Understanding and Responding to Hate Speech

Three-week online course for hate speech leads from civil society organisations, digital services coordinators, equality bodies, law enforcement and other public authorities.

Course Dates: 28 October - 20 November 2025
Language: English | Format: 100% Online |
Time Commitment: 2-4 hours/week | Cost: 199-299 € |

Hate speech causes harm. It undermines the dignity and sense of belonging of individuals, marginalises communities, and threatens social cohesion and democratic values. In the online space, hate speech poses growing challenges: it can take coded forms and is amplified rapidly online. As hate speech evolves, so too must the responses to it. Addressing it effectively requires coordinated efforts from social and video media companies, national governments, public authorities, civil society, and international organisations. This course supports specialists working in these sectors to better recognise and understand the impact and manifestations of hate speech, explore how international and European legal obligations can be translated into practical action, and strengthen hate speech response systems.

Discover 3 Modules in 3 Weeks

Module 1: Understanding the Concept of hate speech
Module 2: Legal Frameworks and International Standards
Module 3: Understanding the DSA and taking action on hate speech in your context

Live Tutorial Schedule

Introduction (optional)	Tuesday, 28 October	13:00–14:00 CET
Tutorial 1	Friday, 7 November	13:00–14:30 CET
Tutorial 2	Thursday, 13 November	13:00–14:30 CET
Tutorial 3	Thursday, 20 November	13:00–14:30 CET

What will I learn? By the end of this course, you will be able to:

- Identify and explain the key elements of the hate speech concept.
  - There is no universally agreed definition of hate speech. You will explore Facing Facts' working concept of hate speech as a foundation for the course and start to map it against existing international definitions and standards, taking a victim impact perspective.

- Identify and provide an overview of the international framework on addressing hate speech
  - Several key international standards help us navigate legal and policy responses to hate speech at the EU level. Module two will give you a framework to map these international standards and to understand how they apply in your context, forming the basis for awareness-raising and legal advocacy strategies.

- Describe the key elements of the Digital Services Act (DSA) and how it applies in your context
  - The DSA promotes EU and national level cooperation to regulate online hate speech. In Module three you will learn its key elements and assess its progress in your context.

- Map your hate speech response system and identify current and future priorities for action with your key partners
  - National and EU hate response systems rely on strong and active relationships, backed up by effective regulation and technical frameworks. In the second part of Module Three, you will map your key relationships and get feedback on your priority actions from your peers and expert tutors.

Who is this course for?

- Civil society specialists – with or without Trusted Flagger status – involved in monitoring hate speech, supporting affected individuals and communities and advocating for stronger legal responses.
- Actors working on the Digital Services Act: Digital Services Coordinators, vetted researchers, trusted partners of social and video media platforms.
- Representatives of international organisations and public authorities involved in implementing policies on hate speech.
- Change agents from diverse backgrounds who are keen to understand legal definitions and obligations but also want practical tools and collaborative strategies.

How will I benefit?

- Collaborative Learning: Learn alongside specialists across Europe in a structured, respectful, and peer-driven environment.
- International Standards: Gain confidence in navigating international and EU standards relevant to hate speech.
- Flexible Design: Designed for self-paced participation with three live tutorials, allowing you to take this course and take care of your other responsibilities.
- Action-Focused: Work on an action plan tailored to your role and national context, and connect with relevant actors in the field.
- Expert Support: Receive direct feedback on your reflections and action plan from an experienced tutor team.

Why Facing Facts Online?

Facing Facts Online specialises in high-quality cohort-based courses, which allow peers from different professional perspectives to learn together. Here is what some of our recent cohort learners had to say about our courses.

"I liked how they (the tutors) gave detailed feedback on the assignments. It was reassuring and quite encouraging to hear positive feedback from them and see their enthusiasm about our active participation."

"The course promoted a positive learning environment because it allowed us to share experiences between participants from various organizations and countries."

"The live tutorials…gave a sense of community and being part of the real thing"

Application
Application deadline on 8th September 2025.

Limited spots: We have kept our low rate for this cohort! If you want to dive deep into understanding and responding to hate speech, sign up! Only 199 € for civil society organisations and 299 € for police and public authorities.

Apply here or scan the QR-Code.

FAQs

What technology do I need?

You will need to access the course platform, which is hosted on Moodle. Weekly tutorials will take place over Zoom. For the best experience, we recommend using a computer or laptop. Technical assistance will be available.

Will I receive a certificate at the end?

On successfully meeting the course completion criteria, you will receive a certificate of completion from Facing Facts Online, the leading platform for online learning on hate crime and hate speech.

What is the cost?

299 € for public authorities and 199 € for civil society organisations.

What is the application process?

The Facing Facts Online team will carefully review applications with the aims and learning objectives of the course in mind. A commitment to multi-stakeholder learning and cooperation is required. Applicants will be selected to ensure a balanced mix of participants from a range of professional and community backgrounds.