.

Working Methods

SEGMENT 3

- Determining a hater's characteristics based on comments published by them.
- 45 minutes
- Appendix No. 2 , Work Card No. 1
- Characteristics based on a hateful comments2
- Stationery, computers (tablets, smartphones) with Internet access

The instructor divides the participants into 4 groups. They will work in these groups until the end of the workshop. The instructor hands out one text of a hateful post or an excerpt from an utterance that appeared while playing a multiplayer video game [Appendix No. 2] to participants or allows them to draw one of them, and provides them with a personal questionnaire that has the place for filling in the particulars of the analysed hater-gamer [Work Card No. 1]. The teams' task is to carefully analyse the text posted by the hater and to reflect (in the form of a detective-style investigation) who the person publishing that negative post might be in real life. The students should write down their conclusions from the analysis on the work card template, so that they will arrive at a sketch of the hater's persona. During the task, the students may use computers (tablets, smartphones) with Internet access.

Please note. If the teams find it difficult to define the characteristics and to draw conclusions regarding the hater, while all that they need to do this is a certain level of cultural intuition, the instructor asks them to make an assumption on who the author of the analysed post might be.

Questions that might help to analyse the post:

1. What type of vocabulary does the author of the post use?
2. Do they make language or stylistic mistakes? If so, what kind of mistakes?
3. Do they know the gaming slang?
4. Does the hateful post concern the rules of the game (e.g. strategy) or is it an ad personam argument?
5. What is the starting point of the hateful attack for the author of the post?
6. What does their pseudonym/nickname say about them?
7. Does the pseudonym/nickname from the game appear in other places online? If so, where?

After completing the task, representatives of each group discuss the conclusions of their investigation in front of the entire class and they describe the person that could write such a post. After each presentation, the students from other groups should be allowed to add their comments and reflect.

Working Methods

SEGMENT 4

- Trying to understand and “empathize” with the hater
- 30 minutes
- Work Card No. 2
- Empathize (Design Thinking element)

Continued work in the same groups. Once the students have prepared the sketches of haters, the instructor asks them try and empathize with the haters based on their conclusions. It is worth for them to consider what kind of lives the authors of hateful posts might lead, what they do for a living, how they behave, what is important for them, what their attitude to live is, what passions they might have, what kind of people they might be. They write down their assumptions on the Work Card No. 2. When the students have finished working with their form, they present their conclusions in front of the class, developing the hater’s story. Please note. This part of the task requires a certain level of psychological-sociological intuition from the participants. If students are unable to create a biography, they might use their imagination. After this stage ends, the instructor asks the participants to empathize with the role of the hater whose bio they have just created. For about 5-7 minutes, they should try to feel and think as if they were that person. This will make it possible for them to better understand the person who will use the solution designed by the participants.

SEGMENT 5

- Defining the hater’s problem. Identifying the problem will make it possible to create a precisely tailored solution.
- 30 minutes
- Defining the problem (Design Thinking element)
- Sheets of paper, stationery

At this stage, the students’ task, who keep working in the same groups, is to define what the hater’s problem is. The instructor hands out sheets of paper and asks the students to write down at least five problems, and then to select the one they believe is the most important. It is this problem that will be solved by the App the students design. While choosing the problem, the students should take into account whether it is possible to solve it using an app. In the instruction, the instructor should emphasize that the problem should be of course related to the topic of the workshop, that is hate.

Working Methods

SEGMENT 6

- Generating ideas to solve the hater’s problem
- 30 minutes
- Ideating (Design Thinking element), brainstorming
- Sheets of paper, stationery

The instructor explains that almost every problem begins with a clean piece of paper and a pencil or a pen. Just like writers take notes on napkins in cafés, the inventors, before engaging in the design process, sketch out a diagram on how their idea would work. It would be good to have several ideas in every group, so that the students can select the best one that they will work on further.

The instructor explains that no idea is bad, even if it seems crazy and difficult to complete. Sometimes all that is necessary to talk the idea through, to find the way to making it true.

SEGMENT 7

- Designing assumptions and mechanisms of how the App solving the chosen problem would work.
- 30 minutes
- Conceptual sketching, brainstorming
- Sheets of paper, stationery

The instructor asks the students to sketch the diagram of how the App solving the chosen problem of a hater works. These should not be illustrations of App screens (this will happen in the next stage), but the mechanism of operation, mutual relations, features, and the sequence of actions. It is important for the participants to think through the mechanism of operation of the app. The more detailed their analysis is, the easier it will be for them to work in the subsequent stages of the project. The instructor says that if they have a problem with sketching out their idea in the form of a diagram, they should try to describe it as precisely as they can, and only the translate their words into a sketch.

Working Methods

SEGMENT 8

- Prototype
- 60 minutes
- Smartphones with the Marvel App (Android/iOS)
- Conceptual sketching, brainstorming
- Work Card No. 3, Appendix No. 3

The instructor hands out to students (working in the same groups as before) Appendix No. 3 (the instructions for prototyping in the Marvel app) and three copies of the Work Card No. 3 (smartphone templates). The instructor asks the students to draw subsequent screens of the working App – from the start screen through the functionality/functionalities, until the end screen. The instructor reminds the participants that they focus only on the hater's problem. The prototype is intended to show one path the user might take. It is also necessary to design the buttons (approval, going to the next screen, etc.). While creating the prototype, it is good to use colours so that the illustrations are better legible. When students have completed their illustrations of the screen, the instructor asks them to launch the Marvel App on their tablets or smartphones and to follow the instructions from Appendix No. 3 to create a clickable prototype of their app.

SEGMENT 9

- Presentation and discussion of the designed apps in the form of a sales pitch, which aims at encouraging investors to invest in the project.
- 45 minutes
- Smartphones or tablets with the Marvel App (Android/iOS)
- Rhetoric elements, discussion, presentation
- Sheets of paper, stationery

In this segment of the workshop, the students are tasked with planning a sales pitch, which they will present to an investor. It is important to clearly define the timing of the pitches (e.g. 3 minutes). It can be a spontaneous speech or a pitch planned according to a specific model. It is to contain the following elements:

- Description the hater's problem
- The way in which the group discovered the problem
- The way in which the App solves the problem
- Discussion on how the App will contribute to the mental well-being of the gamers.
- Description of how the App works
- Earnings opportunities for the investor of the app
- Potential possibilities of developing the App by adding new features.

After this part of the task has been completed, the representatives of the group present their apps in front of the entire class, discussing individual guidelines. To make their task easier,

Working Methods

the instructor may play the role of an investor. It is recommended that the speakers present how the App works on the prototype during their sales pitch presentation. After each pitch ends, the instructor allows a few moments for discussion, during which other participants will be able to comment on the presented App and to consider what additional features might be added or how to improve the way it works.

SEGMENT 10

- End of the workshop. Summary. Organisational activities.
- 30 minutes
- Conversation

In brief

This workshop consists in creating an App that is intended to prevent hate in the gaming community. During the workshop, the students will use the Design Thinking method to design their own App prototype in accordance with the project's topics.

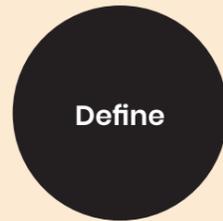
Sources

- Hestad Monika, *The Little Booklet on Design Thinking*, Brand Valley Publications, 2013.

Appendix No. 1



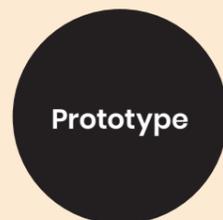
In order to better understand the person for whom we design the product of the service, it is best to become such a person for a while. It is the best way to understand the way they function and act. If we think like them, we can understand what they need.



It is impossible to resolve all problems of the target person with one project. We need to select one - the key one- and to focus our efforts on it.



In order to resolve any problem, you need to have an idea. And to get an idea,, it is best to work in a team. Two heads are better than one.



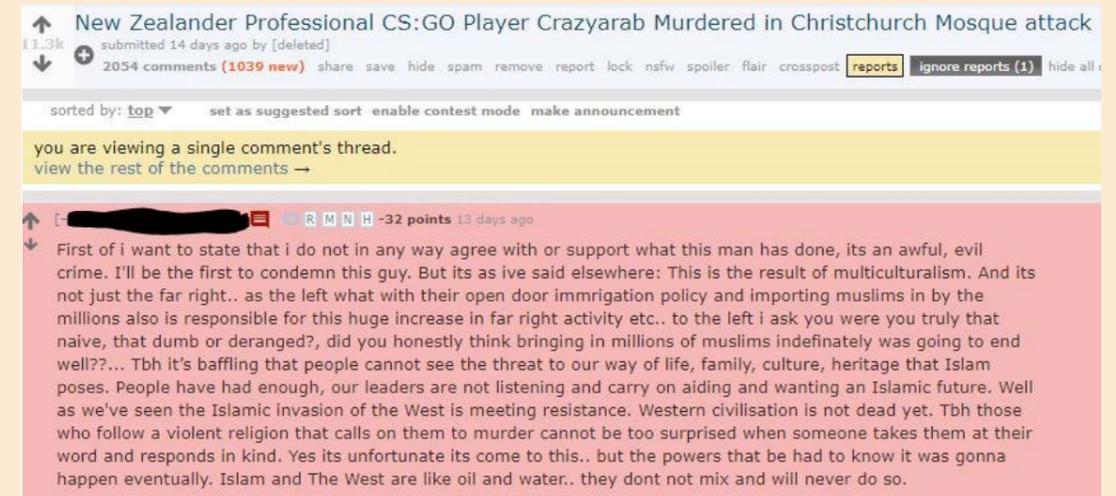
In order for ideas to be more than dreams, it is good to create prototypes of the products that might be marketed in the future. Not only will you solve the problems of the target persons, but you might earn some profit on your project.



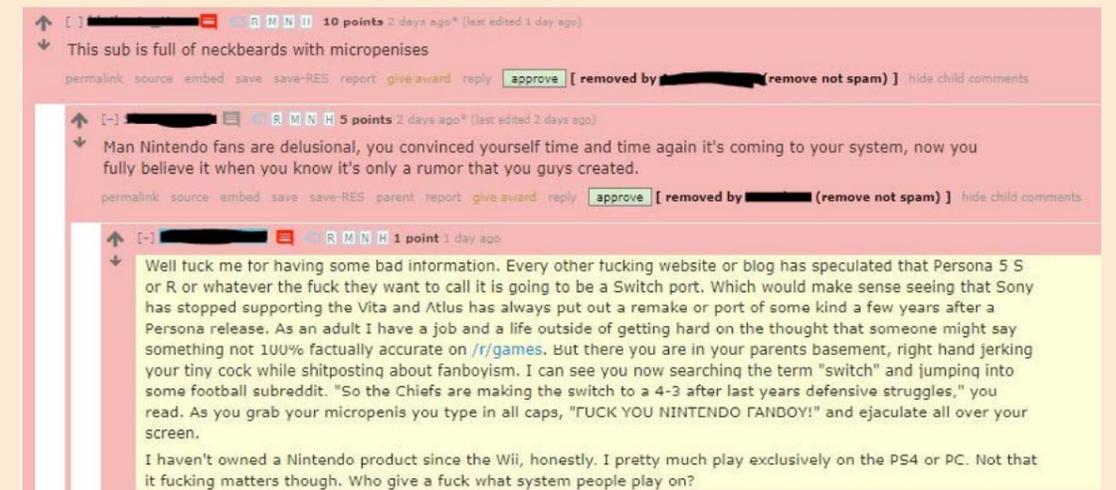
Appendix No. 2

A choice of hateful comments by moderators of r/games subreddit

GROUP 1



GROUP 2



GROUP 3

[...] 14 points 1 year ago
 Fuck off with this. You're giving them attention which is exactly what they want.
 Vice is sinking down to Kotaku level bullshit.
 permalink source embed save save-RES give award approve [removed by (remove not spam)] hide child comments

[...] 17 points 1 year ago (last edited 1 year ago)
 Sounds like an angry snowflake Gamer want's his safespace safe for boys like him only. /r/gatekeeping 101
EDIT
 SO MANY TRIGGERED SNOWFLAKE GAMERS!!! let me guess #nomorenazi hashtag from Wolfenstein 2 really got your brown shirts in a bunch?
 permalink source embed save save-RES parent give award approve [removed by (remove not spam)] hide child comments

[...] 0 points 1 year ago
 It's a clickbait editorial piece that gives attention to what what otherwise not be a problem. You're pretty fucking stupid to think this has anything at all to do with gaming. This has nothing to do with safe spaces at all. Kill yourself you outrage feeding machine.
 permalink source embed save save-RES parent give award approve [removed by (remove not spam)]

GROUP 4

[...] 1 point 1 month ago
 How can you look at your own post without getting a brain aneurism about the bullshit you spew? KH3 has the best exploring and world design in the series, second only to KH1 maybe. It also has an extremely well toned combat system that is kinda useless because the enemies arent strong enough for you to have to pull all of its registers. It has some of the best side content on the worlds, sadly no post game tho. It has way more soul than KH2 imo and is definitely better than any spin off, maybe except 385/2. You are a scornfull soul with a hate boner against Nomura. Fuck off Faggot.
 (Exclaimer: I have not finished KH3 yet but I am in the late game. I would probably call it my third favourite Kh due to exploration and good worlds beeing extremely important to me but it keeps shifting from place 2 to 4 which is not bad in a franchise with soo many good games.

Appendix No. 3
 Instruction for Marvel App

1. Select the sample device that will be used to display your design.
2. Add a title to your design. It can be the title of the app.
3. Click "Done".
4. Click the "+" symbol at the bottom of the screen.
5. Select the "Camera" option.
6. Photograph the screen from the mock-up that will be the first one to appear in the app.
7. Adjust the size of the photo, crop the edges.
8. Repeat these steps for the remaining screens of the app. Try to keep the right order.
9. Select the screen that will be the start creen of the app.
10. In the confirm / button on the screen, add the fiels with the link.
11. Select another screen of the app, to which the link you had added leads.
12. Repeat these steps for the next screens.
13. When you are finished with the links, click "Transition".
14. Click "Play" and check if your prototype is working.

Google Play



App Store



Work Card No. 1

Age

- 3-11 years
- 12-18 years
- 18-30 years
- 31-45 years
- 46-65 years
- 65+

Marital Status

- Single
- Married
- Divorced
- Window / Widower

Place of residence

- Village
- City up to 50 000 residents
- City up to 50 000 residents
- City up to 250 000 residents
- City over 250 000 residents

Gender

- Male
- Female

Education

- Primary
- Vocational
- Secondary
- Higher (BA/BSc)
- Higher (MA/MSc)
- Scientific Degree

Professional status

- School student
- High school student
- Unemployed
- Pensioner

Work Card No. 2

HATER

Life challenges

Professional / School Status

Dreams and wishes

Situation at home

Weaknesses and weaknesses

Social / Peer status