

Handling Cyberbullying at School: Prevention, Intervention, and Follow-up

A whole-school approach

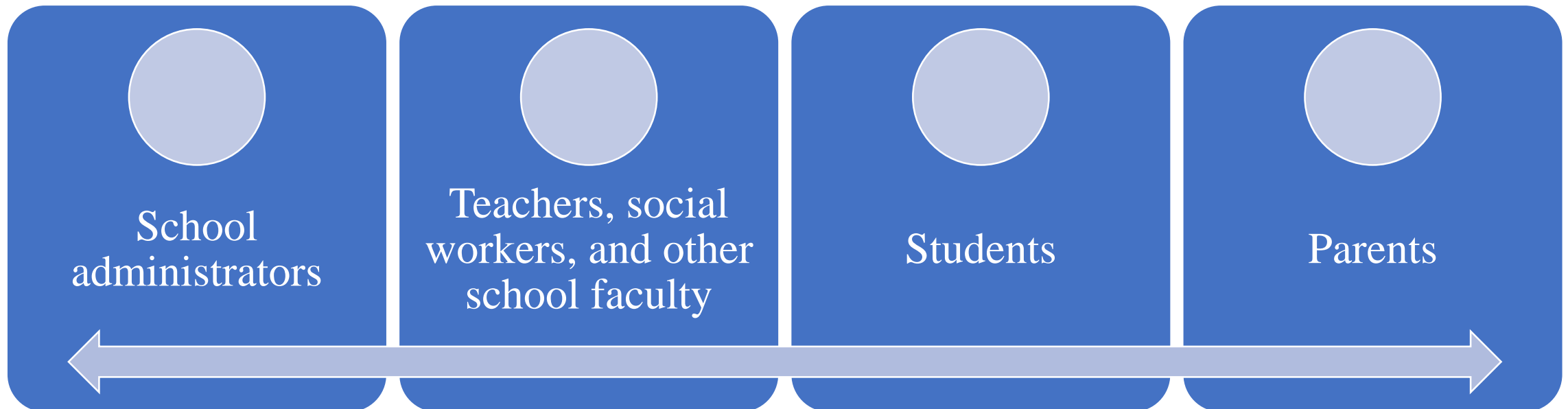


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What is a whole school approach?

A whole-school approach (Cambridge Education, 2005) means **that the whole school community, including the students, teachers, support staff (counsellors, social workers); parents and board of governors, are involved in confronting the issue of cyberbullying.** This is the most effective approach to tackling bullying and cyberbullying in school.



Prevention

1. School Policy

(The Anti-Defamation League, 2007)

☐ **Definitions:** What terms do you think should be clearly defined in the policy?

☐ **Code of Conduct:** Clear guidelines for Internet use

☐ **Consequences**

☐ **Reporting system**

What is cyberbullying?

Cyberbullying is “*the use of information and communications technology, particularly mobile phones and the internet, deliberately to upset someone else*”.

The particular forms of cyberbullying can include any of the following:

- harassment or cyberstalking;
- defamation or vilification
- impersonation;
- unauthorised publication of private images;
- manipulation;
- peer rejection.

Prevention

1. School Policy

- ❑ Code of Conduct: Clear guidelines for Internet use

Be polite: always use respectful and appropriate language in your message

Use the Internet appropriately: for educational purpose

Keep personal information private

Web content filtering

1. School Policy

ANTI-BULLYING POLICY (INCLUDING CYBERBULLYING)

- ❑ **Consequences:** Updating policies to include consequences for cyberbullying and online cruelty

Outcomes

1. The bully (bullies) may be asked to apologise genuinely. The full range of disciplinary sanctions outlined in the School's Behaviour Policy may be applied. Bullying in all its forms will be considered to be a serious disciplinary matter.
2. In serious cases **exclusion**, either temporary or permanent, will be considered.
3. If possible, the pupils will be encouraged to be reconciled.
4. Pupils who are victims of bullying will receive support from pastoral staff to rebuild confidence and self-esteem and to ensure that they feel safe.
5. After the incident(s) have been investigated and dealt with, each case will be monitored to ensure repeated bullying does not take place.

ANTI-BULLYING POLICY (INCLUDING CYBERBULLYING)

1. School Policy

- ❑ Establish reporting mechanisms, and make reporting of cyberbullying and online hate incidents a requirement

Procedures

Whilst staff/student relationships, staff awareness, presence, duty rotas and the physical layout of school should help limit the incidences of bullying, the following procedures should be followed:

1. All incidents of bullying should be reported to the appropriate Head/Deputy Head of the Primary and Senior Schools.
2. In cases of serious bullying a written record of the report will be made with written records kept of the follow up investigation on the MIS. Interviews should be conducted with two members of staff present.
3. If judged to be appropriate parents will be informed and will usually be asked to come in to a meeting to discuss the problem and its resolution.

Prevention

(The Anti-Defamation League, 2007)

2. School Faculty Development (teacher, social worker, counsellor, etc.)

- ❑ Participate in education and training regarding **knowledge about Internet safety, awareness, and strategies of** cyberbullying (Tangen & Campbell, 2010).

- What is cyberbullying?
- How are students affected by cyberbullying?
- What does it look like?
- What can I (as a teacher/counsellor/social work/other school faculty) do?

Prevention

3. Students Education

- ❑ **Digital literacy**: e-safety, netiquette, assessing one's online risk, measures to protect oneself online.
- ❑ **Knowledge and awareness** of cyberbullying and **strategies** for reacting to cyberbullying as targets and as bystanders
- ❑ Promote **empathy, social-emotional competence**, ethical decision-making skills, and respect among students



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列印

網絡安全影片及教案

NO.		Topic	
1	黑到爆	Don't disclose your full identity – Watch out identity theft	http://youtu.be/s6jsknlx-ZU
2	電腦安全擂台大激鬥	Never give a chance – Protect your computer from risk	http://youtu.be/jCr0BpxccrU
3	網絡偵探團	Whom to trust? – Surfing wisely on the Internet	http://youtu.be/XgNyJd-jaHs
4	好友邀請	Young people's partners – Teachers and parents as social media partners	http://youtu.be/F5JAKa-LNMQ
5	妄想交友	Never cheat or be cheated – Cautious about making friends online	http://youtu.be/M3PJwZetscU
6	色扣	Can you blindfold for children? – Watch out online pornography	http://youtu.be/l1kNX5vBcrU
7	只是一句	Don't attack – Online bullying	http://youtu.be/dBY0dYINLFM
8	網絡侵權	Don't want others to steal from you – Respect Intellectual Property	http://youtu.be/qETOhQc8ttI
9	網絡沉迷	You are the master – Avoid addiction in Internet	http://youtu.be/NrgKvkEZ7N0
10	阿思與阿癡	Who am I? – Build up proper Internet Behaviour	http://youtu.be/Ouqdesp_8zI





Prevention

4. Parents Education

- ☐ Increase awareness of Internet safety strategies
- ☐ Teach parents social media use
- ☐ Knowledge about cyberbullying: signs,
- ☐ What can parents do to help prevent and respond to cyberbullying
 - ✓ Monitor their teenage children's Internet use
 - ✓ **Communication**: no restriction will be enforced when cyberbullying occurs
 - ✓ Identify and respond to incidents of cyberbullying: report to school asap.
- ☐ **Parents and school together**

(The Anti-Defamation League, 2007; Grigg, 2010; Marczak & Coyne, 2010; Marczak, 2012)

Prevention

5. Anti-Cyberbullying School Culture

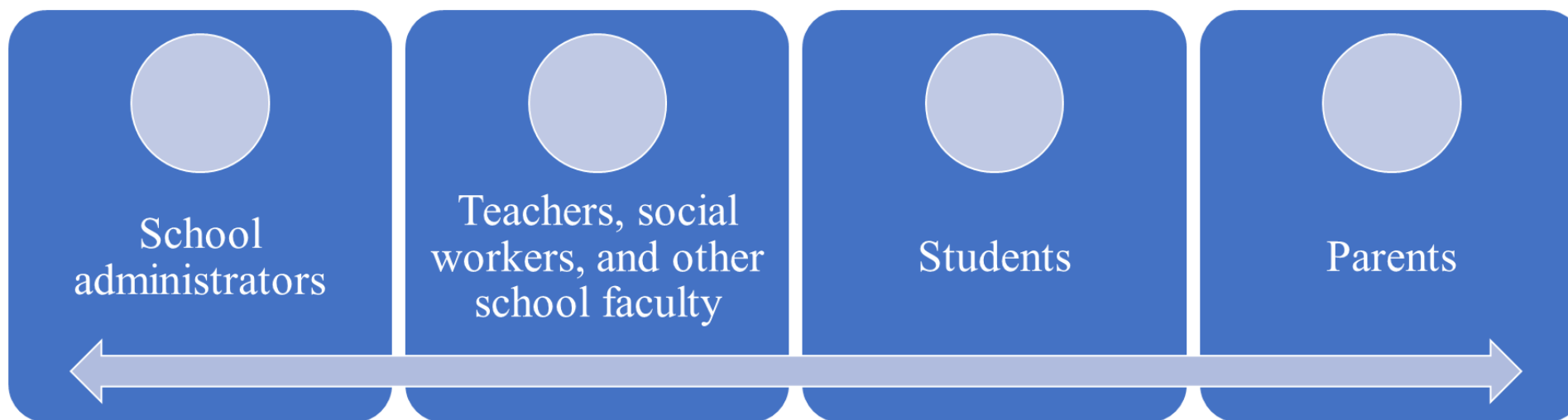
- ☐ Reframing bully prevention to build strong school community
- ☐ Develop value of **respect and social-emotional** skills

(The Anti-Defamation League, 2007; Grigg, 2010; Marczak & Coyne, 2010; Marczak, 2012)

Prevention: Whole-School Approach

1. School policy

3. Student education



2. School staff and
teacher development

4. Parent education

5. Anti-cyberbullying school culture

MY SCHOOL POLICY: WHAT CAN I CONTRIBUTE?

MY SCHOOL POLICY: WHAT CAN I CONTRIBUTE?

Please spend 1-2 minutes to recall **the available resources and/or policy in your school** as far as you know, **related to the challenges of technology / cyberbullying**. What are the strengths and gaps in these resources?

Work with your group, choose one question in **Handout 1** for discussion and write down your answers in the worksheet.

Choose one improvement that you want to make and develop an action plan in **Handout 2**.

Intervention

1. Early identification



2. Immediate response



3. Assessing the problem



4. Reactive strategies



5. Counseling

**Be aware of
warning signs of
cyberbullying**

Signs of Cyberbullying

Can you think of any warning signs that may indicate that your student is a victim of cyberbullying?

Can you think of any warning signs that may indicate that your student is a perpetrator of cyberbullying?

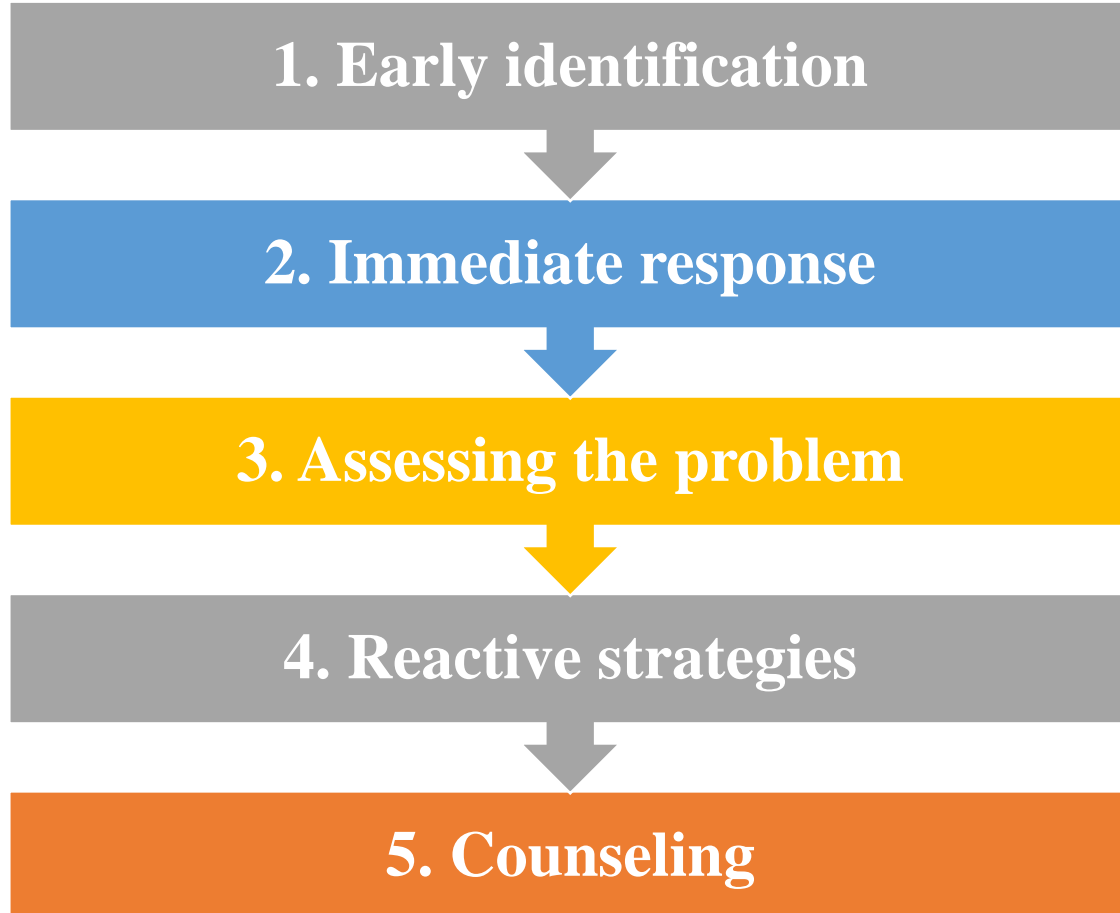
Warning signs of cyberbullying perpetrators

- Hides or closes computer screen from others
- Uses computer late at night
- Becomes agitated if they cannot use the computer
- Uses multiple online accounts
- Shows excessive use of the computer and/or cell phone
- Displays excessive laughter while using computer
- Does not discuss what he or she is doing on the computer

Warning signs of cyberbullying victims

- Shows anxiety when email or instant messages appear on the computer/mobile phone screen
- Appears upset or depressed after using computer/mobile phone
- Suddenly stops using computer or noticeable, rapid decreases/increase in device use including texting
- Appears anxious about/avoid going out in public including school, even those that were enjoyed in the past.
- Tries not to engage in conversations about what he or she is doing on the computer
- Becomes withdrawn from social and family support systems

Group Discussion: Case study



- Divide yourself into small groups
 - ✓ Group 1: Class teachers
 - ✓ Group 2: Social workers /Counsellors /Guidance teachers
 - ✓ Group 3: School management
- Watch the video and discuss among your group: what you can do if the case happens in your school
- Summarize the actions you will take and choose a reporter to share your answers

Intervention

1. Early identification



2. Immediate response

**Listen and talk
to the student**

Step 1: Be a good listener

- Take your student seriously
- Find a private place that makes student feel safe
- Manage your own feeling well
- Be the role model for your student during the conversation

Step 2: Talk with your student about the problem

- Give your student unconditional support
- Use gentle exploration and empathy
- Save evidence

Intervention

1. Early identification



2. Immediate response



3. Assessing the problem

**Investigate and
assess the
problem**

1. Assess if the problem belongs to bullying behaviour
2. Help student to understand the difference between rude, mean, and bullying behaviours
3. Thoroughly investigate the incident: fully understand the situation, and have separate conversations with all parties
4. **Determine the consequences in accordance with school policies**
5. Consult with other school staff about what to do next on reporting and handling the incident

Intervention

1. Early identification



2. Immediate response



3. Assessing the problem



4. Reactive strategies

Take actions
according to
school policies

- Specific intervention: give the student advice for **making sure the bullying does not happen again**.
- **No retaliation**: ensure that the young person does not retaliate or reply to the messages.
- **Privacy**: encourage the child to keep personal information private on the internet.
- **Work with parents and other parties** (e.g., police).

Specific intervention

- Blocking offending e-mail addresses and cell phone numbers
- Changing children's e-mail address and cell phone numbers
- Reporting cyberbullying incidents to police if extremely harmful
- Reporting incidents to e-mail services, internet service providers, web sites, cell phone companies, etc.
- Cancelling services if providers do not respond to complaints

Intervention



Intervention: Victims

Counselling for cyber-victims

- Help the child **to cope with the trauma of cyberbullying**
- Deal with the **physical and mental difficulties** caused by cyberbullying
- **Assertive skills**
- **Socialization skills**
- **Improving self-concept**
- Assess for **underlying issues** that **may lead to bullying behaviours**
- **Provide education to parents on how to support their child**

Intervention: Cyberbullies

- Give **support**: let the bullies know **you will listen** and **you will help them** try to resolve the problem
- Assess the problem: Find out what happened:
- **Communicate your school's values and policy**
- **Create a plan with the student to take responsible action**, following school policy



Counselling	• Assess for underlying issues that may have lead to bullying behaviours
For Cyber-	• Deal with the underlying issues including experiences of being victimized
Bullies	• Educate the child regarding the serious consequences of cyberbullying
	• Increasing self esteem
	• Improve social skills
	• Impulse control, anger management, ways to appropriately express feelings

Intervention: Bystanders

- Encourage bystanders to become upstanders: not taking actions gives bullies more opportunities to torment the victims (**50% can be stopped** due to upstanders' action)
- Teach students **what an upstander can do** to stop cyberbullying

- Post words of support for the victim, such as “I disagree with what’s been said.”
- Encourage the victims to seek help, e.g., “You are being bullied, seek help from someone you trust”
- Rally your friends to post comments that show support for the victims.
- Alert someone in authority (teacher, parents, other adults) about what you are observing.
- Report what you are observing to the security team for the site you are visiting.
- Be aware of your own safety.

Intervention

1. Early identification

2. Immediate response

3. Assessing the problem

4. Reactive strategies

5. Counseling

Victims

Bullies

Bystanders

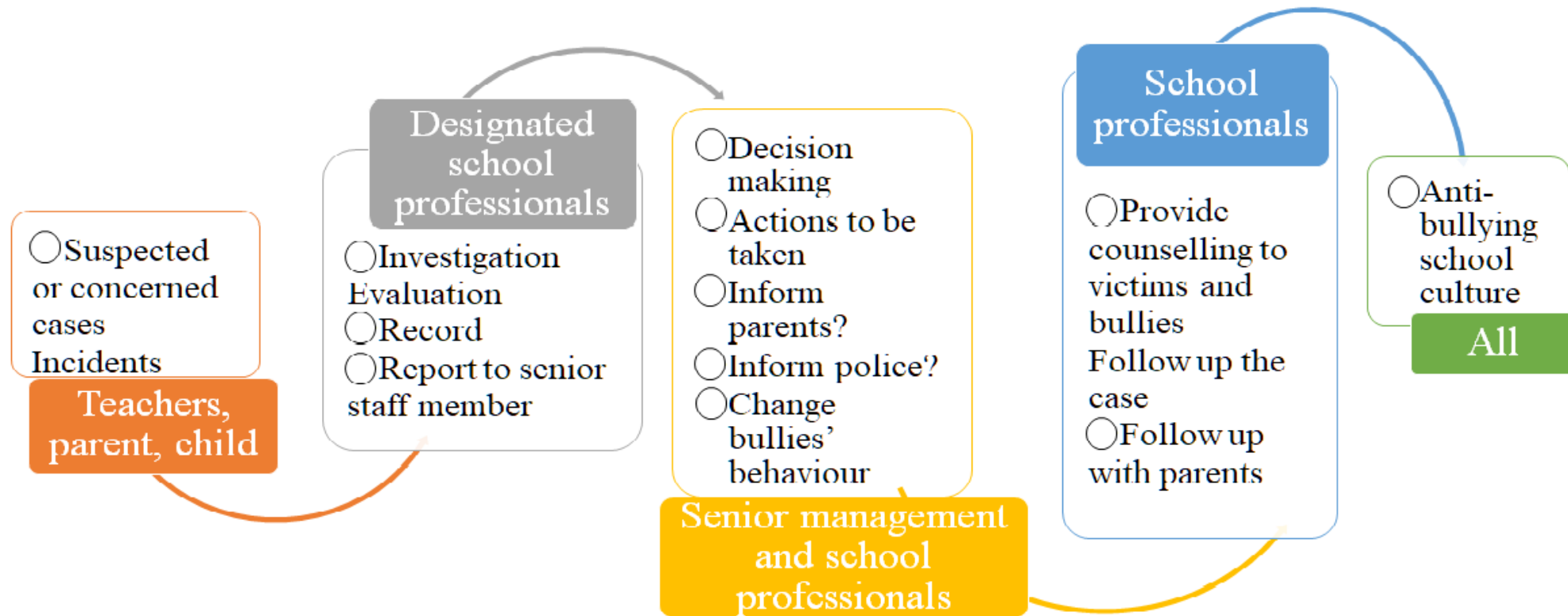
Follow up

➤ **Follow up with your student:** to ensure they are safe, and feel safe in your classroom

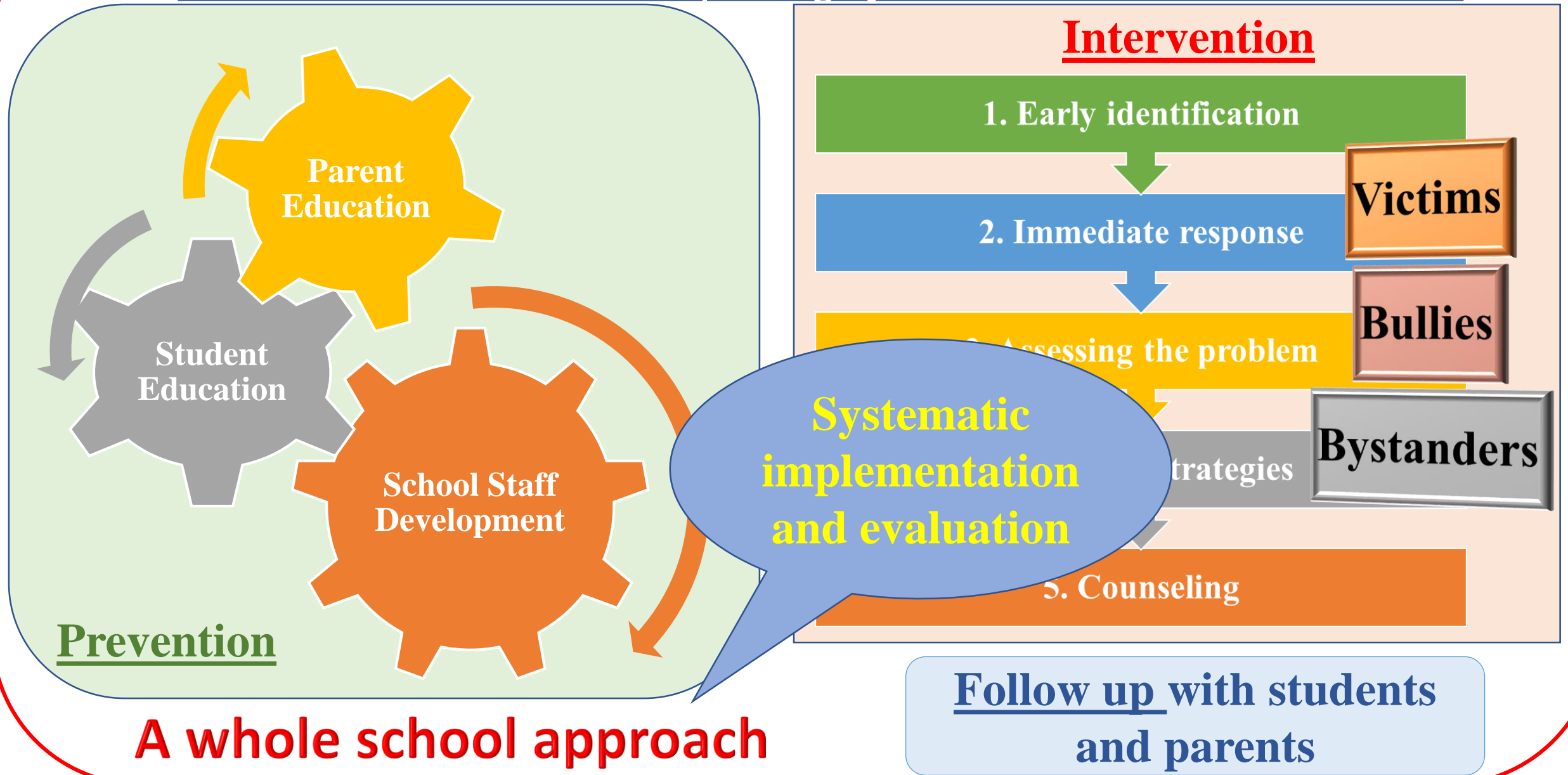
1. Has the problem been resolved?
2. Does the student feel comfortable in your classroom and at school?
3. Has the child who engaged in bullying behaviour received education and support?
4. Are the students involved in the incident in need of mental health support or services?
5. Does your student have a support network of friends and family?
6. Have you developed norms around acceptable behaviours in your classroom and in the school community?
7. Are you teaching direct lessons on social and emotional learning?

➤ **Follow up with parents of the student:** to ensure communications were clear and the consistency regarding what to do to encourage the most positive outcome.

A whole school approach



Anti-cyberbully school policy and culture: clear guidelines and reporting system



Useful Resources

- **Making Your Primary School E-safe: Whole School Cyberbullying and E-safety Strategies for Meeting Ofsted Requirements** Kindle Edition

Useful Resources

- Facebook has produced Empowering Educators support sheet specifically for teachers and launched the [Bullying Prevention Hub](#) with Yale's Centre for Emotional Intelligence.

Useful Resources

<https://bullyingnoway.gov.au/NationalDay/ForSchools/ClassActivities>

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