



Empathy, Community, and the Internet

AND WHY ITS SO IMPORTANT

USER12748327 Has Added

You

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You

Hey....

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You are so trash I hope
your mom drowns herself
tonight!!

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Not as messed up as when
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USER12748327 Has BLOCKED

You

HOW DID THAT MAKE YOU FEEL?

How many of you play online games?



How many of you have kids that play online games?



LET ME TAKE YOU BACK

- I was born in 1992, which made me the perfect age for when online video games came out
- Before that, I played video games at my friend's houses
- It wasn't all video games

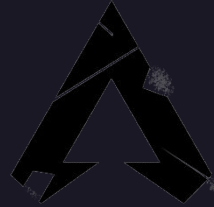
IT WASN'T ALL VIDEO GAMES

- My parents ran a rafting company.
- I travelled a lot and saw a lot.
- Grew up in a small community
- But of course, I did play games...



GAMES LIKE

BATTLEFIELD



APEX
— LEGENDS —

ACTIVISION.



CALL OF DUTY
MODERN
WARFARE.



Even tho the games were changing, there was always something that didn't change.

The toxic and hateful words and comments.

Why?

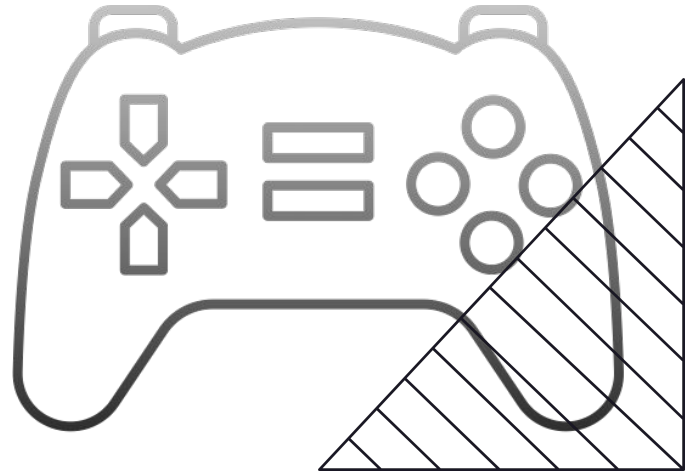
Is it the emotions?

Is it anonymity?

Unfortunately, its not just video games. This type of behaviour is seen all over the internet.

You've seen it on Facebook, Youtube, Instagram, and Reddit.

THE GAMES CHANGED



Hansel @Hansel98996304 · Dec 27, 2020
 Shut up witch u need to be jailed caged and sentenced to something worst than death

P Shepherd 6 hours ago
 You SUCK A*** And you talk WAY TOO MUCH!!!! That's why no one watches your videos. Just SHUT UP!!!!

Dane Green 2 hours ago
 Useless video you fuckass, next time save the time you spent uploading this and kill yourself instead.

Comments

f8tles541 The next ding going to be game over
 3w Reply Send

captain_chankla The structural integrity is gone but hey now its straighter then it was 🍷
 4w Reply Send

z3ltr0n_ It's a Toyota you can replace that upper support it bolts on but I'm sure it helped pull the sides straight doing it that way
 4w Reply Send

View 7 more replies

theteryd DUDE! USE A STRAP!
 ❤️ 🍷 🍷 🍷 🍷 🍷 🍷 🍷

Add a comment... Post

07sketches and 918 others 27 comments

Like Comment Share

CROWNED ROADWAY

@07sketches

69 11 comments

Like Comment Share

Write a comment...

4:55

69

Bad when snowy/icy
 34m Like Reply 2

Our state doesn't even build the roads properly to begin with. Adding water trenches would be out of the question, lol.
 3h Like Reply

View 1 more reply...

Motorcycles away...!
 4h Like Reply 2

Top fan

Uneven tyre and suspension wear
 2h Like Reply 6

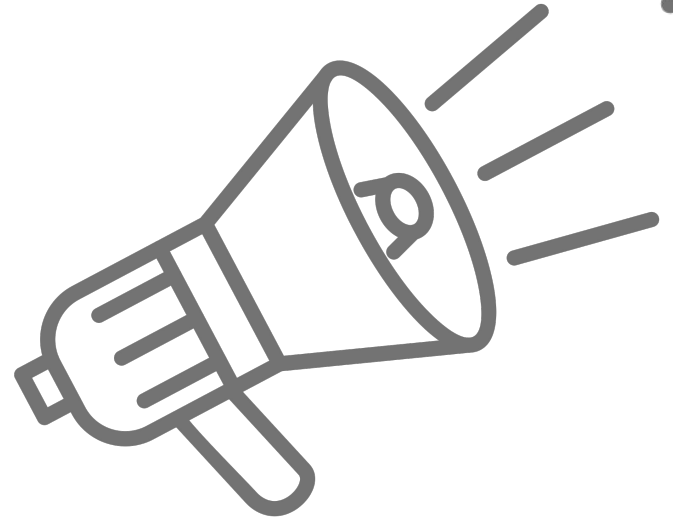
View 1 more reply...

Most relevant is selected, so some comments may have been filtered out

Write a comment...

NEGATIVITY IS
INCREDIBLY
LOUD

AND WITH THE
EXPANSE OF THE
INTERNET, IT IS
NOW EVEN
LOUDER.



HOW DO WE SOLVE IT



On Dec 3rd, 2020, Youtube rolled out a feature to prompt users if they are sure before posting a negative or hateful comment and even archives possible content instead of publicly posting it.



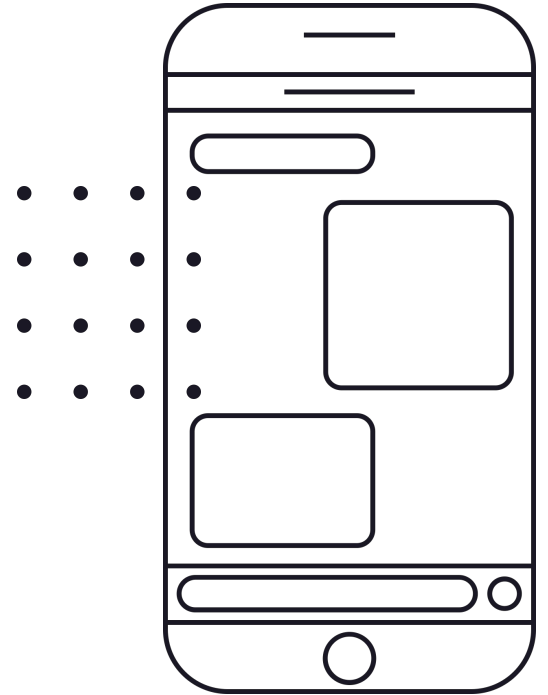
Reddit pays moderators and encourages community members to flag inappropriate content, as is actively removing whole sub-Reddit's that may be offensive or miss-used.

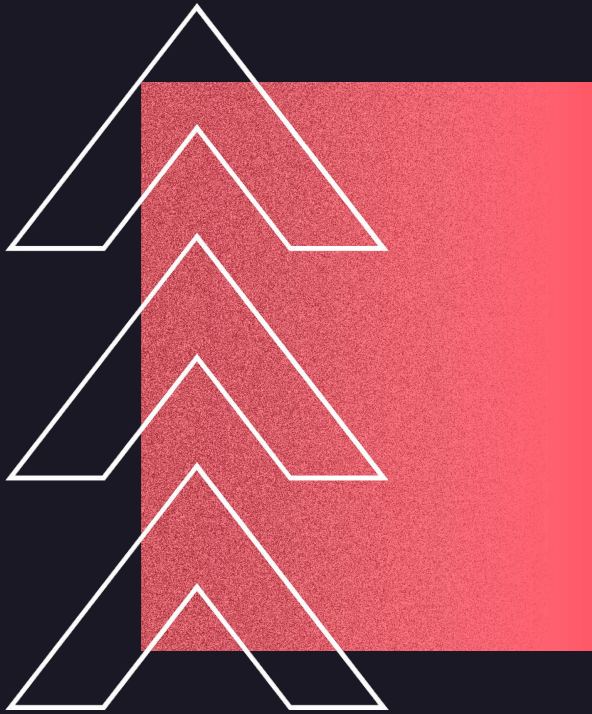


Instagram rolled out a feature in 2019 that uses AI to detect if a comment or message is inappropriate or not and then prompts the user with a message asking if they are sure they want to send it.

AND THIS IS GOOD, BUT

It doesn't stop it. It only makes it more challenging. As we get new technology, will that technology or the owners of it have the same methods? How long will it take to implement?





A NEW PATH

In March 2020, I had just finished taking steps to make a massive career shift into User Experience and freelancing.

Suddenly, I couldn't network in person, couldn't go to job fairs, we could hardly leave the house.

Like many of you, I had to go online to find new people and new opportunities.

I began to build a personal brand, attend workshops and navigate what the business world looked like online.

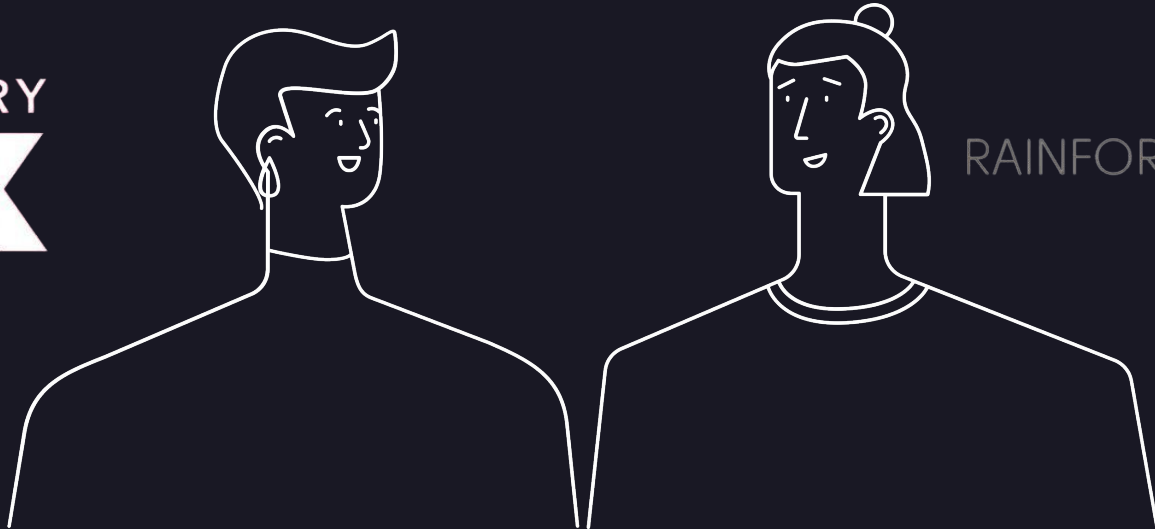
It was in this process that I found online communities.

SO I WENT BACK ONLINE



PLACES THAT SURPRISED AND INSPIRED ME

CALGARY
UX

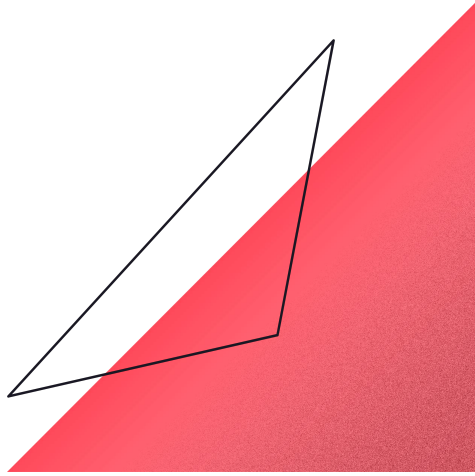


RAINFOREST ALBERTA 

THESE PLACES DIDN'T HAVE TOXIC ISSUES

Unlike the video game lobbies and aggressive comment sections of the places in the online world I had been in, these places didn't have issues with toxic behaviour.

Why? What were they doing differently?



THEY HAD BUILT A COMMUNITY

These are online spaces where like-minded people come together to share, help, grow, and support each other.

It got me wondering. What is it that these places are doing so well? How do we build communities that work?

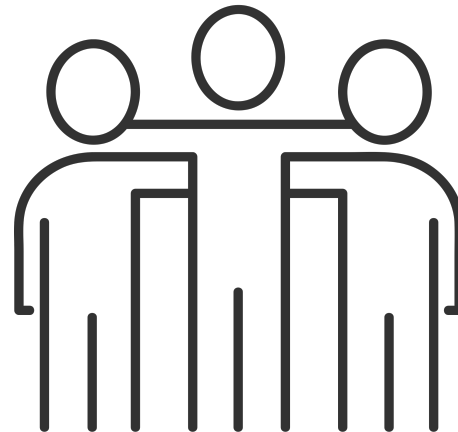
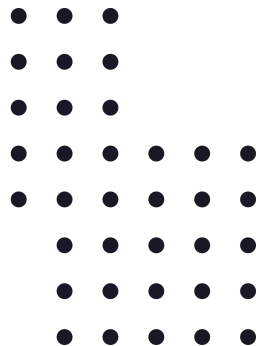
THIS ISN'T A NEW THING

Neighbourhoods have been doing it forever
to bring down crime rates.

AA has been doing it to help people
through difficult times.

New Zealand banded together as a whole
country to slow Covid-19.

School Boards create fundraisers and
volunteer opportunities to send students
around the world.



THE PILLARS OF A COMMUNITY

People feel:

- Welcomed
- A sense of ownership
- Proud
- They can get help
- They can give help
- Supported
- Trusted

A sense of:

- Building something
- Taking part in something bigger
- Belonging
- Relationships
- Ownership
- Purpose

HOW DO WE BUILD MORE?

There are a few things that help.

- Build it together
- Harness and deploy empathy
- Get people to know each other
- Develop give and take
- Create shared successes
- Reinforce ownership
- Talk about possibilities, not problems
- Encourage commitment
- Offer support

COMMUNITY IN ACTION

Rainforest Alberta has been around for a very long time.

They do a number of amazing things. And people join to both help and network.





They have a simple social contract that they request all their members to sign.

Its a digital document nobody enforces it, but the simple act of it does a lot

RAINFOREST SOCIAL CONTRACT

I am joining the Alberta community of people sharing a common faith in continuously growing the CULTURE of innovation and entrepreneurship. We are an inclusive, silo-busting, sector-agnostic, all-industry, open-source, ego-shrinking, ecosystem-building, entrepreneur-focused, wide-open, social-barrier-smashing community.

This agreement describes what it means to innovate together. It defines what we allow and pursue versus what we resist and avoid. It is a litmus test for the quality of our decisions, actions and ways of being together. By signing this agreement I agree to join the Rainforest community, to embrace and promote this explicit set of 10 values and principles:

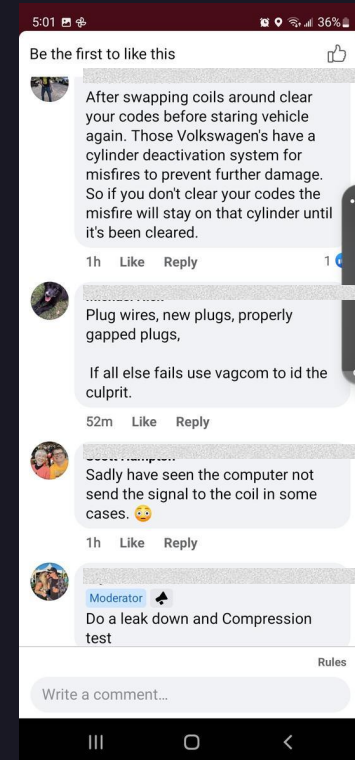
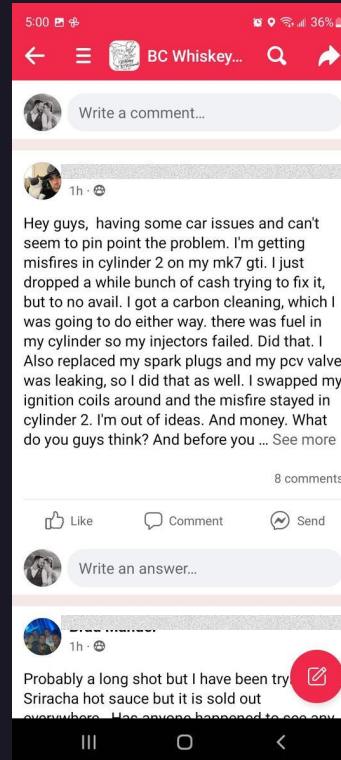
- 1. DIVERSITY** - I embrace diversity, strive to create equal opportunity for every person and I am open to meeting anyone in this community. 
- 2. FREE HELP** - I understand that I will receive valuable help from others for free.
- 3. TRUST** - I will give trust to others before expecting to receive trust in return. 
- 4. PAY IT FORWARD** - I agree to "pay forward" whatever positive benefits I receive.
 - For every introduction I get, I will provide an introduction to another person.
 - For every hour of advice I receive, I will give an hour of advice to someone else.
 - For every risk someone takes with me, I will take a risk with a different person.
- 5. FAIRNESS** - I will be nice and treat everyone fairly. I will take advantage of no one.
- 6. LISTENING** - I will bring people together and listen, as none of us is as smart as all of us. I believe in the big tent. I believe we gain strength through diversity.
- 7. HONESTY** - I will be truthful and frank. I will break rules and call out elephants in the room. 
- 8. TEAM SPORT** - I will create teams to play, dream, experiment, iterate, and persist. I understand mistakes happen. Failing quickly and cheaply are acceptable ways of testing new ideas.
- 9. SHARING** - I will open myself to learning from others. I am eager to act to learn. I will share my knowledge in the spirit of the Creative Commons to help nurture learning in others.
- 10. ROLE MODEL** - I will lead at times and follow at other times. Each person acts as a role model for everyone else. I will live these ideals and enforce them as a member of the Rainforest community. 

COMMUNITY IN ACTION



BC Whiskey Wizards is a Facebook group that started with people leaving whiskey or cases of beer at random members' house, unanimously

It's still a vibrant group full of helpful and caring people.

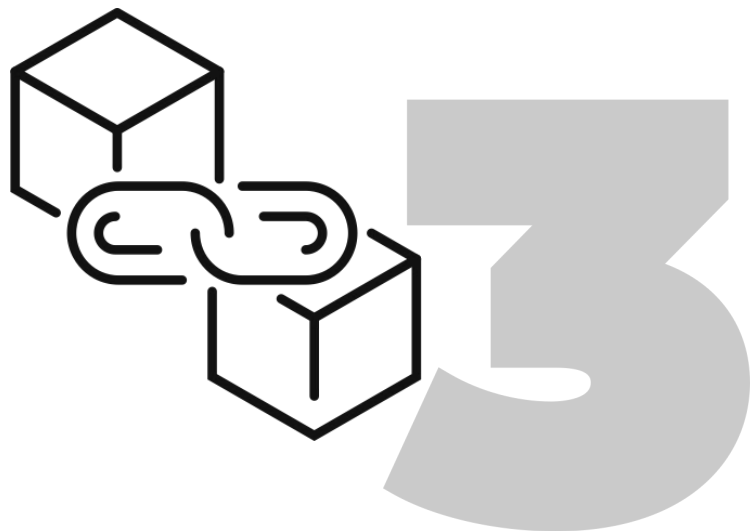


The technology and interest around Web3 is still growing

Can the consumer blockchain help find a way to limit the power of anonymity?

I won't pretend to be an expert in these fields, but I do know...

WEB3 AND THE BLOCKCHAIN





IT'S STILL UP TO US

The ones who are positive and warm.

The ones who care and respect others.

Although the negative individuals are loud, the greater number of us are caring individuals.

It's up to us to build and or nurture, the right spaces.

Spaces where people feel they have purpose, where they feel trusted, where they feel safe, where they feel supported, and ultimately...



...where they feel they belong.

Thank You

