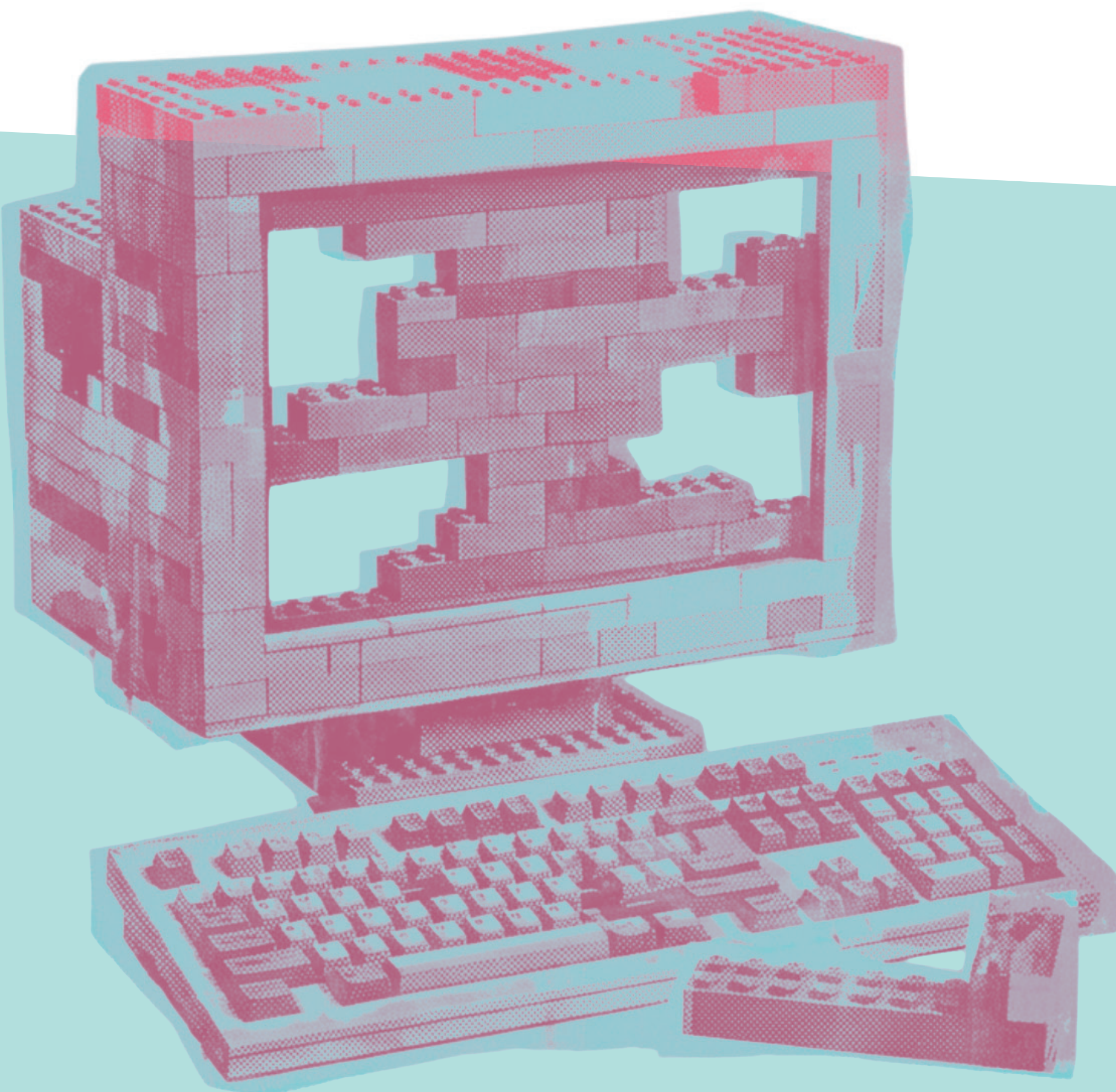


Online Violence Prevention Support Kit

Make your organisation 'Onlife' in 3 steps using 7 building blocks



This Support Kit provides 7 building blocks to be used in 3 steps.

If you do not have the time or resources to go through the 3 steps of this Support Kit, you can use the 7 building blocks as standalone guides.

They help you choose where to focus your efforts, depending on what is most relevant to your organisation today.

This way, you work in a targeted manner and **build a strong and sustainable online presence step by step**, at your own pace. The goal? An 'Onlife' presence where you combine the online and offline worlds with (even) greater awareness.

Step 1

The Quick Scan:

Choose the relevant statements within the 7 building blocks to see where your organisation stands today

Step 2

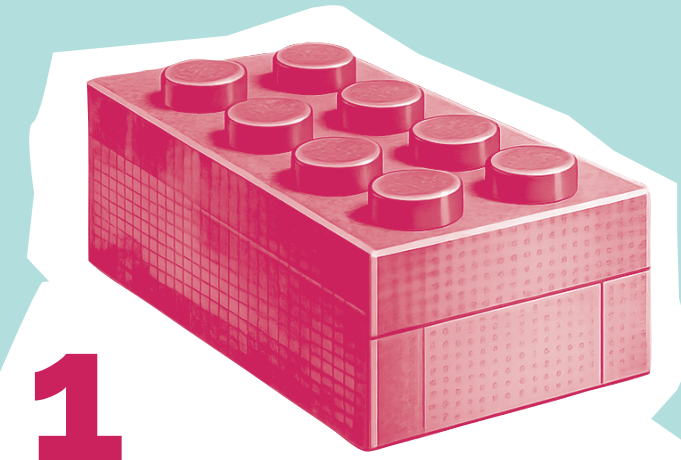
The Decision Aid:

Select your priority building blocks based on your Quick Scan results, the time available and your needs.

Step 3

Implementation plan:

Based on your priority building block, select actions and develop them further.



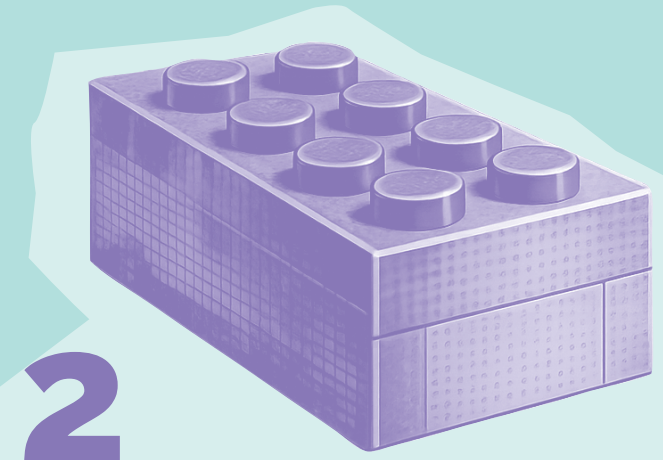
1 Strategy: added value, vision and positioning

Working online is not an end in itself. A clear vision is **crucial** for making informed choices: why are you focusing on working online, what added value does it offer, and what role do you play in this?

The answers to these questions are also important for working out the other pieces of the puzzle.

For managers and practitioners:

- ▶ Develop a shared vision of online working.
- ▶ Make clear choices: what are you (not) focusing on?
- ▶ Integrate online working into existing operations.
- ▶ Clarify roles, mandates and expectations.



2 Internal agreements

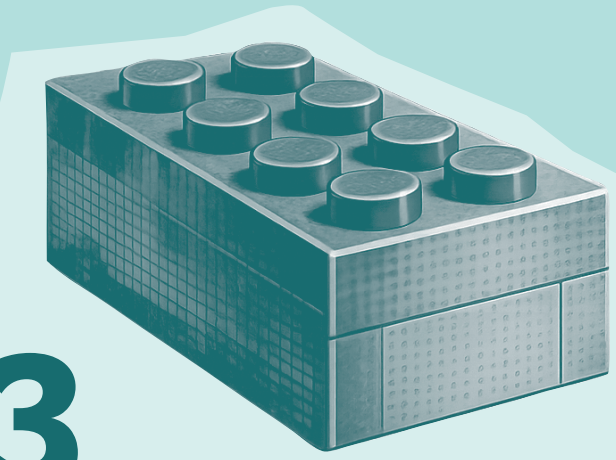
Working online requires clear agreements and frameworks. These provide guidance in day-to-day activities.

For managers:

- ▶ There is no one-size-fits-all approach. Discuss the elements that are relevant to your context.
- ▶ Make arrangements that are practical.
- ▶ Establish procedures for urgent or distressing situations.
- ▶ Ensure that staff know where to turn for support.

For practitioners:

- ▶ Manage your time and efforts carefully: start small and begin with a single online platform.
- ▶ Be clear online about your role, availability and boundaries.
- ▶ Choose a communication style that works for both you and your target group.
- ▶ Online works best in combination with offline contact.



3 Knowledge, skills and attitude

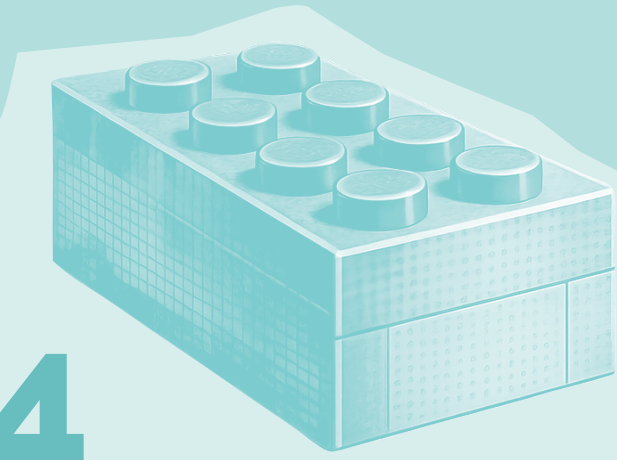
Working online requires specific knowledge and skills that are relevant to the online context: an understanding of the target group's online behaviour and digital context, knowledge of online platforms and tools, and an understanding of how online interactions work.

For managers:

- ▶ Encourage targeted training.
- ▶ Allow time and space to build up experience.
- ▶ Consider roles: not everyone needs to take on the same online tasks.
- ▶ Provide an internal point of contact for online work.

For practitioners:

- ▶ Not everything is new or different: many offline skills remain relevant online too.
- ▶ You can also learn by simply being present online, exploring your target group's world, and engaging with them.
- ▶ Share knowledge and experiences with your wider local network.
- ▶ Build up your knowledge step by step.



4 Online monitoring and tools

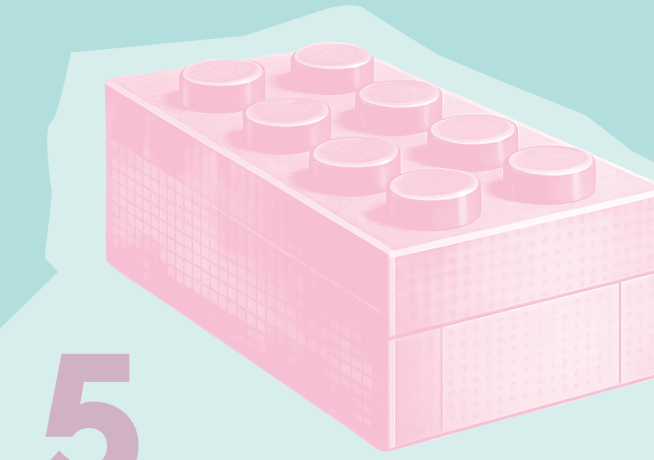
Online monitoring helps you gain insight into what is happening in your target group's online environment and better understand tensions, trends and signals.

For managers:

- ▶ No single individual has a complete picture of what is happening online: encourage knowledge sharing within teams and the wider local networks.
- ▶ Make informed decisions about when and how online monitoring is useful.
- ▶ Use tools and platforms in a conscious and supportive manner.
- ▶ Agree on procedures for identifying and following up on signals.

For practitioners:

- ▶ Online monitoring is best done in a targeted, time-limited and role-specific manner.
- ▶ You build insight in the online world through a combination of being present, listening, collaborating and targeted exploration.
- ▶ Focus on what is relevant to your role and target audience.
- ▶ Start small: follow a few relevant platforms or signals.
- ▶ Link online information to the offline context to better understand situations.



5 Collaboration

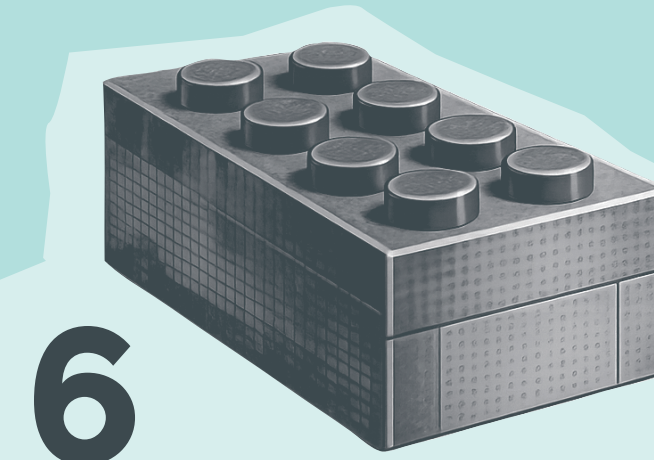
No single organisation has a complete view of the online world on its own. Collaboration helps to bring fragmented impressions and perspectives together into a more complete picture, and to coordinate initiatives.

For managers:

- ▶ Adopt an online mindset in local consultations and case discussions: consciously consider which online aspects might play a role.
- ▶ Encourage local and supra-local knowledge sharing. What you are struggling with yourself may already have been mastered elsewhere.
- ▶ Think in advance about how you will deal with questions or concerns from outside your region.

For practitioners:

- ▶ Look beyond traditional partners. Also involve online communities or group administrators.
- ▶ Coordinate online actions with partner organisations. This will increase your impact.



6 Legal, professional and ethical considerations

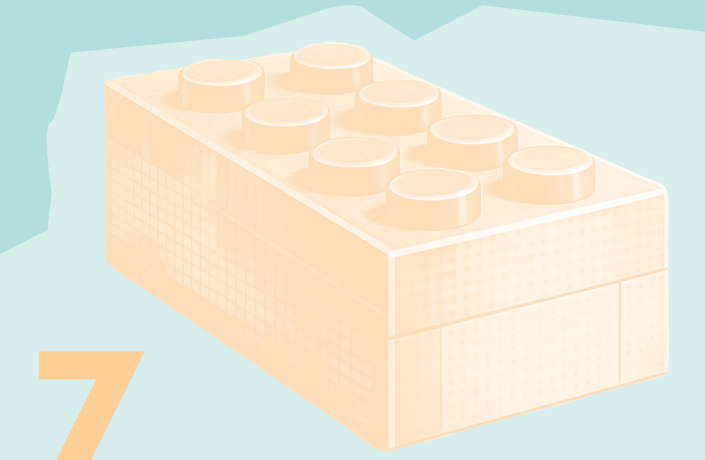
Legal and professional rules also apply online. However, an online context presents specific challenges.

For managers:

- ▶ Focus on knowledge and awareness of applicable legal provisions, and translate these frameworks into clear internal guidelines for working online.
- ▶ Establish agreements on secure communication and data sharing.
- ▶ Establish procedures for emergencies and urgent online signals.

For practitioners:

- ▶ Apply the same professional principles online as you do offline.
- ▶ Handle sensitive information with extra care online.
- ▶ Avoid unnecessary storage or dissemination of data.
- ▶ Dealing with concerns online can present difficult ethical dilemmas. Professional conduct online should be discussed with colleagues, and good instincts are developed through practice and experience.



7 Investing consciously

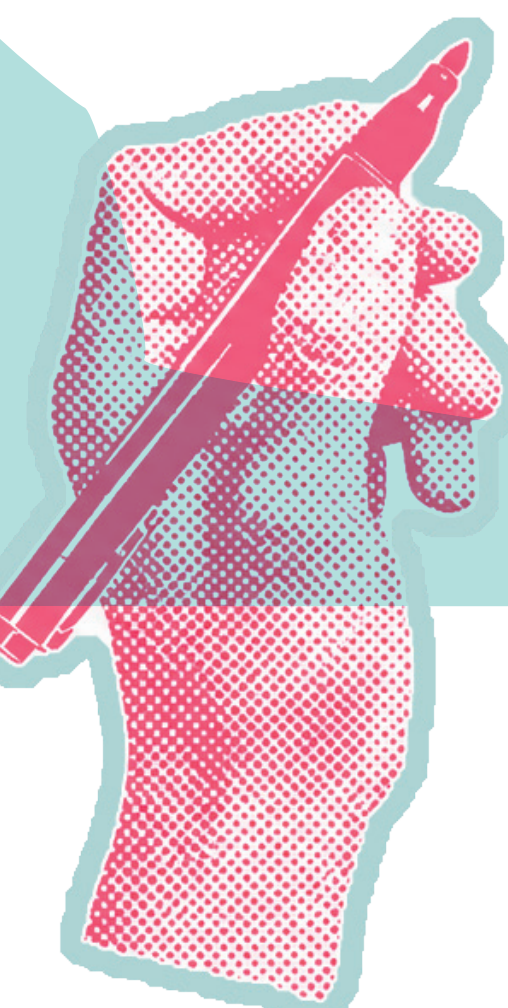
Working online requires time, resources and conscious choices. Without a clear focus, it quickly becomes something that is simply 'tacked on'.

For managers:

- ▶ Provide support, time and suitable tools.
- ▶ Link investments to your organisation's vision, objectives and impact.
- ▶ Evaluate online initiatives and make the benefits visible.

For practitioners:

- ▶ Choose carefully where you invest your time and energy.
- ▶ Link online and offline work, so that you maximise the impact.
- ▶ Regularly reflect on what is working and what needs to be adjusted.



This Assistance Toolkit forms part of a project commissioned by the Agentschap Binnenlands Bestuur (Agency for Home Affairs) on the online early detection and prevention of violent radicalisation and harmful polarisation. It constitutes one of the actions within the Flemish Government's 2025–2030 action plan for the prevention of these phenomena

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