
Ways to Nurture Engaged Supporters in Uncertain Times





Your Guide



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(She / Her)

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housed at



Digital Rights Programs

Geared towards emerging, at-risk groups facing the most acute forms of surveillance and censorship online.

- Internet Freedom Festival & more
- Fellowship
- Emerging Communities Program
- Community Knowledge Shares
- Community Initiatives
 - Newsletter, job board

Services for Organizations

Develop more equitable organizations, innovative programs, and securely cultivate diverse communities from all corners of the world

- Event design, facilitation
- Diversity and Inclusion Training
 - Code of Conduct
- Community Cultivation/Engagement
- Outreach to Global South Audience
- Recruitment and Culture Change

Digital Rights Community



BLM



Dalit Women



Taiwan Citizens



Tibetans



Hackers



Anarchist

Digital Rights Community



Abortion Rights



Sex Workers



LGBTQ



Journalists



Indigenous Env



Ethnic Minorities



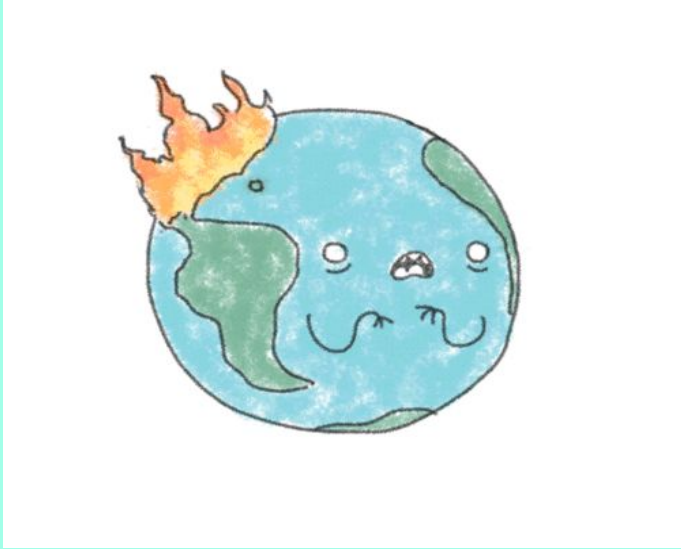
Ask
Questions
& Share

The New Challenges

Actual picture of every human on earth



Our digital systems are more risky and dangerous than ever before.



This means people feel less confident engaging online

Center the Needs, Safety & Security

We are seeing a historic, dramatic increase of direct attacks against civil society in every region of the world. Some of the threats:

- 01 | Online censorship & surveillance
- 02 | Digital attacks, such as phishing
- 03 | Online Harassment
 - Xenophobia, racism, sexism
 - Doxxing
- 04 | Disinformation
- 05 | Internet Shutdowns
- 06 | Algorithmic Discrimination

Vulnerable communities are especially at risk. Threats are various and multiple

- People in domestic violence situations who partners are monitoring them.
- Racial justice activists being attacked/doxxed online by white supremacy groups (or surveilled by government)
- Women journalists harassed by sexist trolls of the people they are investigating
- LGBTQI being outed because of their activity on apps.
- BIPOC youth, undocumented being monitored and/or jailed because of their social media posts.
- Citizens being censored, denied access to content, websites, etc.



What are you doing so your vulnerable communities are secure and feel safe enough to engage on your properties or third party spaces you may be using?

Centering the Needs, Safety & Security

COVID19 has widened the digital exclusion gap

- 01 | Accessibility Issues
- 02 | Expensive Internet
- 03 | Unstable Internet infrastructure
- 04 | Broken or non optimal hardware
- 05 | No private space
- 06 | Lack of digital education
(Ie, switch to zoom during pandemic,
but hard to use)

what you can do:

Map out needs by reaching out and talking to reps of different subgroups. Community research and co-design is key.

Develop projects and tools that help them overcome obstacles they share. Fund for internet connection? Training on x platform? Purchase hardware like a phone?

Have culture guidelines, code of conduct, and promote and enforce it regularly.

Are your platforms secure? Are they easy to use? Do they make sense to different language groups / demographics? Are they inviting, warm and human?

Offer asynchronous and synchronous ways to connect AND engage.

Invest in consultants that can help with specific issues related to accessibility

Educate yourself on the digital security, digital rights and related topics. Just like you would investigate a hotel or conference area, be informed

**When you cater to the
needs of the most
vulnerable, everyone's
needs are met.**



Create Authentic Opportunities to Connect as a Community

It requires more energy than ever to connect. Are you listening to where, when and how your supporters want to connect?
Things to consider

- Responsibilities
- Mental state
- Expectations
- Financial security
- Lifestyle change
- Introverted / Extroverted
- Zoom fatigue

Is it fun? Valuable? Educational? Inspirational?

← **Summary of the past 12 months**



COFFEE TALK
WITH **SARAH AOUN**
DATE: **MAY 26**



CHIEF TECHNOLOGIST
OPEN TECHNOLOGY FUND

RSVP Required. This is part of the Community Knowledge Share Workshops



COFFEE TALK
WITH **MATT MITCHELL**
DATE: **APRIL 29**



FOUNDER
CRYPTOHARLEM

RSVP Required. This is part of the Community Knowledge Share Workshops

A Web of Nodes

- Chat based meetings & presentations at times that work for everyone.
- Signal for small groups and one-to-ones
- Virtual Workshops using a variety of technologies, and that are also varied themselves in topic/tone AND are based on community needs.
- Facilitation that is dynamic, encourages engagement, and makes people feel safe
- Increased decentralized, community run spaces
- Groups arranged by interest or demographics.



Yes, you are working longer.

Virtual engagement requires more energy, resources and skills for everyone involved

Are you taking care of yourself and your team?

How your team feels will be reflected in ALL interactions

The micro should match the macro

THE DIGITAL RIGHTS COMMUNITY

COMMUNITY HEALTH REPORT

A snapshot of the health and wellbeing
of the digital rights communities and
networks around the world.



What are you doing to reduce barriers to engagement?

- Psychosocial needs
- Financial needs
- Technology needs
- Educational needs
- ?

Create real value for people so they want
to participate!



Time to Collaborate!! Build Mutual Aid

More than ever it's time to create solidarity and collaborations between others in your field / community / space.

Show that you care about and invested in the people you are serving.

People want to see leaders mobilize around them in true, authentic ways

Think outside the box - it's not always about collaborating with polished brands or focusing on your org's goals.



When creating community spaces, looking out for

- Language barriers
- Communication preferences
- Time Zones
- Time management

Listening to & Co-Design with your Community

- The right staff
- One-to-one virtual coffees / Teas
- Surveys
- Town halls
- Empower community leads to be your ear and wisdom
- Incorporate into auto-responses.
- Close the feedback loops: Show that you listened and made changes accordingly.



#SchittsCreek



NOBODY SAY A WORD
TO ANYBODY

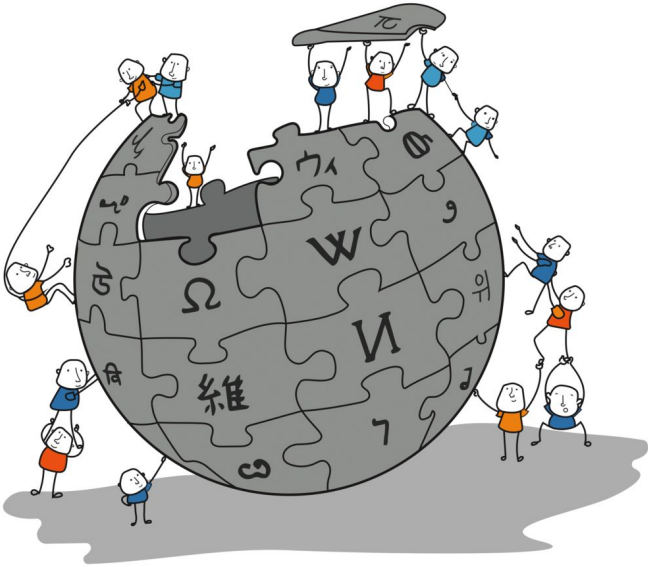
Be Okay With Silence



It's OK to ask for money? Yes, but be sensitive & aware

- Acknowledge the challenge/difficult time
- Only ask for what you really need
- Showcase your impact
- Launch campaigns that are relevant to the moment — relatable and urgent
- Share the wealth

Building Decentralized Community Networks



- Give people permission to lead
- Provide people with roles, and things to do
- Make sure their work benefits THEM
- Do the grunt work no one wants to do
- Provide opportunities for development, education, and growth
- Consistently remind them of their worth and value
- Invest in them and their future. Show that you care for folks on an individual basis.



Questions & Sharing!

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