BUILDING RESILIENT COMMUNITIES

GAME INDUSTRY RECOMMENDATIONS

- Online multiplayer games are powerful avenues for fun, empowering, and engaging connections with other people, and gaming can help build life-long connections and active communities.

- Broad issues with toxicity/hate/harassment in games (yes, even jokes) can increase the vulnerability of games to be exploited by extremists because the difference between such toxicity and extremist propaganda can be hard to differentiate.

- The power of such games to build connection and community can also be utilized by extremists – both by those looking for opportunities for recreation, as well as those aiming to recruit to their cause.

- This problem is not unique to online multiplayer games, but it remains a threat to gaming communities and the industry as a whole.

- Cross-industry collaboration is needed to support the development of resilient gaming communities – communities with low levels of hate and harassment, and high levels of positive engagement that are able to identify and reject content that does not align with such healthy norms. Not all communities will or should have the same norms; individual tailoring of any tools or guidelines are important.

Strategies to Support Community Safety and Resilience

- Clear community guidelines integrated into gameplay & enforced across all players.

- Proactive moderation of text and voice chat to reduce player exposure to harms.

- Clear & consistent transparency reports to support cross-industry reduction of toxicity and extremism.

- Easily accessible player reporting systems with transparent feedback mechanisms.

Additional resources!