

WebQuest Resolving Conflicts in Online Communities

1. Introduction

Welcome to the WebQuest on Resolving Conflicts in Online Communities. In this WebQuest, you will explore various forms of cyberbullying, passive reactions to cyberbullying, effective communication skills in online community groups and strategies for resolving conflicts in online communities. Finally, you will work in groups to create a code of conduct for an online community.



Photo by [Alex Haney](#) on [Unsplash](#)

The Power of Communication

Jack was a student very keen on playing online games. He had made many friends in the online gaming community, and they played together almost every day. One day, Jack got into an argument with one of his friends, Steve, during a game. Steve accused Jack of cheating, which Jack denied. The argument got heated, and they both said hurtful things to each other.

Feeling angry and upset, Jack didn't want to play with Steve anymore. He blocked Steve from all of his online profiles and ignored him completely. However, this didn't solve anything. Jack's other friends in the gaming community began to take sides, and the situation escalated. Soon, there were arguments and conflicts all around, and the online community became a very unpleasant place to be.

After a while, Jack realized that he needed to do something to resolve the conflict with Steve. He decided to take a step back and reflect on what had happened. He acknowledged his own role in the conflict, and he realized that he needed to apologize to Steve for the things he had

said. Jack reached out to Steve and offered a sincere apology. To his surprise, Steve was also willing to apologize, and they both worked through their conflict.

As a result of their resolution, the online gaming community also started to heal. Jack's other friends were relieved that the tension was gone, and they all began playing together again. Jack learned an important lesson that day - that sometimes it's important to take a step back and reflect on a situation, and to acknowledge our own role in it. He also learned that being willing to apologize and work through a conflict can lead to a much more positive outcome than just ignoring it or shutting people out.

Conflicts are a natural part of any community, online or offline. It's important to take a step back and reflect on what's happened before jumping to conclusions or taking drastic actions. Effective conflict resolution often involves acknowledging our own role in the conflict, being willing to apologize, and working collaboratively to find a solution that works for everyone involved.

2. Task

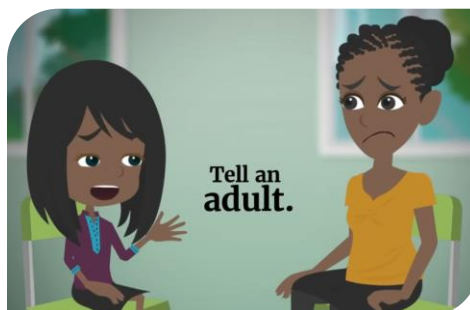
Your assignment is to work in groups and develop a detailed code of conduct and ethics for an online chat group/online community between teenagers in order to ensure that the group is a safe and respectful space for everyone.

3. Process

Part 1: Forms of cyberbullying that occur in online chat groups and communities

Cyberbullying may occur in many forms in online chat groups and communities. Some of the most common examples are:

- **Harassment and insults:** cyberbullies may engage in constant harassment and insults, targeting individuals with derogatory or offensive language. This can include name-calling, spreading rumors, or making personal attacks.
- **Exclusion and social isolation:** cyberbullies may deliberately exclude or isolate certain individuals from the chat group, intentionally leaving them out of conversations or group activities. This exclusion can lead to feelings of loneliness and isolation.
- **Cyberstalking:** in some cases, cyberbullies may engage in cyberstalking, where they continuously monitor and track the activities of an individual in the chat group. They may gather personal information, follow their online presence, and invade their privacy.
- **Impersonation:** cyberbullies might impersonate someone else in the chat group, using fake profiles or usernames to deceive and manipulate others. They may spread false information, make inflammatory statements, or engage in malicious behavior while posing as someone else.
- **Intimidation and threats:** cyberbullies may use intimidating language or make threats towards individuals in the chat group. These threats can range from physical harm to emotional and psychological abuse, causing fear and distress.
- **Cyberbullying by Proxy:** cyberbullies may recruit others within the chat group to join in on the bullying or amplify their harmful behavior. This can create a hostile environment where multiple individuals participate in cyberbullying activities.
- **Public shaming and humiliation:** cyberbullies may publicly shame or humiliate individuals in the chat group by sharing embarrassing or private information, images, or videos without consent. This can cause severe emotional distress and damage a person's reputation.
- **Manipulation and gaslighting:** cyberbullies may engage in manipulative tactics, such as gaslighting, to confuse and undermine the confidence of their targets. They may distort facts, deny their own harmful behavior, and make the victim question their own perception of events.



Visit the following web links to explore more about the forms of cyberbullying that occur in online chat groups and communities:

<https://youthtrainingsolutions.com/tag/online-chat-rooms/>

<https://www.scientificamerican.com/article/how-to-silence-cyberbullying/>

<https://youtu.be/vtfMzmkYp9E>

<https://stompoutbullying.org/share/watch.php?vid=2010bdd3d>

<https://nonprofitrisk.org/resources/articles/cyberbullying-cyber-threats-to-young-people/>

After exploring the resources answer the following questions:

- What behavior is considered cyberbullying and how can you spot it?
- How is online anonymity affecting individual behavior?
- In what ways can technology be utilized to combat cyberbullying
- What risk factors can help identify youth who may be more susceptible to becoming bullies?

Part 2: Passive reactions to cyberbullying

Passive reactions to cyberbullying refer to responses or behaviors that involve avoiding or ignoring the cyberbullying situation rather than actively addressing or confronting it:

Ignoring: the target of cyberbullying may choose to ignore the offensive messages, comments, or actions in hopes that the cyberbully will lose interest or stop. They may believe that not responding will deprive the cyberbully of the desired reaction and discourage further harassment.

Avoidance: the target may attempt to avoid the cyberbully or the online platform where the bullying is taking place. They may choose to limit their online presence or leave the chat group altogether to escape the harmful behavior.

Denial: some individuals may deny or downplay the severity of the cyberbullying, either to themselves or to others. They may convince themselves that the cyberbullying is insignificant or that they can handle it on their own without seeking help or support.

Self-blame: targets of cyberbullying may internalize the blame, believing that they somehow provoked or deserve the harassment. They may question their own actions, appearance, or behavior, leading to a negative impact on their self-esteem.

Emotional withdrawal: individuals may emotionally withdraw from online interactions or social activities due to the negative experiences of cyberbullying. They may become hesitant to participate actively or share their thoughts and feelings in fear of attracting further harassment.

Seeking solitude: the target may isolate themselves from social interactions and online communities to avoid potential cyberbullying situations. They may prefer to withdraw from online platforms and limit their interactions to reduce their vulnerability.

While passive reactions may provide temporary relief or a sense of self-protection, they do not effectively address cyberbullying. It's important for individuals experiencing cyberbullying to reach out for help and support from trusted adults, report the incidents to appropriate authorities or platform administrators, and seek strategies to cope with and address the situation proactively.



To learn more, visit the following web links:

<https://stompoutbullying.org/share/watch.php?vid=f32354f4f>

<https://www.hp.com/ca-en/shop/offer.aspx?p=best-ways-to-prevent-cyber-bullying-online>

<https://www.stopbullying.gov/kids/what-you-can-do>

<https://cyberbullying.org/standing-up-to-cyberbullying-tips-for-teens.pdf>

After exploring the resources answer the following questions:

1. What role do bystanders play in combating cyberbullying?
2. How can you address cyberbullying?
3. What can you do to prevent cyberbullying?

Part 3: Effective communication skills online

In order to create a professional online profile, use appropriate usernames or handles when interacting with peers and friends online. Participate actively in online discussions and forums by sharing thoughts, asking questions, and responding to others' comments. Active engagement fosters a sense of community and enriches the learning experience for everyone involved.

When communicating through emails, messages, or discussion posts it is important to use clear and concise language. Organize your ideas, proofread your work for grammar and spelling errors, and use appropriate language for formal communication, when necessary. Remember, when you comment on something or provide feedback to be respectful and constructive. Always highlight strengths and positive sides before offering suggestions for improvement. Refrain from using offensive or discriminatory language, and be mindful of cultural differences. Avoid using caps lock as it is considered shouting online. Practice proper online etiquette by being respectful and considerate in your virtual interactions.

Learn more about effective communication skills in online by visiting the following web links:

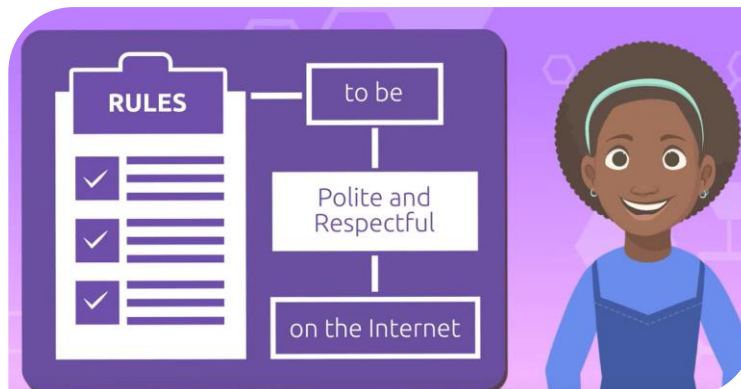
https://www.youtube.com/watch?v=kZOflN4YqhY&ab_channel=SmileandLearn-English

https://www.youtube.com/watch?v=zhIm-CDJBpc&ab_channel=SmileandLearn-English

https://www.youtube.com/watch?v=OWw3aEw1SFo&ab_channel=TheMiddleCafe

Answer the following questions:

- What is netiquette?
- How should you change your communication style when you are communicating formally and informally?



Part 4: Strategies for resolving conflicts

When faced with a conflict online, it's essential to stay calm and composed. Avoid responding in anger or frustration, as this can escalate the situation further. Take a moment to collect your thoughts before responding. Before taking any action, evaluate the situation to understand the severity and potential consequences. Determine if the conflict is a genuine concern or simply a difference of opinion. Sometimes, it's best to ignore minor disagreements and not engage further.

Choose your words wisely and be respectful when addressing the conflict. Use "I" statements to express your feelings and opinions without attacking the other person. Listen actively to their perspective and try to find common ground for a constructive conversation. If the conflict becomes overwhelming or you feel threatened, seek support from a trusted adult, such as a parent, teacher, or school counselor. They can provide guidance, mediate the situation, or help you report the issue if necessary.

Familiarize yourself with the privacy settings on the platforms you use. Adjusting privacy settings can help control who can see your content and limit potential conflicts with unknown or unwanted individuals. Most online platforms have reporting mechanisms to address harassment, cyberbullying, or other forms of inappropriate behavior. If someone is violating the platform's terms of service or engaging in harmful activities, report them to the platform administrators. If someone consistently engages in negative behavior or cyberbullying, it may be necessary to block or unfriend them. This action can help minimize direct contact and exposure to their negative influence.

If the conflict escalates or you need to involve authorities, it's important to have evidence of the interactions. Take screenshots, save messages, or document any incidents to support your case, if needed. If conflicts online start to impact your well-being, it's crucial to disconnect and take breaks. Spending excessive time in online conflicts can be emotionally draining. Engage in offline activities, connect with supportive friends, and prioritize self-care.

Remember that behind every screen is a real person with feelings. Treat others online as you would in person, with kindness, empathy, and respect. Avoid making assumptions or jumping to conclusions about their intentions.

Explore strategies for resolving conflicts in online communities by visiting the following websites:

<http://www-usr.rider.edu/~suler/psycyber/conflict.html>

<https://www.facultyfocus.com/articles/online-education/managing-controversy-in-the-online-classroom/>

<https://crlt.umich.edu/publinks/generalguidelines>

https://www.youtube.com/watch?v=KY5TWVz5ZDU&ab_channel=ThatsEasyLearning

https://www.youtube.com/watch?v=EABFiCZJy8&ab_channel=BrainPOP

https://www.youtube.com/watch?v=eT7lt4ESSLo&ab_channel=ofoifa

https://www.youtube.com/watch?v=BjH3hBPPgu4&ab_channel=NutshellBrainery

Answer the following questions:

- What can be done to prevent unnecessary conflict in cyberspace?
- How the conflict resolution model works?
- How can you provide a common basis for understanding?

Part 5: Create a Code of Conduct

In groups, create a code of conduct for an online community. Your code of conduct should include guidelines for appropriate behavior in a chat group, such as being respectful, avoiding offensive language, or not sharing personal information. Your code of conduct should also address ways to handle conflicts or cyberbullying incidents.

Here are some steps to consider when developing the code of conduct and ethics:

1. Define the purpose of the chat group/online community
2. Identify the values and principles, e.g. respect, honesty, inclusivity, confidentiality, responsible use of technology, etc.
3. Think of how to involve the group members
4. Establish guidelines for behavior, e.g. rules around language, tone, behavior towards others, and the use of technology. It's important to be specific and provide examples of unacceptable behavior.
5. Develop consequences for violating the code – should be clearly stated
6. Think of how to communicate the code of conduct and ethics (e.g. announcement, special message, video, etc.)
7. Think of how to review and update the code of conduct and ethics regularly so as to ensure that it remains relevant and effective (e.g. feedback from group members, etc.)

Here are some useful resources with regard to developing code of conducts and ethics:

<https://www.investopedia.com/terms/c/code-of-ethics.asp>

<https://medium.com/uplifttogether/how-to-write-a-great-code-of-conduct-2d32448c96a>

<https://support.google.com/youtube/answer/2802268?hl=en>

<https://chartwell.edu.rs/images/policies/Anti-Cyber-Bullying-Policy.pdf>

4. Resources

Are you okay? https://www.youtube.com/watch?v=tJsGGsPNakw&ab_channel=FightChildAbuse

Cyberbullying - How to Avoid Cyber Abuse

https://www.youtube.com/watch?v=dMdKmHjggFk&ab_channel=SmileandLearn-English

NetSafe Episode 10: How to Stop Cyber-bullying (Grades 7-12)

https://www.youtube.com/watch?v=WegCMoQ-UNs&ab_channel=PlanetNutshell

NetSafe Episode 11: Protect Your Personal Information (Grades 7-12)

https://www.youtube.com/watch?v=RQqX5b5HWmY&ab_channel=PlanetNutshell

NetSafe Episode 14: Say No to "Sexting" (Grades 7-12)

https://www.youtube.com/watch?v=YMFD5HuQDcU&ab_channel=PlanetNutshell

NetSafe Episode 7: Understanding Online "Friends" (Grades 4-6)

https://www.youtube.com/watch?v=rmagbhMC24U&ab_channel=PlanetNutshell

NetSafe Episode 9: Posting Pictures Online (Grades 4-6)

https://www.youtube.com/watch?v=5iAodD2heks&ab_channel=PlanetNutshell

NetSafe Episode 5: Cyberbullies are No Fun! (Grades 4-6)

https://www.youtube.com/watch?v=peDosNN7l3w&ab_channel=PlanetNutshell

Bystander Video

https://www.youtube.com/watch?v=StPGbbBBri0&ab_channel=StopBullyingGov

Digital Age Etiquette: Evan Selinger at TEDxFlourCity

https://www.youtube.com/watch?v=LR1TroBTlWA&ab_channel=TEDxTalks

Teens Talk: What Works to Stop Cyberbullying



<https://cyberbullying.org/teens-talk-works-stop-cyberbullying>

Tips to Help Stop Cyberbullying

<https://connectsafely.org/tips-to-help-stop-cyberbullying/>

14 Effective Conflict Resolution Techniques

https://www.youtube.com/watch?v=v4sby5j4dTY&ab_channel=BRAINYDOSE

5. Conclusion

Congratulations you have successfully completed the WebQuest Strategies for Resolving Conflicts in Online Communities!

This WebQuest was designed so as to provide valuable insights and strategies for effectively dealing with conflicts in the digital world. You have learned the importance of maintaining composure, communicating respectfully, and seeking support when faced with online conflicts. You have discovered the significance of evaluating the situation, utilizing privacy settings, and documenting evidence to address conflicts effectively. You were introduced to the principles of empathy, digital citizenship, and responsible online behavior. By internalizing these strategies, you will be equipped with the tools to navigate and resolve conflicts in a positive and constructive manner, fostering a safer and more inclusive digital environment for all.

6. Evaluation

Criteria	Insufficient	Sufficient	Good	Excellent
Category				
Knowledge	<p>You presented little knowledge with low relevance and not in a clear way. You applied very few concepts correctly.</p> <p>You selected information that was hardly relevant and from sources that were not clear. You failed to apply much of it to the subject or theme.</p>	<p>You presented some of the knowledge you acquired, but not as clearly as possible, and you applied at least some concepts correctly.</p> <p>You selected information that showed sometimes little relevance from sources that were not all too clear, and you applied some of it to the theme /subject.</p>	<p>You presented most of the knowledge you acquired quite clearly, and you applied many concepts correctly.</p> <p>You selected relevant information from some reliable sources and adapted most of it to the theme/subject.</p>	<p>You presented all knowledge you acquired most clearly, and you applied all concepts systematically and correctly.</p> <p>You selected the most relevant information from various highly reliable sources and adapted all of it to the theme /subject.</p>
Commitment & contributions	<p>You showed little interest and commitment to accomplish the tasks given, there is doubt that you really understood the assignments and that you were trying hard to find more and insightful information.</p>	<p>You showed interest in the subject and commitment to accomplish the tasks given. You understood the assignments and you tried to find additional and insightful information. It is really a good start, but you can improve.</p>	<p>You showed good interest in the subject and a clear commitment to accomplish all the tasks given. You worked well on the assignments and were able to find essential information. Improvement is hard, but possible!</p>	<p>You showed strong interest in the subject and were driven by motivation to accomplish the tasks in the best possible way. Your work came close to perfection and you presented information as clear as possible. Further improvement is hard to imagine!</p>
Teamwork	<p>You showed little responsibility and hardly any autonomy; you had trouble working with other group members and to respect points of view of others. Your interaction with others was not fruitful or productive.</p> <p>Also, you did not respect deadlines as agreed in the group.</p>	<p>You showed responsibility and some degree of autonomy; you cooperated well with the group members and respected the points of view of others. You interacted quite well with others, but the results could have been better.</p> <p>You tried with some success to respect the deadlines as agreed in the group.</p>	<p>You clearly showed responsibility and autonomy; you cooperated very well with the group members and showed clear respect for the points of view of others. You interacted very well with others and the results were as expected.</p> <p>You respected deadlines of the group.</p>	<p>Besides being autonomous, you also encouraged cooperation between group members and explained your points of view to enlighten others. You interacted smoothly with all others and results were beyond expectations. You took to initiative to set the necessary deadlines for all groupwork.</p>
Communication	<p>Your communication is not effective, your statements and requests to others are not understood and you don't care much.</p> <p>Your way of expression is not well suited to the context, both in oral and written form.</p>	<p>Your communication is effective to some extent. However, your requests to others are often not well understood and you could have tried by rephrasing your statements.</p> <p>Sometimes your way of expression is not well suited</p>	<p>Your communication is quite effective. Your requests are well understood, and you use the answers of team members effectively.</p> <p>Your way of expression fits well in the context and is perceived by your team</p>	<p>Your communication is highly effective. Your remarks and requests are always well understood and therefor the answers by team members fit perfectly in the context.</p> <p>Your way of expression is completely fine: team</p>

		to the context and therefore somehow unpleasant.	members as pleasant and correct.	members see you as pleasant and correct. You are an asset to your team!
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