



# HATE SPEECH STORIES FROM GRASSROOTS SPORT CLUBS

**RESPECT IS THE GOAL  
HATE SPEECH  
THREATENS SPORT  
INTEGRITY .**



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## O1 - D1.1 STORIES / RIGHTS FRAMEWORK

*A collection of intercultural stories about hate speech in sport contexts and interviews with different actors involved in sport with specific focus on grassroots of team sports– RIGHTS framework founded on evidences and experiences.*

## 01 - 1.2 STORIES / RIGHTS FRAMEWORK

*A collection of stories and interviews about hate speech in sport contexts – RIGHTS framework founded on practice-based evidence*

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### Project Reference

RIGHTS – Respect Is the Goal, Hate speech Threatens Sport integrity

Erasmus + Programme of the European Union

### Lead Partner

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Amateur Sports Leagues – [NGO, Bulgaria]

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## CREDITS AND DISCLAIMER

This document is the collective effort of many individuals and the partner organisations working on behalf of the project “RIGHTS – Respect Is the Goal, Hate speech Threatens Sport integrity” and every attempt has been made to ensure that the contained information is true and accurate.

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## FORWARD NOTE

In total, 74 stories have been directly gathered by the partners using the method of narrative interviewing and constitute real life experiences of citizens of Bulgaria, Greece, Italy, Portugal, Serbia, and Turkey.

The reader may find in these pages relevant information concerning the way the stories were collected (*section: Behind the stories*), the narrators (*section: The people behind the stories*) and the leading actors of the collected stories, their age, origin, roles (*section: The stories behind the people*).

What is more, the reader may find the whole stories-narratives (*Stories from Bulgaria, Greece, Italy, Portugal, Serbia and Turkey*) and be guided through each different story collected and through the analysis of the stories-narratives (*sections: “Findings”*), as well as a relevant brief glossary.

These stories, also published and available online in the project website, aim to highlight prevalence of hate speech on grassroots levels, actors involved, content and perceived effects on people involved in sports in different role such as athlete, coach, parent, fan or referee. to prevent and counter hate speech in sport and through sport at grassroots level, the project aims to inspire stakeholders, organizations and anyone involved in establishment of integrity of grassroots sport through dissemination of values such as social inclusion and integration, respect, fairness, loyalty and solidarity.

## ACKNOWLEDGEMENTS

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- To all the individuals, who shared either their personal stories or situations and cases which they had witnessed or experienced.
- To all the partner organisations and working teams, that contributed to the collection of the narratives and provided their feedback on the first version of this document.

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## 1. Introduction

The Stories, set out below, together with the Literature Review have been collected and analysed in order to develop a RIGHTS Framework of good practices and constitute the basis of reference and the knowledge foundation of the project. Descriptive information on interviewees by country has been presented in Table 1.

Both questionnaire and semi-structured questions were used to construct the interviews with adults to explore the details of their previous or recent experiences on hate speech in grassroots sport. Interview questions focused on profile of both hate speaker and victim, perceived motivations and consequences of hate speech, lessons learned, and how it effects their engagement in sports.

These stories presented in Annex 1, also published and available online in the project website (<http://rightsproject.eu/>), aim to highlight both best approaches and practices and gaps and to prevent and counter hate speech in sport especially at grassroots level. They constitute the basis to establish preventive measures and to create tools to inspire stakeholders and grassroots organization to develop specific programmes at sport clubs, aiming at preventing hate speech, as well as stimulating coaches, parents, fans and managers to raise awareness to improve their capacities in dealing with hate speech as a societal challenge.

Stories have been collected through semi-structured interviews with people who previously involved in/ or a member of;

- a grassroots amateur sport as athletes, coaches, parents, official etc
- specifically team sports including football, handball, basketball and volleyball.
- sports clubs at both amateur and professional level,
- sports organizations such as schools, clubs, federations, event organizations etc.

**Table 1.** Descriptive information on interviewees by country (in alphabetical order)

Country	Role							Sex		Sport				
	Coach	Manager	Player	Fan	Parent	Official	Other	Male	Female	Football	Handball	Volleyball	Basketball	Other
Bulgaria	0	2	8	0	0	2	0	10	2	9	0	2	1	0
Greece	1	0	7	1	2	0	1	7	5	6	0	3	0	3
Italy	4	4	3	2	0	0	1	8	5	4	0	4	0	4
Portugal	3	1	7	1	0	2	0	9	4	8	0	1	1	3

Serbia	1	0	7	0	1	3	0	5	7	3	1	2	2	4
Turkey	4	0	5	0	2	1	0	6	6	3	3	4	2	0
Total	13	7	37	4	5	8	2	45	29	33	4	16	6	14



## 2. Methodology:

### 2.1. Collecting Stories

At an initial stage, a common template for the interviews was developed and discussed with the partners. Final version was distributed to the partners. Interview Guidelines and Consent Form was introduced by explaining the phases of implementing an interview. It was recommended to make a voice record through online meeting platform (e.g. zoom) upon approval of the participant to allow the interviewer to actively listen and note every details afterwards. The method to collect stories has been determined as follow;

- **Preparation Phase: Translation**
  - Translating Interview Guidelines/Questions and Consent Form into native language
- **First Phase: Introduction (10 min)**
  - Clarifying the general needs of the project
  - Verifying the understanding and the principle of the general lines of the project
  - Getting verbal consent of the interviewee to approve his/her participation and voice record
- **Second Phase: Interview (45 min)**
  - Establishing the interview
  - Submitting all the questions
- **Third Phase: Closing remarks (5 min)**
  - Collecting hot impressions
  - Asking for impressions on the interview and on the project in general
- **Final Phase: Translation**
  - Filling the form by summarizing answer, review the answers and translating into English

Stories was collected from target groups which include athletes, coaches, referees, managers, fans, parents who involve in grassroots sports in different context. The participants were interviewed mostly online to collect stories (situations or/and cases of hate speech) which they personally witnessed or experienced. The stories were directly collected by the partners using the method of narrative interviewing, from citizens of Bulgaria, Greece, Italy, Portugal, Serbia and Turkey.

Qualitative semi-structured interviews that we implemented are widely used method of data collection in social sciences. Whereas interviewer addresses outline of the topic, respondents answer in their own terms and point out subjective viewpoints pertinent to them. Therefore, semi-structured questions were considered as a guide of the interview to explore in-depth accounts of people's experiences.

## 2.2. Data Analysis

We implemented thematic analysis for identifying patterns and themes within the answers. After collecting the stories, each partner first transcribed the voice recordings. Data analysis was continued by interpreting the data and determining themes. The data was analysed manually on English transcriptions of the interviews.

We initially used predetermined codes to outline pertinent points for consideration. Then we generated new codes during the process of data extraction and applied to the data set. After themes and subthemes were extracted from transcriptions, other researchers were asked to review missing or uncategorized answers and to indicate further codes if necessary. Finally, codes featuring similar contents were grouped together and defined as main themes.

The results of thematic analysis are presented in “Findings” section.

## 3. Main Findings

### 3.1. The people behind the stories

In total 76 people, who is currently or previously involved in amateur grassroots sports as an athlete, coach, parent, fan, referee or an official were interviewed to deeply explore their hate speech experience in youth sports. They shared either their personal stories or cases which they had experienced.

The number of participants were dominated by athletes (47.3%) as they are the main actors of youth sports. They were followed by coaches (18.9%), managers and officials (9.5% for each), parents (6.8%) and fans and others (4.1% for each). By gender, the number of participants was dominated by male participants (46 vs. 30 for male and female, respectively) (Table 2).

**Table 2.** Descriptive Statistics on Role and Sex of the Participants

	Frequency	%	# of Male	# of Female
Ex-Athletes	35	47.3	21	14
Coach	14	18.9	11	3
Manager	7	9.5	4	3
Official	7	9.5	3	4
Parents	5	6.8	4	1
Fan	3	4.1	2	1
Others	5	4.1	1	4
Total	76	100	46	30

### 3.2. Analysis of Hate Speech Cases

Exposure to hate speech might be experienced across multiple venues: face-to-face, which targets a specific person/ group or *general circulation* such as anonymous communication in social media or grandstands. As it can be seen in Table 3, respondents reported higher levels of hate speech on face-to-face communication (76.6%) in comparison to general circulation (23.3 %).

**Table 3.** Type of Hate Speech

	%
Face To Face	76.7
General	23.3

Although there is an assumption that hate speech has moved to online platforms (\*Foxman and Wolf 2013), respondents indicated that hate speech is a long standing problem both on and off the field of play. Total frequency of occurrence in *field of play*, *grandstand* and *locker room* 81.3% (Table 4) signifies how common it is at the workplace of athletes, coaches and officials. It has been reported that 46.7% of cases was occurred in the field of play during either training or competitions. The next two common place was reported as grandstand (30.4%) and online platforms (9.8%).

**Table 4.** Where Hate Speech Incidence Occur

	%
Field of play	46.7
Grandstand	30.4
Online/Web/Social Media	9.8
Press	0.0
Public	2.2
Locker Room	4.3
Phone	1.1
Sport Authorities Office	4.3
Other	1.1
Total	100.0

\*Foxman, A. H., & Wolf, C. (2013). *Viral hate: Containing its spread on the Internet*. Macmillan.

In order to elucidate common ground of their hate speech experiences, we asked them to indicate the most relevant categories for the target and the type of the hate speech out of the entire classification below:

- swearing/insulting (i.e. any discourse containing swear or insulting discourse)
- exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)
- enmity/hostile (i.e. any hostile expression about a person or group)
- symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)

Results revealed that, swearing and insulting type of hate speech is the most common (38%) among others which is followed by enmity (21%), symbolization (15%), and exaggeration (14%). There are also differences by gender. More specifically, female respondents reported that symbolization (i.e. the most experienced humiliation was on gender based) is the most relevant category with 72.7% occurrence rate whereas male participants reported more cases than females for other 4 categories (Table 5.a).

**Table 5 .Types (a) and Target (b) of Hate Speech**

a)			Total (%)	Male (%)	Female (%)
Type of Hate Speech	Swearing/insulting		38.0	53.3	46.7
	Enmity/hostile		21.0	61.1	38.9
	Symbolization		15.0	27.3	72.7
	Exaggeration/distortion		14.0	50.0	50.0
	All of the above		12.0	58.3	41.7
b)					
Target of Hate Speech	Discriminatory (Non-sport specific)	Race/Ethicity	37.5	61.5	38.5
		Sex/Gender ID	13.5	43.1	56.9
		Social Class	6.7	42.9	57.1
		Colour	6.7	42.9	57.1
		Religion	2.9	33.3	66.7
		Age	5.8	36.3	63.7
		Political View	0.0	0.0	0.0
	Rivalry (Sport Specific) (eg. criticism, jealousy)	Performance	8.7	44.4	55.6
		Physical Ability	6.7	57.1	42.9
		About Game (e.g.Score,Decision,Rules)	4.8	80.0	20.0
	Others	Personality	2.9	66.7	33.3
		Other	3.8	50.0	50.0

Perceived target of hate speech can be categorized in two main themes as *Sport-Specific* and *Non-Sport-Specific*. As it can be seen in Table 5.b, 73.1% of total cases reflects discriminatory *Non-Sport-Specific* content. The most remarkable two are *Race/ethnicity* (37.5%) and *Sex/gender* (13.5%) categories. Discriminatory speech towards women is at higher percentages for all categories except *Race/Ethnicity*.

### 3.3. Identifying The Hate Speaker and Motivations Behind

Hate speakers' sex and their role in sport context were reported by respondents and resulted in 72.1% male only and 7.4% female only cases (Table 6). For remaining 20.6% of the cases, hate speakers were from both sex. *Fans* are seen as dominant actors behind negative discourse with 40.7% incidence rate, while the *Coaches* (23.3%) and *Peer-athletes* (youth athletes) (20.9%) were reported as second and third most accountable sources. They are followed by *Parents* with 8.1%. Reminding that the tendency of children to emulate the practices of others, young athletes having witnessed or experienced hate speech might be negatively affected in terms of their motivation and attitudes towards sports. This topic is discussed in details in supplementary document entitle "Literature Review".

**Table 6.** Hate Speakers' Profile

		%
Sex	Male	72.1
	Female	7.4
	Both	20.6
Role	Fans	40.7
	Coach/Officials	23.3
	Player-Peer	20.9
	Parents	8.1
	Player-Senior	3.5
	Manager	3.5
	Other	0.0
	Referee	0.0

According to Respondents' viewpoint, the perceived aim and motivation of hate speakers have been presented in Table 7. In "Perceived Aim" subtitle (Table 7.a), following eight codes were reached to describe whole data. Incidence rates from higher to lower are *Humiliation*, *Put Fear*, *Discriminate*, *Distress/Ignore*, *Negative Streotyping*, *Provoke Violence*, *Phycal Damage*, and *Motivate To Perform Better*.

On the otherhand, "Perceived motivators" subtitle revealed seven codes that best represent the whole content. As listed in Table 7.b, these motivators are, from higher to lower rate, *personal traits*,

*gain appreciation, self-presentation, getting benefit, a trigger event/s, to be succesful and to protect themselves/selfishness.* Respondents relate 30% of the motivators with personal traits such as mental health, ego-strengths, toughnes etc. They also associated 38.6 % of the cases with “deriving personal benefit” such as gain appreciation.

**Table 7 . Hate Speaker’s Perceived Aim and Motivation**

a)		%
Perceived Aim of Hate Speakers	Humiliation	23.4
	Put Fear	17.7
	Discriminate	16.7
	Distress/Ignore	15.6
	Negative Streotyping	10.4
	Provoke Violence	9.9
	Phyical Damage	5.2
	Motivate To Perform Better	0.5
b)		%
Perceived Motivators of Hate Speakers	Personal traits	30.3
	Self-presentation	18.2
	Gain appreciation	18.9
	Getting benefit	18.2
	To protect their interest/selfishness	1.5
	Trigger event/s	7.6
	To be succesful	3.0
	Other	2.3

### 3.4. Identifying The Victim and Consequences:

Results, summarized in Table 8.a, point out that both men (48.5%) and women (43.9%), either alone (76.3%) or within a group (23.6%), are exposed to Hate Speech in sport settings. They are mostly *Players* (69.8%) and frequencies is almost balanced by gender. Even if in rare cases (less than 8%), there are managers, coaches, officials, fans and parents among the pool of victims (Table 8.b).

**Table 8.** Depiction of the Victim

a)		%
Sex	Male	48.5
	Female	43.9
	Both	7.6
Who	Me	39.5
	Third Person	36.8
	Group Of People	19.7
	Me And Others	3.9

  

b)		%	Male (%)	Female (%)
Role of Victim	Player	69.8	51.9	48.1
	Manager	8.1	75.0	25.0
	Coach	7.0	25.0	75.0
	Official	7.0	50.0	50.0
	Supporter	4.7	50.0	50.0
	Parents	3.5	0.0	100.0

When we examine the impact of hate speech on the victims, the answers were distinguished across 3 main domains (Table 9); *Participatory* (65.9%), *Performance* (17.6%), *Moral* (18.8%), in order of their respective frequencies. In Participatory domain, whereas the focus of youth sports is expected to be on enjoyment and fun, findings regard hate speech as a threat to establish an encouraging healthy environment for all parties. 37.6 % of the cases point out “intrinsic pressures” (e.g., stress); and that of 26.3 % signify “perceptions of negative social dynamics” (e.g. negative feelings toward team, coach or fans and drop outs). Effect of hate speech on Performance and Moral Values seemed equally often across respondents and comprise near 19±1 % of the cases.

**Table 9.** Impact on the Victim

		%
A. Participatory (65.9%)	Emotional Stress	37.6
	Bad Impressions Toward Sport	21.3
	Damage Our Respect/Trust To The Coach/Team	5.0
B. Performance Domain (17.6%)	Decreased Performance	11.3
	Drop Out From Sport	6.3
C. Moral (18.8%)	Could Provocative	7.5
	Resulted in Penalty (e.g.Red/Yellow Card, suspension)	7.5
	Physical Damage	3.8

Table 10 summarizes the frequency of respective codes reflecting respondents' viewpoint. Based on 9 codes, we determine 4 main theme highlighted; *Value of sports* (47.7%), *Performance and self-esteem* (27%), *Interpersonal communication* (12.7%) and *Awareness raising* (4.8%). In general, grassroots sports have been portrayed as a place of discriminating behaviours (35%) and negative experiences (12.7%). Hate speech has also an impact on self-esteem and performance (27%), Interpersonal communication (12.7%). Notably, findings also show small but positive consequences following the hate speech experiences with 4.8% of total cases. As an example, one respondent reported a gender based discrimination against women athletes experienced in a sport authority, and indicated how effective her reaction was in raising awareness on an issue and bring about a positive change.

**Table 10.** Consequences of Hate Speech for people experienced

		%
A. Value of sports (47.7%)	Players experienced negative discrimination	35.0
	Negative experience share with others	12.7
B. Performance and self-esteem (27.0%)	Cause lack of self confidence	14.3
	Athletic development attenuated	9.5
	Team suspended a few match	3.2
	Changed team/sport/league	7.9
C. Interpersonal communication (12.7%)	Affected personal relations	7.9
	Decreased respect towards coach	4.8
D. Awareness raising (4.8%)	Bring about a positive change	4.8

### 3.5. Coping with Hate Speech

We examined participants perception on their capacities, whether the best possible and actual reactions match with each other, and who contributed to cope with the situation. 39.3% of the respondents reported that they were unable to cope with the situation, which simply means they did nothing against act of hate speech. Interpretation of data presented in Table 11 revealed that, *no reaction* (36.3%), *constructive response* (20.1%), *protective response* (11.3%), *accusatory response* (28.8%), *external response* (17.5%) were identified as the main themes reflecting actual reactions of the respondents. On the contrary, when the best possible reaction was asked to the participants, 40 % of answers point out external mechanism to take necessary measures such as sports authorities or security, whereas other 47.6 % is believed to solve the issue through neutral or constructive communication. Remaining cases are categorized as either protective or aggressive. It is clear that there is mismatch between assumed optimal and actual responses towards hate speech which is likely to be affected by external factors such as lack of security, the tension of the game, and interpersonal communication dynamics. The most pronounced reasons of *no reaction* response towards hate speech were threefold; "*fear and refrain*" (38.6%), "*external support*" (34.1%), and considered them as "normal" (13.6%).



**Table 11.** Coping with the situation

		%
a. Did you try to cope with ?	Yes	60.7
	No	39.3
b. What would have been possible to do?	1: could notice HS to act responsibly	11.6
	2: I could ask for courtesy	4.3
	3: I could inform higher authorities	7.2
	4: there was nothing to do except being calm	24.6
	5: we could inform our parents	4.3
	6: we could talk to find a solution	7.2
	7: authorities could react when it happened	27.5
	8: could support the victim	10.1
	9: react in the same way	2.9
c. What have you done?	1: nothing	26.3
	2: trying to be calm down	10.0
	3: gave warning	11.3
	4: I tried talk to HS to find a solution	11.3
	5: ask HS for empathy	2.5
	6: talked to victim	6.3
	7: protect the victim	11.3
	8: report to authorities	17.5
	9: react in the same way	3.8
d. If you decided or you couldn't do anything: explain why	1: I thought that it is normal / I used to	13.6
	2: not to affect team performance	2.3
	3: parents involved hate speech	2.3
	4: I was not wrong, others could take a step	11.4
	5: I/we were afraid	22.7
	6: others involved	31.8
	7: decided to wait for a while / report afterwards	15.9
e. Have you involved other people/organizations? Who?	1: no	41.1
	2: family	6.8
	3: authorities	35.6
	4: other people around	4.1
	5: team members	12.3

The last section of interview was aimed to identify and disseminate the lessons learned from the personal experiences of the participants and to frame recommendations drawn by them. For this purpose, codes reflecting their viewpoints grouped into themes. As it can be seen in Table 12, their answers fit into one of the three categories. Therefore, participants reported that they realized the *importance of Tackling Emotional Outcomes* (55.9%), *Importance of Education and Communication Skills* (35.5%), *Importance of Measures* (10.6%) through their hate speech experience.

**Table 12 .** Lessons learned from hate speech experience

		%
A. Tackling Emotional Outcomes	Remind me about negative aspects	35.4
	Results in self confidence problems /drop out from sport	20.4
B. Education and Communication	Importance of education (parents, coaches,fans)	12.4
	Importance of anger management	12.3
	Importance of coach-athlete communicaton	8.8
C. Preventive Measures	Importance of prorective measures (security etc)	6.2
	Respecting the game,athletes,rules should be most important value rather than success	4.4

Table 13 shows 3 major themes and composed of 7 categories extracted from recommendations of the respondents to tackle with the hate speech they personally experienced. From the most salient to less salient one, three main domains are as follow; *Communication* (40%), *Performance* (28%) and *Prevention* (32%).

**Table 13.** Three domains and categories address recommendations of the respondents to tackle with hate speech

		%
A. Communication	Share the disturbing issues and seek solutions	21.4
	Do not response provocative behaviors	18.6
B. Performance	Motivate to perform better/be strong	13.6
	Be aware of risk of possible drop outs /self confidence	14.4
C. Prevention	There should be measures towards negative behaviors	8.6
	Athletes need to protect themselves and understand fair play	18.4
	Should educate people and present role models	5.0

Apart from the personally experienced or witnessed hate speech in their own lives, we also asked the participants their perceptions on the following categories: past and current trends in hate speech in grassroots sports and counter-hate speech measures they believed to be effective in reducing hate speech cases.

In comparison to past, current trend has generally been reported as similar or negative. The only positive trend mentioned by 17.1% of respondents was related to the effectiveness of public awareness campaigns such as “Black Lives Matters”. Table 14 also showed the categories correspond to underlying perceived reasons of the current trends. It has shown that *Lack of respect to others* (18.3%), *Ethnic diversity at the city/region level* (17.1%) and *Increased participation numbers in sports* (12.2%) account for dominant perceived reasons behind hate speech.

**Table 14.** The current trends in the frequency of hate speech and perceived causes

		%
Negative trend	Trend toward lack of respect to others	18.3
	Getting worse in different regions ( perceived class/ethnic gaps)	17.1
	More frequent because of increased participation in sports	12.2
	Now common in social media/media	11.0
	Now more common in amateur levels	8.5
	Getting worse because of increased financial income/gain	6.1
	Now psychological type is common than physical violence	3.7
	Can be seen as psychological and physical violence	2.4
Positive trend	getting better with awareness campaigns / protective measures	17.1

In the last question of the interview, participants were asked for their general recommendation regarding measures to avoid any negative consequences of hate speech in grassroots sports. As presented in Table 15, they highlighted three main domain; *Education* (46.3%), *Social Awareness* (16.6 %) and *Preventive Measures* (14.2%). A close look into categories in Education Domain points out the importance of competence in coaching/parenting practices, and goal setting in grassroots sports as well as the supportive role of psychological-pedagogical knowledge and communication skills of people involved in youth sports. Recommendations on raising the social awareness also reflect the well-established role of sport to promote social inclusion of culturally diverse groups in community.

**Table 15.** Counter-hate speech measures suggested by the participants to tackle hate speech in grassroots sport

		%
A. Education <i>(coaching, parenting, goal setting, psychological-pedagogical knowledge )</i>	Victims should defend their rights	17.8
	Coaches/ athletes should be educated on communication/psychology	17.2
	Parents should be educated on "parenting athletes involved in sport"	8.9
	Goals of the team should be appropriate for children's athletic level	1.2
	Victim should ignore negative behaviors targeting him/herself	1.2
B. Preventive Measures	There should be penalties/measures and security in amateur levels	14.2
	Public awareness on values of being an athlete/role of sport	16.6
C. Social Awareness	Diversity education required for society as a whole	13.0
	More people engage with sports to develop empathy	5.9
	Social media/tv should be used to encourage positive behaviors	4.1

## Glossary

*This glossary defines some specific terms as we intend them to be interpreted within the context of this document & the RIGHTS project.*

### Hate Speech:

Recommendation No. 15 on Combatting Hate Speech of the European Commission against Racism and Intolerance (ECRI) of the Council of Europe provides this definition: “Hate speech entails the use of one or more particular forms of expression - namely, the advocacy, promotion or incitement of the denigration, hatred or vilification of a person or group of persons, as well any harassment, insult, negative stereotyping, stigmatization or threat of such person or persons and any justification of all these forms of expression - that is based on a non - exhaustive list of personal characteristics or status that includes race, colour, language, religion or belief, nationality or national or ethnic origin, as well as descent, age, disability, sex, gender, gender identity and sexual orientation.”

Hate speech is a prejudicial speech that attacks a person or group based on their actual or perceived ethnicity, behaviour, physical characteristics, sexual orientation, class or gender. In sports settings, hate speech also attacks, marginalizes, and radicalizes people or communities and might cause hate crimes. Indeed, as stated by the CoE’s Committee on Equality and Non-Discrimination “Hatred and intolerance are rife in today’s Europe and this is reflected in the world of sports, in the form of abusive language, incitation to violence and actual hate crimes, based on all grounds of discrimination including antisemitism, islamophobia, homo- and transphobia, racism, sexism and xenophobia”.

Additionally, hate speech can be communicated verbally and non-verbally. Hate speech can also be concealed in statements which at a first glance may seem to be rational or normal.

## ANNEX 1 : Stories Collected by Partner Countries



### O1 - D1.1 STORIES BY COUNTRY

*A collection of intercultural stories about hate speech in sport contexts and interviews with different actors involved in sport with specific focus on grassroots of team sports*

Country	Role							Sex		Sport				
	Coach	Manager	Player	Fan	Parent	Official	Other	Male	Female	Futbol	Hentbol	Volleyball	Basketball	Other
Bulgaria	0	2	8	0	0	2	0	10	2	9	0	2	1	0
Greece	1	0	7	1	2	0	1	7	5	6	0	3	0	3
Italy	4	4	3	2	0	0	1	8	5	4	0	4	0	4
Portugal	3	1	7	1	0	2	0	9	4	8	0	1	1	3
Serbia	1	0	7	0	1	3	0	5	7	3	1	2	2	4
Turkey	4	0	5	0	2	1	0	6	6	3	3	4	2	0
Total	13	7	37	4	5	8	2	45	29	33	4	16	6	14



## O1 - D1.1 STORIES from BULGARIA

Stories Collected By : AMATEUR SPORTS LEAGUE

## BULGARIA – STORY 1

### A. REFERRED TO A SPECIFIC EVENT

#### 1) Role of the Interviewed:

☐ coach    ☐ manager    ☒ player    ☐ supporter    ☐ parents    ☐ official    ☐ other .....

2) Age: 25

3) Gender: ☒ male    ☐ female

4) Nationality: Bulgarian

5) Historical period collocation of Hate Speech : February 2021 (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☒ football    ☐ handball    ☐ volleyball    ☐ other....

7) Communication of hate-speech: ☒ face-to-face    ☐ general circulation

#### 8) Location/Platform of the hate-speech occurred:

☒ field of play    ☐ grandstand    ☐ online/web    ☐ social media/chat

☐ press    ☐ public communication    ☐ other .....

### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

#### 1. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

a. Who was the hate speaker : (gender : ☒ male    ☐ female)

☒ player (peer)    ☐ player (senior)    ☐ coach/officials    ☐ fans

☐ manager    ☐ other .....

b. Who was the victim : (gender : ☒ male    ☐ female)

☐ me    ☒ third person    ☐ group of people

c. What was the role of the victim :

☐ coach    ☐ manager    ☒ player    ☐ supporter    ☐ parents    ☐ official

☐ other .....

The event happened in February at the amateur mini-football tournament "Sofia Premier League" at the Tsarsko Selo complex in Sofia. Our team "Real Sofia" played against the "Iberians". The main striker in our team is Bari, who is Nigerian but has been living in Bulgaria for several years. During the second half of the match Barry was fouled several times in a short time, which was not typical for our matches until then. In one of the last fouls, the goalkeeper of the opposing team left his field, got into a fight and started insulting him on racial grounds. The game was interrupted for several minutes. The goalkeeper was furious and difficult to tame by his and our team, but eventually received a red card. We finished the match with a player more and won, but a bitter memory of the opposing player's action remained.

#### 2. Which was the target of hate speech have you detected?

☒ race/ethnicity    ☐ sex/gender identity    ☐ social class    ☐ religion    ☐ political view

☒ physical (dis)ability    ☒ colour    ☐ age    ☐ other .....

#### 3. Type of hate speech discourse/behavior?:



<p>x swearing/insulting (i.e. any discourse containing swear or insulting discourse)</p> <p><input type="checkbox"/> exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)</p> <p>x enmity/hostile (i.e. any hostile expression about a person or group)</p> <p><input type="checkbox"/> symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)</p>
<p><b>4. Possible cultural references. The interviewer has to take note of:</b></p> <p>a. Specific statements (to be reported):"....."</p> <p>(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...):</p> <p>(If the case) Pauses/silence:</p> <p style="padding-left: 20px;">For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted</p> <p>.....</p> <p><b>b. Non-verbal (to be reported) :</b></p> <p>x hand gestures    <input type="checkbox"/> other gestures    <input type="checkbox"/> kick    <input type="checkbox"/> spit    <input type="checkbox"/> push    x face expressions    <input type="checkbox"/> sounds</p> <p><input type="checkbox"/> support of objects    <input type="checkbox"/> reference to posture/distance    <input type="checkbox"/> reference to clothes/uniforms    <input type="checkbox"/></p> <p>other .....</p> <p style="padding-left: 20px;">To Specify.....</p> <p style="padding-left: 20px;">For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.</p> <p>.....</p> <p><b>c. Specific (explicit or implicit) references to values:</b></p> <p><input type="checkbox"/> family    <input type="checkbox"/> religion    <input type="checkbox"/> hierarchy    <input type="checkbox"/> sex/sexual orientation    <input type="checkbox"/> freedom</p> <p><input type="checkbox"/> honesty/fair play    <input type="checkbox"/> time    <input type="checkbox"/> space    <input type="checkbox"/> other .....</p> <p style="padding-left: 20px;">For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.</p>
<p><b>5. Coping with the situation:</b></p> <p>a. Have you tried to cope with this situation?</p> <p style="padding-left: 20px;">I always try to be fair/righteous on the field, to play fair play and I am sensitive to this topic of ethnic insult, because I am of foreign origin (from Ukraine). So I tried to intervene as quickly as possible.</p> <p>b. What would have been possible to do?</p> <p style="padding-left: 20px;">Maybe after the first fouls against Barry in the second half, the referee had to take tougher measures against the entire opposing team.</p> <p>c. What have you done?</p> <p style="padding-left: 20px;">In the negative situation, I went to my teammate as quickly as possible. I tried to protect him from the opponent's aggressive goalkeeper and then talk to their captain.</p> <p>d. If you decided or you couldn't do anything: explain why.</p> <p style="padding-left: 20px;">There was nothing else to do - the situation happened quickly and unexpectedly and was dictated by the opposing team.</p> <p>e. Have you involved other people/organizations? Who?</p> <p style="padding-left: 20px;">Our whole team supported our teammate. We were also supported by several acquaintances from the fans.</p>
<p><b>6. Which were the impact and consequences of this case of hate speech on your job?</b></p> <p>Impact:</p>

<p>The situation did not have a direct impact on my work. In general, my opinion about the opposing team, the referee of the match and the tournament in general has changed.</p> <p>Consequences:</p> <p>In general, my attitude and expectations for the next matches of the tournament changed, but fortunately there were no such incidents.</p>
<p><b>7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:</b></p> <p> <input checked="" type="checkbox"/> discriminate      <input type="checkbox"/> distress      <input type="checkbox"/> put fear/threat      <input type="checkbox"/> humiliation/vilification/denigration  <input checked="" type="checkbox"/> physical damage      <input type="checkbox"/> negative stereotyping      <input type="checkbox"/> provoke violent/ offensive behavior  <input type="checkbox"/> other.....         </p>
<p><b>8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:</b></p> <p> <input checked="" type="checkbox"/> self-presentation/visibility      <input type="checkbox"/> a trigger event/news      <input type="checkbox"/> getting benefit  <input type="checkbox"/> gain appreciation from a specific community      <input checked="" type="checkbox"/> personal traits (narcissism, psychoticism, aggression...)  <input type="checkbox"/> other .....         </p>
<p><b>9. End of the story.</b></p> <p>a. What have you learned from this personal experience?</p> <p>In my opinion, the „hate speech“ and the aggression continue to be found in amateur mini-football tournaments in Sofia.</p> <p>b. What would you say to people who are living similar situations?</p> <p>Do not succumb to provocations from the opposing team and fans. Not to be aggressive, but to participate in these tournaments for health and pleasure.</p>
<p><b>10. What is your opinion on required Skills to manage/counter hate speech?</b></p> <p>a. Did you feel you had the skills to manage this kind of situations?</p> <p>I think I have the necessary qualities in such situations, although I think I lack a little courage for even faster reactions.</p> <p>b. Which was the most difficult part of it?</p> <p>The most difficult moments were the first 5-6 minutes after the situation - the foul, the aggressive goalkeeper, the red card. After that, the match was over, although the goalkeeper continued to shout and insult the from the fans area.</p> <p>c. Have you had any form of support?</p> <p>Yes - from our whole team, as well as from several acquaintances from the public.</p> <p>d. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?</p> <p>Courses attended: -</p> <p>Which subjects would be interesting/useful for you? -</p>

### C. REFERRED TO A MORE GENERAL IDEA

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

#### -PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:

<p>1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)</p>
<p>My opinion refers to amateur sports, mainly mini-football. Most often I have witnessed "hate speech" during competitions and tournaments (football leagues). As an age group, I can't judge</p>

whether the problem is more typical for young people or adults - it is present in both age groups. "Hate speech" is also found in Bulgaria in both individual and group sports, but I think the problem is more common in group sports.

2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?

In my opinion, the main reasons for the "hate speech" in sports are: mentality, low education, lack of self-control and cultural behavior. More typical events related to the problem are football matches (on a professional and amateur level), but also mini-football tournaments (including charity ones).

#### -MAIN ACTORS:

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)

I have most often encountered "hate speech" among players and fans. To a lesser extent, such are the comments in the media and coaches in children's and youth schools.

4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)

According to my observations, the most common sources of "hate speech" in amateur sports are men, mostly young (between 16 and 28 years old). Most of them are aggressive, rude, uneducated and look for such problematic situations for self-promotion.

5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?

In my opinion, they think they are more than others and can do more than others. This is usually due to a wrong self-assessment. I think they are definitely not successful.

#### -TARGET GROUPS, TRENDS :

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)

In my opinion, most often the "hate speech" in Bulgaria is related to gender and ethnicity.

7. Has this changed over the last few years?

Here I can answer with the stipulation that I have been living in Bulgaria since 2016. In my opinion, the situation with the "hate speech" in amateur sports does not improve after 2016.

8. In your experience, what are the trends and changes in hate speech discourse over the last few years?

According to my observations, the number of cases of "hate speech" in amateur sports in Bulgaria has been increasing in recent years. Athletes (and society as a whole) continue to find it difficult to perceive diversity, especially race and ethnicity.

#### -RECOMMENDATIONS :

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?

In my opinion, the state must create rules that are applied and observed. Also to create training opportunities against the "hate speech" of young people (as future parents) and coaches. If possible, richer children should not be given priority in sports from a young age. Thus, they will not grow up in a misconception about sports and life, and they will not form feelings of arrogance, haughtiness and aggression.

#### OBSERVATIONS :

10. Any observations/impressions of the interviewer:



## BULGARIA – STORY 2

### A. REFERRED TO A SPECIFIC EVENT

#### 1) Role of the Interviewed:

☐ coach      ☒ manager    ☐ player    ☐ supporter    ☐ parents    ☐ official    ☐ other .....

#### 2) Age: 48

**3) Gender:**    ☒ male                  ☐ female

**4) Nationality:** Bulgarian

**5) Historical period collocation of Hate Speech:** 2005 (in Brussels) (ex. present; '90s, 5 year ago, and so on...)

**6) Sport in which you witnessed hate speech:** ☐ football                  ☐ handball                  ☐ volleyball    ☒ other....

**7) Communication of hate-speech:**    ☒ face-to-face    ☐ general circulation

#### 8) Location/Platform of the hate-speech occurred:

☒ field of play                  ☒ grandstand                  ☐ online/web                  ☐ social media/chat

☐ press                  ☐ public communication                  ☐ other .....

### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

#### 1. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

**a. Who was the hate speaker :** (gender : ☒ male                  ☐ female)

☐ player (peer)                  ☐ player (senior)                  ☒ coach/officials                  ☒ fans

☐ manager                  ☐ other .....

**b. Who was the victim :** (gender : ☒ male                  ☐ female)

☐ me                  ☒ third person                  ☐ group of people

**c. What was the role of the victim :**

☐ coach                  ☐ manager    ☒ player    ☐ supporter    ☐ parents                  ☐ official

☐ other .....

#### 2. Which was the target of hate speech have you detected?

☒ race/ethnicity                  ☐ sex/gender identity                  ☐ social class                  ☐ religion                  ☐ political view

☐ physical (dis)ability    ☐ colour                  ☐ age    ☐ other .....

#### 3. Type of hate speech discourse/behavior?:

☐ swearing/insulting (i.e. any discourse containing swear or insulting discourse)

☐ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)

☒ enmity/hostile (i.e. any hostile expression about a person or group)

☐ symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)

#### 7. Possible cultural references. The interviewer has to take note of:

d. Specific statements (to be reported):"....."

(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...):

(If the case) Pauses/silence:

For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted

.....

**e. Non-verbal (to be reported) :**

☒ hand gestures    ☐ other gestures    ☐ kick    ☐ spit    ☐ push    ☐ face expressions    ☐ sounds

☐ support of objects    ☐ reference to posture/distance    ☐ reference to clothes/uniforms    ☐

other .....

To Specify.....

For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.

.....

**f. Specific (explicit or implicit) references to values:**

☐ family    ☐ religion    ☐ hierarchy    ☐ sex/sexual orientation    ☐ freedom

☐ honesty/fair play    ☐ time    ☐ space    ☐ other .....

For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.

**5. Coping with the situation:**

a. Have you tried to cope with this situation? No but the coaches yes

b. What would have been possible to do? Verbal support the player

c. What have you done? Nothing

d. If you decided or you couldn't do anything: explain why

e. Have you involved other people/organizations? Who? Yes, other players of the world championship

**6. Which were the impact and consequences of this case of hate speech on your job?**

Impact: ..... to study people about tolerance

Consequences:..... everything OK

**7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:**

☐ discriminate    ☐ distress    ☒ put fear/threat    ☐ humiliation/vilification/denigration

☐ physical damage    ☐ negative stereotyping    ☐ provoke violent/ offensive behavior

☐ other.....

**8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:**

☐ self-presentation/visibility    ☐ a trigger event/news    ☒ getting benefit

☐ gain appreciation from a specific community    ☐ personal traits (narcissism, psychoticism, aggression...)

☐ other .....

**9. End of the story.**

a. What have you learned from this personal experience?

Aggression and violence are typical for any group of people

b. What would you say to people who are living similar situations?

Never answer to aggression and violence with aggression and violence. It will only trigger more violence.

**10. What is your opinion on required Skills to manage/counter hate speech?**

- Did you feel you had the skills to manage this kind of situations? Not at the time
- Which was the most difficult part of it? To overcome my own fear
- Have you had any form of support?
- In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?

Courses attended: Conflict management by psychologist

Which subjects would be interesting/useful for you? Leadership course

**C. REFERRED TO A MORE GENERAL IDEA**

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

**-PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:**

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)

2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?

**-MAIN ACTORS:**

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)

4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)

5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?

**-TARGET GROUPS, TRENDS :**

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)

7. Has this changed over the last few years?

8. In your experience, what are the trends and changes in hate speech discourse over the last few years?

--

**-RECOMMENDATIONS :**

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?

**-OBSERVATIONS :**

10. Any observations/impressions of the interviewer:



## BULGARIA – STORY 3

### A. REFERRED TO A SPECIFIC EVENT

#### 1) Role of the Interviewed:

☐ coach      ☐ manager   ☐ player   ☐ supporter   ☐ parents   ☐ official      X other (football referee)

#### 2) Age: 47

3) Gender:      X male              ☐ female

4) Nationality: Bulgarian

5) Historical period collocation of Hate Speech : 07 June 2013 (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: X football      ☐ handball      ☐ volleyball   ☐ other....

7) Communication of hate-speech:      X face-to-face      ☐ general circulation

#### 8) Location/Platform of the hate-speech occurred:

X field of play              ☐ grandstand              ☐ online/web              ☐ social media/chat  
☐ press              ☐ public communication              ☐ other .....

### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

#### 2. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

**a. Who was the hate speaker :** (gender : X male              ☐ female)  
 X player (peer)              ☐ player (senior)              ☐ coach/officials              X fans  
☐ manager              ☐ other .....

**b. Who was the victim :** (gender : X male              ☐ female)  
☐ me              ☐ third person              X group of people

**c. What was the role of the victim :**  
☐ coach              ☐ manager   X player   ☐ supporter   ☐ parents   ☐ official  
☐ other .....

#### 2. Which was the target of hate speech have you detected?

☐ race/ethnicity      ☐ sex/gender identity      ☐ social class      ☐ religion      ☐ political view  
☐ physical (dis)ability      ☐ colour              ☐ age      X other: Disappointment of losing in the match and aggression

#### 3. Type of hate speech discourse/behavior?:

X swearing/insulting (i.e. any discourse containing swear or insulting discourse)  
☐ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)  
 X enmity/hostile (i.e. any hostile expression about a person or group)  
☐ symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)

I was the chief referee of the final of the National Student Football Championship between the University of Mining and Geology “St. Ivan Rilski” Sofia and the Plovdiv University “Paisii Hilendarski”. In the regular time the match ended 1: 1. After execution of penalty kicks, the team of Plovdiv University won with a total score of 7:6. It is an interesting fact that the University of Mining and Geology team was promised cash bonuses, which is not common in these tournaments. After the end of the match, the players of Plovdiv University started to rejoice, but one player from University of Mining and Geology ran about 20 m and hit an opponent from the other team. Several players from both teams joined the melee. My colleagues and I quickly intervened in the incident and tried to break up several bullies from one team, but then the situation became uncontrollable. There was a mass brawl between the two teams with many insults and “hate speech”. About 50 University of Mining and Geology fans came down from the stands and there was a mass fight.

#### 8. Possible cultural references. The interviewer has to take note of:

g. Specific statements (to be reported):”.....”

(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...):

(If the case) Pauses/silence:

For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted

.....

#### h. Non-verbal (to be reported) :

☒ hand gestures    ☐ other gestures    ☐ kick    ☐ spit    ☐ push    ☐ face expressions    ☐ sounds

☐ support of objects    ☐ reference to posture/distance    ☐ reference to clothes/uniforms    ☐

other .....

To Specify.....

For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.

.....

#### i. Specific (explicit or implicit) references to values:

☐ family    ☐ religion    ☐ hierarchy    ☐ sex/sexual orientation    ☐ freedom

☐ honesty/fair play    ☐ time    ☐ space    ☐ other .....

For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.

.....

#### 5. Coping with the situation:

f. Have you tried to cope with this situation?

Yes, although I did not expect such a difficult situation, full of aggression, insults and “hate speech”.

g. What would have been possible to do?

Better prevention could have been achieved before the sporting event. As chief referee, I trusted a private security company, and police guards had to be arranged.

h. What have you done?

<p>My colleagues and I immediately tried to break up the fighting players, talk to them and calm them down.</p> <p>i. If you decided or you couldn't do anything: explain why I tried to do what I could, but the situation got out of control.</p> <p>j. Have you involved other people/organizations? Who? My colleagues and four private security guards.</p>
<p><b>6. Which were the impact and consequences of this case of hate speech on your job?</b></p> <p>Impact: There was no direct impact on my job, but there was an unpleasant feeling of a bad end to the football match and the season of the student championship.</p> <p>Consequences: I had to write reports, talk to the police, explain myself in two commissions - a disciplinary commission of the Bulgarian Football Union and the University Sports Association.</p>
<p><b>7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:</b></p> <p><input type="checkbox"/> discriminate      <input type="checkbox"/> distress      x put fear/threat      x humiliation/vilification/denigration</p> <p>x physical damage      <input type="checkbox"/> negative stereotyping      x provoke violent/ offensive behavior</p> <p><input type="checkbox"/> other.....</p>
<p><b>8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:</b></p> <p><input type="checkbox"/> self-presentation/visibility      <input type="checkbox"/> a trigger event/news      <input type="checkbox"/> getting benefit</p> <p><input type="checkbox"/> gain appreciation from a specific community      <input type="checkbox"/> personal traits (narcissism, psychoticism, aggression...)</p> <p>X other: Lack of morality. Non-acceptance of loss. Aggressive behavior by managers and players.</p>
<p><b>9. End of the story.</b></p> <p>c. What have you learned from this personal experience? Not to underestimate prevention before sporting events, especially when it comes to football with young players.</p> <p>d. What would you say to people who are living similar situations? Sport is an activity in which you have to respect your opponent, whether you win or lose. You have to accept the losses with dignity and have the strength to congratulate the better one. Never came to physical violence, because it shows how powerless and weak you are.</p>

**10. What is your opinion on required Skills to manage/counter hate speech?**

- e. Did you feel you had the skills to manage this kind of situations?  
According to the experience I have as a former professional referee, I think I have the necessary qualities and skills to deal with such situations.
- f. Which was the most difficult part of it?  
The most difficult moments were immediately after the end of the penalty kicks. The football match was led by me at a high level and I had no problem with the discipline of the players. After the penalty kicks, however, one team was very nervous about the loss. They were promised big bonuses, which they lost, and perhaps this largely provoked their aggressive behavior.
- g. Have you had any form of support?  
I had the full support of my colleagues during the incident, as well as the representatives of the Bulgarian Football Union and the University Sports Association.
- h. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?

Courses attended:

In addition to being a football referee, I am also a lecturer in the Department of Sports at Sofia University. In the period of my training and practice I have gained the necessary knowledge to deal with such situations. I have attended dozens of seminars for football referees, where my behavior in such situations, often filled with aggression and "hate speech", has always been discussed.

Which subjects would be interesting/useful for you?

Subjects that are related to the morals and psychology of the winner and the defeated.

**C. REFERRED TO A MORE GENERAL IDEA**

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

**-PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:**

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)

In my opinion, "hate speech" is most often found in competitions in team sports, the most typical of which is football in all its forms.

2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?

Very often this is disrespect to the opponent. Also, the aggression generated by coaches often incites "hate speech" in athletes.

**-MAIN ACTORS:**

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)

In my opinion, most often the "hate speech" comes from coaches, public and fans.

4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)

Very often these are aggressive people who have many complexes. In many cases, the hate speakers were not good athletes and want to win at any cost without regard to moral values.

5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?

They try to provoke and hesitate the opponent, but in fact they become a laughing stock. I think that in almost all cases they are not successful.

**-TARGET GROUPS, TRENDS :**

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
In sports, when someone is unable to win in an fair way, he seeks provocation and an attempt to imbalance the opponent. Most often in Bulgaria this provocation is related to ethnicity, minority l sex.
7. Has this changed over the last few years?
In my opinion, the situation has not changed positively in recent years.
8. In your experience, what are the trends and changes in hate speech discourse over the last few years?
In recent years, people have become much more informed. In intelligent families, the discourse of hate speech is absent, but it exists in full force among minorities, poorer and uneducated groups of the population. The role of the state is very important in this problem, incl. the role of teachers in all stages of education, from primary school to university.

**-RECOMMENDATIONS :**

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?
Distancing from people with aggressive behavior. Organizing seminars, round tables or discussions with young people on this issue. Mandatory conversation in the classes of the class teacher in schools and all sports schools. For this purpose, acquainting all teachers and coaches of adolescents with guidelines from the Ministry of Education and Science on this pressing issue (if possible, preparing a handbook).

**-OBSERVATIONS :**

10. Any observations/impressions of the interviewer:

## BULGARIA – STORY 4

### A. REFERRED TO A SPECIFIC EVENT

#### 1) Role of the Interviewed:

☐ coach
 ☐ manager
 ☐ player
 ☐ supporter
 ☐ parents
 ☒ official
 ☐ other .....

#### 2) Age: 30

**3) Gender:**
☐ male
 ☒ female

**4) Nationality:** Bulgarian

**5) Historical period collocation of Hate Speech 5 years ago** (ex. present; '90s, 5 year ago, and so on...)

**6) Sport in which you witnessed hate speech:**
☒ football
 ☐ handball
 ☐ volleyball
 ☐ other....

**7) Communication of hate-speech:**
☐ face-to-face
 ☒ general circulation

#### 8) Location/Platform of the hate-speech occurred:

☒ field of play
 ☐ grandstand
 ☐ online/web
 ☐ social media/chat

☐ press
 ☐ public communication
 ☐ other .....

### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

#### 3. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

**a. Who was the hate speaker :** (gender : ☒ male ☐ female)

☐ player (peer)
 ☐ player (senior)
 ☐ coach/officials
 ☒ fans

☐ manager
 ☐ other .....

**b. Who was the victim :** (gender : ☐ male ☒ female)

☒ me
 ☐ third person
 ☐ group of people

**c. What was the role of the victim :**

☐ coach
 ☐ manager
 ☐ player
 ☐ supporter
 ☐ parents
 ☒ official

☐ other .....

#### 2. Which was the target of hate speech have you detected?

☐ race/ethnicity
 ☒ sex/gender identity
 ☐ social class
 ☐ religion
 ☐ political view

☐ physical (dis)ability
 ☐ colour
 ☐ age
 ☐ other .....

#### 3. Type of hate speech discourse/behavior?:

☒ swearing/insulting (i.e. any discourse containing swear or insulting discourse)

☐ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)

☐ enmity/hostile (i.e. any hostile expression about a person or group)

☐ symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)

#### 9. Possible cultural references. The interviewer has to take note of:

<p>j. Specific statements (to be reported):"....."</p> <p>(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...):</p> <p>(If the case) Pauses/silence:</p> <p style="padding-left: 20px;">For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted</p> <p>.....</p> <p><b>k. Non-verbal (to be reported) :</b></p> <p> <input type="checkbox"/> hand gestures    <input type="checkbox"/> other gestures    <input type="checkbox"/> kick    <input type="checkbox"/> spit    <input type="checkbox"/> push    <input checked="" type="checkbox"/> face expressions    <input type="checkbox"/> sounds  <input type="checkbox"/> support of objects    <input type="checkbox"/> reference to posture/distance    <input type="checkbox"/> reference to clothes/uniforms    <input type="checkbox"/>          other .....       </p> <p style="padding-left: 20px;">To Specify.....</p> <p style="padding-left: 20px;">For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.</p> <p>.....</p> <p><b>l. Specific (explicit or implicit) references to values:</b></p> <p> <input type="checkbox"/> family    <input type="checkbox"/> religion    <input type="checkbox"/> hierarchy    <input type="checkbox"/> sex/sexual orientation    <input type="checkbox"/> freedom  <input type="checkbox"/> honesty/fair play    <input type="checkbox"/> time    <input type="checkbox"/> space    <input type="checkbox"/> other .....       </p> <p style="padding-left: 20px;">For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.</p> <p>.....</p>
<p><b>5. Coping with the situation:</b></p> <p>k. Have you tried to cope with this situation? Yes.</p> <p>l. What would have been possible to do? During the match nothing.</p> <p>m. What have you done? I wrote a report to the FA.</p> <p>n. If you decided or you couldn't do anything: explain why. During the game I can't react.</p> <p>o. Have you involved other people/organizations? Who? Bulgarian football union.</p>
<p><b>6. Which were the impact and consequences of this case of hate speech on your job?</b></p> <p>Impact: No impact on my job. My experience in football refereeing taught me to stay calm and composed in such situations.</p> <p>Consequences: Thrown objects on the field of play against me and my colleague but no further physical damage for us. Result was a report for the FA.</p>
<p><b>7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:</b></p> <p> <input type="checkbox"/> discriminate    <input type="checkbox"/> distress    <input type="checkbox"/> put fear/threat    <input checked="" type="checkbox"/> humiliation/vilification/denigration  <input type="checkbox"/> physical damage    <input type="checkbox"/> negative stereotyping    <input checked="" type="checkbox"/> provoke violent/ offensive behavior  <input type="checkbox"/> other.....       </p>
<p><b>8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:</b></p> <p> <input type="checkbox"/> self-presentation/visibility    <input type="checkbox"/> a trigger event/news    <input type="checkbox"/> getting benefit  <input type="checkbox"/> gain appreciation from a specific community    <input checked="" type="checkbox"/> personal traits (narcissism, psychoticism, aggression...)  <input type="checkbox"/> other .....       </p>
<p><b>9. End of the story.</b></p>

- e. What have you learned from this personal experience? Staying calm and keep on doing your job as a referee has physical boundaries which don't have to be crossed. It's not always easy to remain positive in such cases but finally is important to do your job. I have been insulted many times but I haven't complained so the second most important thing is to inform the authorities which are responsible for controlling the fans. The consequences for such behaviour have to be more serious.
- f. What would you say to people who are living similar situations? I would advise them not to take personal the words they hear or even try to ignore what they hear or see as they are doing their job and take the right measures later. In football in cases of racism there are supposed to be immediate measures when we speak about football. But of course I think in all types of hate speech more serious consequences in all types of hate-speech not only racism.

#### 10. What is your opinion on required Skills to manage/counter hate speech?

- i. Did you feel you had the skills to manage this kind of situations? Yes.
- j. Which was the most difficult part of it? Ignore the situation.
- k. Have you had any form of support? Yes.
- l. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management? No.

Courses attended: No.

Which subjects would be interesting/useful for you? Psychology and conflict management. We have had several lectures in Psychology but this is not usual practice but in my opinion it's supposed to be. Conflict management is also one very important topic especially in sports like football where conflicts between referees and players or between players and players are often seen.

#### C. REFERRED TO A MORE GENERAL IDEA

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

##### -PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)

Team sports, all ages, for individual sports I don't think is that often. Rarely I have observed hate speech during training usually it happens during competitions. Unfortunately I have heard many times hate speech during youth football games which I consider bad example for the young players especially when it comes from their parents.

2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?

Yes, referee's decisions for sure can trigger hate speech. It happens almost every match in Bulgaria. Referees decisions trigger hate speech in almost all team sports.

##### -MAIN ACTORS:

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)

Fans, parents, media. Especially when it happens in media I think people have to search for their rights and connect with a lawyer. But colleagues have connected with lawyer only in cases of physical damage by players or spectators.



4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)
Nothing specific. For football they are mainly men because the spectators are mainly men but I can not define age range, so all ages. On youth competitions is often to hear even women to conduct hate speech, again bad example for their children which in the situation are players at the match.
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?
Referees, players. They are successful when there's a reaction from the other side. In my case I hear lots of hate speech related with my gender because I'm a woman and football we can say is more men's sport.

#### -TARGET GROUPS, TRENDS :

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
Sex, ethnicity and race. Sometimes I have heard also about religious related hate speech.
7. Has this changed over the last few years?
No, it's not getting better. I even thing it's getting worse.
8. In your experience, what are the trends and changes in hate speech discourse over the last few years?
I can't detect specific changes except the one I already mentioned that especially in football the situation with hate speech is getting worse.

#### -RECOMMENDATIONS :

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?
School education programs related with discrimination and hate speech. Discussing the problem in public and media. I haven't experienced any other programs similar to this one, so I think is very important the following problem to receive more publicity. If there's no education the future generations won't get better.

#### -OBSERVATIONS :

10. Any observations/impressions of the interviewer:

## BULGARIA – STORY 5

### A. REFERRED TO A SPECIFIC EVENT

#### 1) Role of the Interviewed:

☐ coach    ☐ manager    ☒ player    ☐ supporter    ☐ parents    ☐ official    ☐ other .....

2) Age: .....

3) Gender:    ☒ male    ☐ female

4) Nationality: .....

5) Historical period collocation of Hate Speech : .....3 years ago..... (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech:    ☐ football    ☐ handball    ☐ volleyball    ☒ other....

7) Communication of hate-speech:    ☒ face-to-face    ☐ general circulation

#### 8) Location/Platform of the hate-speech occurred:

☒ field of play    ☐ grandstand    ☐ online/web    ☐ social media/chat

☐ press    ☐ public communication    ☐ other .....

### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

#### 2. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

**a. Who was the hate speaker :** (gender : ☒ male    ☐ female)  
☒ player (peer)    ☐ player (senior)    ☐ coach/officials    ☐ fans  
☐ manager    ☐ other .....

**b. Who was the victim :** (gender : ☒ male    ☐ female)  
☐ me    ☐ third person    ☐ group of people

**c. What was the role of the victim :**  
☐ coach    ☐ manager    ☒ player    ☐ supporter    ☐ parents    ☐ official  
☐ other .....

#### 2. Which was the target of hate speech have you detected?

☒ race/ethnicity    ☐ sex/gender identity    ☐ social class    ☐ religion    ☐ political view  
☐ physical (dis)ability    ☐ colour    ☐ age    ☐ other .....

#### 3. Type of hate speech discourse/behavior?:

☒ swearing/insulting (i.e. any discourse containing swear or insulting discourse)  
☐ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)  
☐ enmity/hostile (i.e. any hostile expression about a person or group)  
☐ symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)

<p><b>4. Possible cultural references. The interviewer has to take note of:</b></p> <p>a. Specific statements (to be reported):"....."</p> <p>(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...):</p> <p>(If the case) Pauses/silence:</p> <p>For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted</p> <p>.....</p> <p><b>b. Non-verbal (to be reported) :</b></p> <p>x hand gestures    <input type="checkbox"/> other gestures    <input type="checkbox"/> kick    <input type="checkbox"/> spit    <input type="checkbox"/> push    <input type="checkbox"/> face expressions    <input type="checkbox"/> sounds</p> <p><input type="checkbox"/> support of objects    <input type="checkbox"/> reference to posture/distance    <input type="checkbox"/> reference to clothes/uniforms    <input type="checkbox"/></p> <p>other .....</p> <p>To Specify.....</p> <p>For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.</p> <p>.....</p> <p><b>c. Specific (explicit or implicit) references to values:</b></p> <p><input type="checkbox"/> family    <input type="checkbox"/> religion    <input type="checkbox"/> hierarchy    <input type="checkbox"/> sex/sexual orientation    <input type="checkbox"/> freedom</p> <p><input type="checkbox"/> honesty/fair play    <input type="checkbox"/> time    <input type="checkbox"/> space    <input type="checkbox"/> other .....</p> <p>For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.</p> <p>.....</p>
<p><b>5. Coping with the situation:</b></p> <p>f. Have you tried to cope with this situation? No</p> <p>g. What would have been possible to do? To speak with the hate speaker</p> <p>h. What have you done? Nothing</p> <p>i. If you decided or you couldn't do anything: explain why</p> <p>j. Have you involved other people/organizations? Who? No</p>
<p><b>6. Which were the impact and consequences of this case of hate speech on your job?</b></p> <p>Impact:..... The player who was discriminated got bad performance</p> <p>Consequences:.....</p>
<p><b>7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:</b></p> <p>x discriminate    <input type="checkbox"/> distress    x put fear/threat    <input type="checkbox"/> humiliation/vilification/denigration</p> <p><input type="checkbox"/> physical damage    x negative stereotyping    <input type="checkbox"/> provoke violent/ offensive behavior</p> <p><input type="checkbox"/> other.....</p>
<p><b>8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:</b></p> <p><input type="checkbox"/> self-presentation/visibility    <input type="checkbox"/> a trigger event/news    x getting benefit</p> <p><input type="checkbox"/> gain appreciation from a specific community    <input type="checkbox"/> personal traits (narcissism, psychoticism, aggression...)</p> <p><input type="checkbox"/> other .....</p>
<p><b>9. End of the story.</b></p>

c. What have you learned from this personal experience?

Get to know that bad people exist

d. What would you say to people who are living similar situations?

To keep trying to beg better result

#### 10. What is your opinion on required Skills to manage/counter hate speech?

e. Did you feel you had the skills to manage this kind of situations? No

f. Which was the most difficult part of it? React on the unexpected hate speech

g. Have you had any form of support? No

h. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?

Courses attended:.....N/A.....

Which subjects would be interesting/useful for you?.....Conflict management .....

### C. REFERRED TO A MORE GENERAL IDEA

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

#### -PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)

Among youth

2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?

People are bad, lack of education, trying to get benefit in the competition

#### -MAIN ACTORS:

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)

Everybody but mostly athletes, coaches, fans

4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)

They could be with different demographics characteristics

5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?

#### -TARGET GROUPS, TRENDS :

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
Mostly people with different skin colour and LGBT
7. Has this changed over the last few years?
Yes, the situation is getting better
8. In your experience, what are the trends and changes in hate speech discourse over the last few years?
With the Black lives matter case people are more aware with the topic

**-RECOMMENDATIONS :**

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?

**-OBSERVATIONS :**

10. Any observations/impressions of the interviewer:

## BULGARIA – STORY 6

### A. REFERRED TO A SPECIFIC EVENT

#### 1) Role of the Interviewed:

☐ coach
 ☐ manager
 ☒ player
 ☐ supporter
 ☐ parents
 ☐ official
 ☐ other .....

#### 2) Age: 32

3) Gender: ☐ male ☒ female

4) Nationality: Bulgarian

5) Historical period collocation of Hate Speech : present

6) Sport in which you witnessed hate speech: ☒ football
 ☐ handball
 ☐ volleyball
 ☐ other....

7) Communication of hate-speech: ☒ face-to-face
 ☐ general circulation

#### 8) Location/Platform of the hate-speech occurred:

☒ field of play
 ☐ grandstand
 ☐ online/web
 ☐ social media/chat

☐ press
 ☐ public communication
 ☐ other .....

### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

#### 4. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

I have witnessed in a couple of times situations, related with hate speech. I will share about the last one, because it shows perfectly that some things didn't change that much in time. It happened after a female football game for the Bulgarian Cup. The home team lost the game and this was crucial for the reaction of the fans on the stand. They didn't stop insulting the girls on the pitch from the beginning, but losing the game made them even more angry and aggressive, not only verbally, but also physically. The players of both teams were also very tense and they have said and done things that they didn't want to.

a. Who was the hate speaker : (gender : ☒ male ☒ female)

☒ player (peer)
 ☐ player (senior)
 ☐ coach/officials
 ☒ fans

☐ manager
 ☐ other .....

b. Who was the victim : (gender : ☐ male ☒ female)

☐ me
 ☐ third person
 ☒ group of people

c. What was the role of the victim :

☐ coach
 ☐ manager
 ☒ player
 ☒ supporter
 ☐ parents
 ☐ official

☐ other .....

#### 2. Which was the target of hate speech have you detected?

☐ race/ethnicity
 ☐ sex/gender identity
 ☐ social class
 ☐ religion
 ☐ political view

☐ physical (dis)ability
 ☐ colour
 ☐ age
 ☒ other .....

#### 3. Type of hate speech discourse/behavior?:

- ✓ swearing/insulting (i.e. any discourse containing swear or insulting discourse)
  - exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)
- ✓ enmity/hostile (i.e. any hostile expression about a person or group)
  - symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)

##### 5. Possible cultural references. The interviewer has to take note of:

d. Specific statements (to be reported): "....."

(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...):

(If the case) Pauses/silence:

For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted

.....

##### e. Non-verbal (to be reported) :

- x hand gestures    □ other gestures    □ kick    □ spit    □ push    □ face expressions    □ sounds
- support of objects    □ reference to posture/distance    □ reference to clothes/uniforms    □
- other .....

To Specify.....

For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.

.....

##### f. Specific (explicit or implicit) references to values:

- family    □ religion    □ hierarchy    □ sex/sexual orientation    □ freedom
- honesty/fair play    □ time    □ space    □ other .....

For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.

.....

##### 5. Coping with the situation:

p. Have you tried to cope with this situation?

**No, I haven't. I thought to try it, but I realized that it could make the situation even worse, if there is one more person involved in this.**

q. What would have been possible to do?

**To try to calm down part of the people or to stay between those who were fighting. It was very difficult to see where and what exactly was happening, because apart of the discussions between the officials and the teams, on the pitch there were fans too, who were offensive towards the away team.**

r. What have you done?

**I decided not to get part of this situation.**

s. If you decided or you couldn't do anything: explain why

**From the experience that I have, I know that there is no way to make things better in such situation, so I decided that if I get involved, it could cause even worse effect.**

t. Have you involved other people/organizations? Who?

<p><b>No, I haven't. Actually, the curious part in this situation is the fact that the presidents and the clubs are in very good relationship and didn't have any problems before, but the tension of the game and the fans on the stands have ruined what could be a great game to play and to watch.</b></p>
<p><b>6. Which were the impact and consequences of this case of hate speech on your job?</b></p> <p>Impact: There was no impact on my job. Consequences: not related to my job.</p>
<p><b>7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:</b></p> <p> <input type="checkbox"/> discriminate      <input type="checkbox"/> distress      <input type="checkbox"/> put fear/threat      <input type="checkbox"/> humiliation/vilification/denigration  <input checked="" type="checkbox"/> physical damage      <input type="checkbox"/> negative stereotyping      <input checked="" type="checkbox"/> provoke violent/ offensive behavior  <input type="checkbox"/> other..... </p>
<p><b>8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:</b></p> <p> <input type="checkbox"/> self-presentation/visibility      <input checked="" type="checkbox"/> a trigger event/news      <input type="checkbox"/> getting benefit  <input type="checkbox"/> gain appreciation from a specific community      <input checked="" type="checkbox"/> personal traits (narcissism, psychoticism, aggression...)  <input type="checkbox"/> other ..... </p>
<p><b>9. End of the story.</b></p> <p>g. What have you learned from this personal experience?</p> <p>I have learned that people can't accept failure sometimes, and that aggression has become a part of the sport at some level in some specific places in the country. I know it's difficult sometimes to keep your emotions when you lose or when you feel offended, but this wasn't exactly the case. Yes, one of the team lost, but this was a game for the Cup, so it was clear that one of the teams had to win the game anyway. Also, I would say that there were drunk people on the stands, which is forbidden and it was a big mistake from the security not to check up well on what people are entering in the stadium. This has proved to me again, that female football in Bulgaria is still not respected as much, as it should.</p> <p>h. What would you say to people who are living similar situations?</p> <p>I would like to tell them that they just have to smile and to avoid the tense situations, because this way they can show who the bigger person is in that case. Also, it's very important to know how valuable they are and to try not think too much in what they've heard or felt in that moment. It's hard to go through such situations, but life can give you lots of unexpected obstacles to get over and to learn from them. Also, this can be something that will be added to your experience, to learn more and to acquire skills to cope with similar situations in the future.</p>
<p><b>10. What is your opinion on required Skills to manage/counter hate speech?</b></p> <p>m. Did you feel you had the skills to manage this kind of situations?</p> <p>Absolutely not. I knew very well when I saw what was happening that there wasn't a person who could resolve this.</p> <p>n. Which was the most difficult part of it?</p>



To decide what was the best thing to do and how to react. Instinctively you want to join the fight and try to make the right thing, but actually, this will make them worse. It's hard to say which is the right thing to do when you get involved in situations like this one.

o. Have you had any form of support?

Yes, we had. Actually most of the people were trying to avoid the conflict, but the emotional reactions of a couple of people made this to escalate very quickly. As I said before, the presidents of both clubs are very close and they do not support or respect any of what happened, so they supported the teams and decided to show to everybody that this single situation won't change anything between the clubs and the relationship they have.

p. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?

Courses attended:.....

Which subjects would be interesting/useful for you?.....

### C. REFERRED TO A MORE GENERAL IDEA

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

**-PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:**

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)

I would say in the team sport. They can occur in any kind of it, no matter if it's youth or elite, or it's being practicing by women or men. It can happen everywhere. I guess this is due to the fact that when there are more people involved, the conflict gets bigger. And also if there is a game of a competition, this can play a very important role in the behavior of the players, the fans, the officials and etc.

2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?

Sometimes is the fact that people feel harmed by a referee or if they are angry with somebody from the team, they support. Sometimes, if it is a player, it can be another player or situation that will trigger hate speech and etc. What I can consider as wrong is the fact that we are still not able to manage this anger or to isolate the people who provoke it. Swearing, insulting and spitting, especially women, is not only ugly, showing low education and no respect to people, but also can show no respect to certain rules, that everybody is supposed to follow if they are part of a community.

**-MAIN ACTORS:**

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)

It can come from everywhere. It depends of the situation and the triggers. In this case, that I am describing, I would say that the fans were the people who made the game more difficult to be played.

4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)

I wouldn't like to put them in a specific frame, because I have seen educated people to do it, I have seen women to do it and I have seen this in different places and countries. What I can say about it

that is very important how are we acting while are we on the stands, because our children can be with us someday and what they will learn is that insulting and getting involved in fights it's something normal for a football game. With this behavior, we won't help with preventing these situations in the future.

5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?

Their purpose probably is to face something that in their mind is wrong or inappropriate and they don't know how to do it other way. This approach can never be successful. I have noticed that, unfortunately, there are people who are going to the stadiums only to get in a trouble and to create a conflict, which is too bad.

#### -TARGET GROUPS, TRENDS :

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)

I think it can be addressed to everybody. I have seen and heard a lot of hate speech towards different people, because of their ethnicity, or just because they are not playing very good. Also, I have witnessed hate speech towards trainers who are considered as "bad" by the fans or by the parents of children, if it's about a youth football club.

7. Has this changed over the last few years?

From the corresponded federations started to be stricter and to punish the clubs and the fans with big fines and restrictions to visit the stadiums. There is still a long way to go and I just hope that we will walk through it and someday we will have the opportunity to enjoy every single game, no matter the tense that could be on the pitch.

8. In your experience, what are the trends and changes in hate speech discourse over the last few years?

It's difficult to give a particular answer to this question. It depends of the place and time where this is happening.

#### -RECOMMENDATIONS :

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?

This is something that everyone has to think about. Why are you going to a certain event – to have fun and to relax from the stressful days that you have or to become even more stressed and angry. It's the same with the people on the pitch. Reacting aggressively and using a hate speech is never helpful, in any kind of situations.

#### OBSERVATIONS :

10. Any observations/impressions of the interviewer:

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## BULGARIA – STORY 7

### A. REFERRED TO A SPECIFIC EVENT

#### 1) Role of the Interviewed:

☐ coach ☐ manager ☒ player ☐ supporter ☐ parents ☐ official ☐ other

2) Age: .....

3) Gender: ☒ male ☐ female

4) Nationality: .....

5) Historical period collocation of Hate Speech : between 2002 and 2013 (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☐ football ☐ handball ☒ volleyball ☐ other....

7) Communication of hate-speech: ☐ face-to-face ☒ general circulation

#### 8) Location/Platform of the hate-speech occurred:

☒ field of play ☐ grandstand ☐ online/web ☒ social media/chat

☐ press ☐ public communication ☐ other .....

### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

#### 3. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

a. Who was the hate speaker : (gender : ☒ male ☐ female)

☐ player (peer) ☒ player (senior) ☐ coach/officials ☒ fans

☐ manager ☐ other .....

b. Who was the victim : (gender : ☒ male ☐ female)

☒ me ☐ third person ☒ group of people

c. What was the role of the victim :

☐ coach ☐ manager ☒ player ☐ supporter ☐ parents ☐ official

☐ other .....

#### 2. Which was the target of hate speech have you detected?

☒ race/ethnicity ☒ sex/gender identity ☐ social class ☐ religion ☐ political view

☐ physical (dis)ability ☐ colour ☐ age ☐ other .....

#### 3. Type of hate speech discourse/behavior?:

☒ swearing/insulting (i.e. any discourse containing swear or insulting discourse)

☐ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)

☒ enmity/hostile (i.e. any hostile expression about a person or group)

☐ symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)

#### 6. Possible cultural references. The interviewer has to take note of:

g. Specific statements (to be reported):"....."

<p>(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...):</p> <p>(If the case) Pauses/silence:</p> <p style="margin-left: 40px;">For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted</p> <p>.....</p>
<p><b>h. Non-verbal (to be reported) :</b></p> <p> <input type="checkbox"/> hand gestures    <input type="checkbox"/> other gestures    <input type="checkbox"/> kick    <input type="checkbox"/> spit    <input type="checkbox"/> push    <input type="checkbox"/> face expressions    <input type="checkbox"/> sounds  <input type="checkbox"/> support of objects    <input type="checkbox"/> reference to posture/distance    <input type="checkbox"/> reference to clothes/uniforms    <input type="checkbox"/>          other .....       </p> <p style="margin-left: 40px;">To Specify.....</p> <p style="margin-left: 40px;">For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.</p> <p>.....</p>
<p><b>i. Specific (explicit or implicit) references to values:</b></p> <p> <input type="checkbox"/> family    <input type="checkbox"/> religion    <input type="checkbox"/> hierarchy    <input type="checkbox"/> sex/sexual orientation    <input type="checkbox"/> freedom  <input type="checkbox"/> honesty/fair play    <input type="checkbox"/> time    <input type="checkbox"/> space    <input type="checkbox"/> other .....       </p> <p style="margin-left: 40px;">For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.</p> <p>.....</p>
<p><b>5. Coping with the situation:</b></p> <p>k. Have you tried to cope with this situation? - Yes always in situations like this</p> <p>l. What would have been possible to do? – call police or prevent fights between the participants in the situation</p> <p>m. What have you done? – prevented fights and help escort the team from facility</p> <p>n. If you decided or you couldn't do anything: explain why – didn't think of anything else to do</p> <p>o. Have you involved other people/organizations? Who? –No</p>
<p><b>6. Which were the impact and consequences of this case of hate speech on your job?</b></p> <p>Impact:.....None – I am used to this and I don't try not to pay attention to it.....</p> <p>Consequences:.....Some disgust from certain part of the country and the world where thing like this occur.</p>
<p><b>7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:</b></p> <p> <input checked="" type="checkbox"/> discriminate    <input checked="" type="checkbox"/> distress    <input type="checkbox"/> put fear/threat    <input checked="" type="checkbox"/> humiliation/vilification/denigration  <input type="checkbox"/> physical damage    <input type="checkbox"/> negative stereotyping    <input checked="" type="checkbox"/> provoke violent/ offensive behavior  <input type="checkbox"/> other.....       </p>
<p><b>8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:</b></p> <p> <input checked="" type="checkbox"/> self-presentation/visibility    <input type="checkbox"/> a trigger event/news    <input type="checkbox"/> getting benefit  <input checked="" type="checkbox"/> gain appreciation from a specific community    <input type="checkbox"/> personal traits (narcissism, psychoticism, aggression...)  <input type="checkbox"/> other .....       </p>
<p><b>9. End of the story.</b></p> <p>e. What have you learned from this personal experience?</p>

There are bad people, but you should not be one of them. To be competitive and do everything to win is a great thing but this should only stay in the court and nowhere else. People curse and offend in their anger or in the moment of the play but this should not be allowed to take a deeper root in our system and relationships with other players and fans

f. What would you say to people who are living similar situations?

Try to stay calm and if possible consider it as a joke. Try not to take it very personally because in many situations people are simply stupid and don't think what they say and do and only after the harm is done they realize what happened. Stay strong and always smile. Smiles kill everything in the oppressors.

#### 10. What is your opinion on required Skills to manage/counter hate speech?

- i. Did you feel you had the skills to manage this kind of situations? - I think so, but most situations are different
- j. Which was the most difficult part of it? - Staying calm and figuring out the best way out without further violence.
- k. Have you had any form of support? Yes, my teammates, coaches and fans are always with me.
- l. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management? No courses attended, only advices from coaches and older players

Courses attended:.....None.....

Which subjects would be interesting/useful for you?....Kraf maga and sniper shooting, just joking (hahahaha).....

### C. REFERRED TO A MORE GENERAL IDEA

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

#### -PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)

It is everywhere but in different forms and amounts. The competitiveness between athletes and teams sometimes leads to hate speech but I do believe that in elite sports it is a lot less between players but rather from the fans, which should not be tolerated at all

2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?

If your team is losing or the game is in the middle for example there is a high tendency of hate speech to occur. People do believe that by cursing and offending other players this is helpful for the team but actually reflects badly both team the same especially if it is on racial or ethnical ground.

#### -MAIN ACTORS:

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)

I believe it mostly comes from other players in the begging, but it order for it to escalate and become a problem the main problem comes from bad parenting, coaches and fans in the end.

4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)

Mostly male between the age 16 and 33. Poorly educated, low income and job positions

5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?
Mostly to get attention and make themselves feel special.

**-TARGET GROUPS, TRENDS :**

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
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I think males between the age of 16 and 35, there is always respect for older, experienced players. Minorities are always a target as well as ethnicity and skin color. I believe that the religious background doesn't have such an impact regarding this issue.
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7. Has this changed over the last few years?
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No and I believe it won't any time soon
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8. In your experience, what are the trends and changes in hate speech discourse over the last few years?
--

Most of the hate speech now is based on skin color and sexual orientation
---

**-RECOMMENDATIONS :**

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?
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Good education! Proper upbringing by parents, coaches and older teammates. Enjoy your sport don't become a victim of it and by so insulting others and use hate speech
--

**-OBSERVATIONS :**

10. Any observations/impressions of the interviewer:

## BULGARIA – STORY 8

### A. REFERRED TO A SPECIFIC EVENT

#### 1) Role of the Interviewed:

☐ coach
 ☐ manager
 ☒ player
 ☐ supporter
 ☐ parents
 ☐ official
 ☐ other

#### 2) Age: 47

3) Gender: ☒ male ☐ female

4) Nationality: Bulgarian

5) Historical period collocation of Hate Speech : 2016 (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☒ football ☐ handball ☐ volleyball ☐ other....

7) Communication of hate-speech: ☒ face-to-face ☐ general circulation

#### 8) Location/Platform of the hate-speech occurred:

☒ field of play
 ☐ grandstand
 ☐ online/web
 ☐ social media/chat  
☐ press
 ☐ public communication
 ☐ other .....

### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

#### 5. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

**a. Who was the hate speaker :** (gender : ☒ male ☐ female)  
☒ player (peer) ☐ player (senior) ☐ coach/officials ☒ fans  
☐ manager ☐ other .....

**b. Who was the victim :** (gender : ☒ male ☐ female)  
☐ me ☒ third person ☐ group of people

**c. What was the role of the victim :**  
☐ coach ☐ manager ☒ player ☐ supporter ☐ parents ☐ official  
☐ other .....

It's about an event related to the amateur football team Galabnik, which existed until the 2015/2016 season in the Pernik Regional Amateur Football Group. One of our players was a Syrian named Mustafa, who has lived in Bulgaria for a long time and has his own business. He is passionate about football and with pleasure and on a voluntary basis joined the revival and existence of the team until the 2015/2016 season. In the second half of the season (in the spring), however, he was systematically insulted and very often fouled by opposing teams. In addition, at almost every game we played (especially as guests), he was insulted on ethnic and racial grounds by the public. The public in this level of Bulgarian football is mostly local people waiting for such sporting events to show contempt towards others, especially towards foreigners and minorities. We had to change our player several times in order to finish the match.

<p><b>2. Which was the target of hate speech have you detected?</b></p> <p> <input checked="" type="checkbox"/> race/ethnicity            <input type="checkbox"/> sex/gender identity            <input type="checkbox"/> social class            <input checked="" type="checkbox"/> religion            <input type="checkbox"/> political view  <input type="checkbox"/> physical (dis)ability            <input type="checkbox"/> colour            <input type="checkbox"/> age            <input type="checkbox"/> other .....       </p>
<p><b>3. Type of hate speech discourse/behavior?:</b></p> <p> <input checked="" type="checkbox"/> swearing/insulting (i.e. any discourse containing swear or insulting discourse)  <input type="checkbox"/> exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)  <input checked="" type="checkbox"/> enmity/hostile (i.e. any hostile expression about a person or group)  <input type="checkbox"/> symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)       </p>
<p><b>7. Possible cultural references. The interviewer has to take note of:</b></p> <p>j. Specific statements (to be reported):"....."</p> <p>(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...):</p> <p>(If the case) Pauses/silence:</p> <p style="margin-left: 40px;">For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted</p> <p>.....</p> <p><b>k. Non-verbal (to be reported) :</b></p> <p> <input checked="" type="checkbox"/> hand gestures            <input type="checkbox"/> other gestures            <input type="checkbox"/> kick            <input type="checkbox"/> spit            <input type="checkbox"/> push            <input checked="" type="checkbox"/> face expressions            <input type="checkbox"/> sounds  <input type="checkbox"/> support of objects    <input type="checkbox"/> reference to posture/distance    <input type="checkbox"/> reference to clothes/uniforms    <input type="checkbox"/> other .....       </p> <p style="margin-left: 40px;">To Specify.....</p> <p style="margin-left: 40px;">For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.</p> <p>.....</p> <p><b>l. Specific (explicit or implicit) references to values:</b></p> <p> <input type="checkbox"/> family            <input type="checkbox"/> religion            <input type="checkbox"/> hierarchy            <input type="checkbox"/> sex/sexual orientation            <input type="checkbox"/> freedom  <input type="checkbox"/> honesty/fair play    <input type="checkbox"/> time    <input type="checkbox"/> space    <input type="checkbox"/> other .....       </p> <p style="margin-left: 40px;">For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.</p> <p>.....</p>
<p><b>5. Coping with the situation:</b></p> <p>u. Have you tried to cope with this situation?</p> <p style="margin-left: 40px;">I and my teammates defended him all the time. We talked to the referee to show penalty cards to the opposing players. We also talked to the delegates at the matches about what was happening on the field.</p> <p>v. What would have been possible to do?</p> <p style="margin-left: 40px;">The zonal council of the Bulgarian Football Union in Pernik could pay more attention to all these incidents and our signals.</p> <p>w. What have you done?</p>



<p>Several times Mustafa was substituted with another player so that the game could be played to the end. My teammates and I talked to the referee and after the match with the delegate and the policeman.</p> <p>x. If you decided or you couldn't do anything: explain why. In such situations in this level of Bulgarian football, especially when visiting, there's nothing more to be done.</p> <p>y. Have you involved other people/organizations? Who? We acted together with my teammates all the time.</p>
<p><b>6. Which were the impact and consequences of this case of hate speech on your job?</b></p> <p>Impact: The incident did not have a direct impact on my work, because the football I play is on an amateur level. Just with a group of friends, mostly from Sofia, we decided to restore the football team in the village of Galabnik (the village is only 50 km away from Sofia).</p> <p>Consequences: This was one of the reasons for the team to end its participation in the Regional Amateur Football Group in Pernik after the end of the season.</p>
<p><b>7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:</b></p> <p><input type="checkbox"/> discriminate      <input type="checkbox"/> distress      <input type="checkbox"/> put fear/threat      <input checked="" type="checkbox"/> humiliation/vilification/denigration  <input checked="" type="checkbox"/> physical damage      <input type="checkbox"/> negative stereotyping      <input type="checkbox"/> provoke violent/ offensive behavior  <input type="checkbox"/> other.....</p>
<p><b>8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:</b></p> <p><input checked="" type="checkbox"/> self-presentation/visibility      <input type="checkbox"/> a trigger event/news      <input checked="" type="checkbox"/> getting benefit (for example, when one of the best players of the opposing team is injured)  <input type="checkbox"/> gain appreciation from a specific community      <input type="checkbox"/> personal traits (narcissism, psychoticism, aggression...)  <input type="checkbox"/> other .....</p>
<p><b>9. End of the story.</b></p> <p>i. What have you learned from this personal experience? The situation has shown that the tendencies of insult, discrimination and hatred towards the different ethnicities and religions in amateur football in Bulgaria continue, especially in the regional football groups. Perhaps one of the main reasons is that these matches are usually played in villages where people do not have a very diverse life and use these events to show their negative emotions. Often the fans have a low level of culture and indecent behavior, and the players lack fair play on and off the field.</p> <p>j. What would you say to people who are living similar situations? What I can say is based on my experience from the field and I do not want to oblige anyone with my opinion. The most important thing is that the player or team that is subjected to insults, hatred and negative attitudes, to stay calm and not succumb to provocations. They can rely on the people in charge of football matches (referees, delegates, etc.) to do a good job, the guilty will be punished and thus, albeit very slowly, the trends related to "hate speech" in Bulgaria will improve.</p>

**10. What is your opinion on required Skills to manage/counter hate speech?**

q. Did you feel you had the skills to manage this kind of situations?

Rather yes, but the skills are acquired from my experience in amateur football fields, and not learned or acquired through any qualification.

r. Which was the most difficult part of it?

In such situations, the most difficult thing is to calm down the opposing players and fans and explain to them that they are wrong. After all, this type of football is mainly for an active lifestyle and entertainment on the weekends.

s. Have you had any form of support?

During the situations the whole team and the team management unanimously stood on the side of our teammate.

t. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?

Courses attended:.....

Which subjects would be interesting/useful for you?.....

**C. REFERRED TO A MORE GENERAL IDEA**

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

**-PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:**

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)

In my experience and observations, the most common "hate speech" is in: group sports, especially football in all its forms, most often at the amateur level, among young and low-educated players and fans. I have no observations for other sports and I cannot give competent expertise.

2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?

In recent years, "hate speech" has clearly appeared towards refugees and the flow of migrants, as Bulgaria has found itself on one of the main routes for refugees. Otherwise, as internal reasons for Bulgaria for the "hate speech" can be pointed out: poor education, low culture, intolerance of different, limited worldview due to the small travel in or outside Bulgaria of a large percentage of the younger generation.

**-MAIN ACTORS:**

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)

In my opinion, the most direct form of "hate speech" comes from the fans, to a lesser extent from the players, both professionals and amateurs. It comes indirectly from the media, less often from politicians and decision-makers.

4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)

In my opinion, it is difficult to make a general typology - but most often these are young people with low education, poor upbringing, not perceiving foreign and different, and less traveled in and outside Bulgaria.

5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?

Most often they want to show up among their environment, to feel some form of superiority. They often talk without thinking. I definitely do not think they are successful.

#### -TARGET GROUPS, TRENDS :

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)

According to my observations as examples of target groups of "hate speech" in recent years can be mentioned: gender and persons of different sexual orientations (e.g. homosexuals), ethnicity (migrants, refugees, etc.), minorities (Roma), the opposing team and its fans (especially in the big professional sports clubs), etc.

7. Has this changed over the last few years?

Rather not. If there are positive changes they are small, slow and often imperceptible to society.

8. In your experience, what are the trends and changes in hate speech discourse over the last few years?

The changes are not very big and significant. Some tendencies that provoke "hate speech" towards the Roma, for example, are the growing emphasis on their rights, their vulnerability from an ethnic point of view, but at the same time without requiring them to have basic obligations to society.

#### -RECOMMENDATIONS :

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?

To establish and observe clear rules on "hate speech" in sport and society for both punishment and encouragement. But let's not just over-tolerate the social groups that are becoming the most common target group for "hate speech". The problem is multifaceted and not easy to solve.

#### -OBSERVATIONS :

10. Any observations/impressions of the interviewer:

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## BULGARIA – STORY 9

### A. REFERRED TO A SPECIFIC EVENT

#### 1) Role of the Interviewed:

☐ coach
 ☐ manager
 ☒ player
 ☐ supporter
 ☐ parents
 ☐ official
 ☐ other .....

#### 2) Age: 16

3) Gender:
 ☒ male
 ☐ female

4) Nationality: Croatian

5) Historical period collocation of Hate Speech : 90s (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech:
 ☒ football
 ☐ handball
 ☐ volleyball
 ☐ other....

7) Communication of hate-speech:
 ☒ face-to-face
 ☐ general circulation

#### 8) Location/Platform of the hate-speech occurred:

☒ field of play
 ☐ grandstand
 ☐ online/web
 ☐ social media/chat

☐ press
 ☐ public communication
 ☐ other .....

### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

#### 4. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

a. Who was the hate speaker : (gender : ☒ male ☐ female)

☒ player (peer)
 ☐ player (senior)
 ☐ coach/officials
 ☐ fans

☐ manager
 ☐ other .....

b. Who was the victim : (gender : ☒ male ☐ female)

☒ me
 ☐ third person
 ☐ group of people

c. What was the role of the victim :

☐ coach
 ☐ manager
 ☒ player
 ☐ supporter
 ☐ parents
 ☐ official

☐ other .....

#### 2. Which was the target of hate speech have you detected?

☒ race/ethnicity
 ☐ sex/gender identity
 ☐ social class
 ☒ religion
 ☐ political view

☐ physical (dis)ability
 ☐ colour
 ☐ age
 ☐ other .....

#### 3. Type of hate speech discourse/behavior?:

☒ swearing/insulting (i.e. any discourse containing swear or insulting discourse)

☐ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)

☐ enmity/hostile (i.e. any hostile expression about a person or group)

☐ symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)

#### 8. Possible cultural references. The interviewer has to take note of:

m. Specific statements (to be reported):"....."

(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...):

(If the case) Pauses/silence:

For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted

.....

**n. Non-verbal (to be reported) :**

☐ hand gestures   ☐ other gestures   ☐ kick   ☐ spit   ☐ push   ☐ face expressions   ☐ sounds  
☐ support of objects   ☐ reference to posture/distance   ☐ reference to clothes/uniforms   ☐  
 other .....

To Specify.....

For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.

.....

**o. Specific (explicit or implicit) references to values:**

☐ family   ☐ religion   ☐ hierarchy   ☐ sex/sexual orientation   ☐ freedom  
☐ honesty/fair play   ☐ time   ☐ space   ☐ other .....

For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.

.....

**5. Coping with the situation:**

p. Have you tried to cope with this situation? Insult the same person  
 q. What would have been possible to do? Referees does not care at the time  
 r. What have you done? Punching, speak and insult, tough game, show you are strong  
 s. If you decided or you couldn't do anything: explain why  
 t. Have you involved other people/organizations? Who? No

**6. Which were the impact and consequences of this case of hate speech on your job?**

Impact: yellow card red card  
 Consequences: share with friend or fellow

**7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:**

☐ discriminate   ☐ distress   ☒ put fear/threat   ☐ humiliation/vilification/denigration  
☐ physical damage   ☐ negative stereotyping   ☐ provoke violent/ offensive behavior  
☐ other: provoke to get card if you are weaker, insulting

**8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:**

☐ self-presentation/visibility   ☐ a trigger event/news   ☒ getting benefit  
☐ gain appreciation from a specific community   ☐ personal traits (narcissism, psychoticism, aggression...)  
☐ other .....

**9. End of the story.**

g. What have you learned from this personal experience?

People are very bad

They all fight for something

Football players ate gladiators

There are Different characters

Not strong enough stop playing

Weak people need support

h. What would you say to people who are living similar situations?

Believe in yourself in your qualities

Get motivated

Ask support from your teammates and coaches

Speak about that problem

Don't stop with sport!!!

#### 10. What is your opinion on required Skills to manage/counter hate speech?

m. Did you feel you had the skills to manage this kind of situations? No

n. Which was the most difficult part of it?

o. Have you had any form of support? From fellow players

p. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?

Courses attended: No

Which subjects would be interesting/useful for you? Psychological courses

### C. REFERRED TO A MORE GENERAL IDEA

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

#### -PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)

2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?

#### -MAIN ACTORS:

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)

Society

4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)

5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?

--

**-TARGET GROUPS, TRENDS :**

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
Racism mostly, ethnicity, religion
7. Has this changed over the last few years?
8. In your experience, what are the trends and changes in hate speech discourse over the last few years?
Movement black lives matter

**-RECOMMENDATIONS :**

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?
Speak about that topic Referees to help not to walk Coaches to speak about that It's not only tactics

**-OBSERVATIONS :**

10. Any observations/impressions of the interviewer:

## BULGARIA – STORY 10

### A. REFERRED TO A SPECIFIC EVENT

#### 1) Role of the Interviewed:

☐ coach    ☐ manager    ☒ player    ☐ supporter    ☐ parents    ☐ official    ☐ other .....

#### 2) Age: 34

**3) Gender:**    ☒ male    ☐ female

**4) Nationality:** Bulgarian

**5) Historical period collocation of Hate Speech :** 2005 (ex. present; '90s, 5 year ago, and so on...)

**6) Sport in which you witnessed hate speech:** ☒ football    ☐ handball    ☐ volleyball    ☐ other....

**7) Communication of hate-speech:**    ☐ face-to-face    ☒ general circulation

#### 8) Location/Platform of the hate-speech occurred:

☒ field of play    ☐ grandstand    ☐ online/web    ☐ social media/chat

☐ press    ☐ public communication    ☐ other .....

### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

#### 5. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

**a. Who was the hate speaker :** (gender : ☒ male    ☐ female)  
☒ player (peer)    ☐ player (senior)    ☐ coach/officials    ☒ fans  
☐ manager    ☐ other .....

**b. Who was the victim :** (gender : ☒ male    ☐ female)  
☐ me    ☒ third person    ☐ group of people

**c. What was the role of the victim :**  
☐ coach    ☐ manager    ☒ player    ☐ supporter    ☐ parents    ☐ official  
☐ other .....

#### 2. Which was the target of hate speech have you detected?

☒ race/ethnicity    ☐ sex/gender identity    ☐ social class    ☐ religion    ☐ political view  
☐ physical (dis)ability    ☐ colour    ☐ age    ☐ other .....

#### 3. Type of hate speech discourse/behavior?:

☐ swearing/insulting (i.e. any discourse containing swear or insulting discourse)  
☐ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)  
☐ enmity/hostile (i.e. any hostile expression about a person or group)  
☒ symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)

#### 9. Possible cultural references. The interviewer has to take note of:



p. Specific statements (to be reported):"....."

(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...):

(If the case) Pauses/silence:

For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted

.....

**q. Non-verbal (to be reported) :**

☐ hand gestures    ☐ other gestures    ☐ kick    ☐ spit    ☐ push    ☐ face expressions    ☐ sounds

☐ support of objects    ☐ reference to posture/distance    ☐ reference to clothes/uniforms    ☐

other .....

To Specify.....

For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.

.....

**r. Specific (explicit or implicit) references to values:**

☐ family    ☐ religion    ☐ hierarchy    ☐ sex/sexual orientation    ☐ freedom

☐ honesty/fair play    ☐ time    ☐ space    ☐ other .....

For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.

.....

**5. Coping with the situation:**

u. Have you tried to cope with this situation? No

v. What would have been possible to do? Speak with the hate speaker / players

w. What have you done? Nothing

x. If you decided or you couldn't do anything: explain why

y. Have you involved other people/organizations? Who? No

**6. Which were the impact and consequences of this case of hate speech on your job?**

Impact: ..... Negative impact over performance of the targeted player

Consequences:..... Undefined

**7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:**

☐ discriminate    ☐ distress    ☐ put fear/threat    ☒ humiliation/vilification/denigration

☐ physical damage    ☒ negative stereotyping    ☐ provoke violent/ offensive behavior

☐ other.....

**8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:**

☐ self-presentation/visibility    ☐ a trigger event/news    ☐ getting benefit

☒ gain appreciation from a specific community    ☒ personal traits (narcissism, psychoticism, aggression...)

☐ other .....

**9. End of the story.**

i. What have you learned from this personal experience?

Hate speech doesn't bring anything good but it's hard to tackle on your own.

j. What would you say to people who are living similar situations?

Be patient, try not to answer in anger and try to discuss the situation with other people

#### 10. What is your opinion on required Skills to manage/counter hate speech?

- q. Did you feel you had the skills to manage this kind of situations? Not at the time
- r. Which was the most difficult part of it? It's difficult to talk with the targeted person because you don't know how he will react
- s. Have you had any form of support? No
- t. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?

Courses attended:.....

Which subjects would be interesting/useful for you?.....

### C. REFERRED TO A MORE GENERAL IDEA

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

#### -PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)

2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?

#### -MAIN ACTORS:

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)

4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)

5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?

#### -TARGET GROUPS, TRENDS :

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)

7. Has this changed over the last few years?

8. In your experience, what are the trends and changes in hate speech discourse over the last few years?

**-RECOMMENDATIONS :**

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?

**-OBSERVATIONS :**

10. Any observations/impressions of the interviewer:

## **BULGARIA – STORY 11**

### **A. REFERRED TO A SPECIFIC EVENT**

#### **1) Role of the Interviewed:**

☐ coach    ☐ manager    ☒ player    ☐ supporter    ☐ parents    ☐ official    ☐ other .....

#### **2) Age:** 39

**3) Gender:**    ☒ male    ☐ female

**4) Nationality:** Bulgarian

**5) Historical period collocation of Hate Speech :** 2005 (ex. present; '90s, 5 year ago, and so on...)

**6) Sport in which you witnessed hate speech:** ☒ football    ☐ handball    ☐ volleyball    ☐ other....

**7) Communication of hate-speech:**    ☒ face-to-face    ☐ general circulation

#### **8) Location/Platform of the hate-speech occurred:**

☒ field of play    ☐ grandstand    ☐ online/web    ☐ social media/chat

☐ press    ☐ public communication    ☐ other .....

### **B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE**

(Researcher summarizes the Interview by addressing each topic)

#### **1. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?**

**a. Who was the hate speaker :** (gender : ☒ male    ☐ female)

☒ player (peer)    ☐ player (senior)    ☐ coach/officials    ☐ fans

☐ manager    ☐ other .....

**b. Who was the victim :** (gender : ☒ male    ☐ female)

☐ me    ☐ third person    ☒ group of people

**c. What was the role of the victim :**

☐ coach    ☐ manager    ☒ player    ☐ supporter    ☐ parents    ☐ official

☐ other .....

#### **2. Which was the target of hate speech have you detected?**

☐ race/ethnicity    ☐ sex/gender identity    ☐ social class    ☐ religion    ☐ political view

☒ physical (dis)ability    ☐ colour    ☐ age    ☐ other .....

#### **3. Type of hate speech discourse/behavior?:**

☒ swearing/insulting (i.e. any discourse containing swear or insulting discourse)

☐ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)

x enmity/hostile (i.e. any hostile expression about a person or group)

☐ symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)

The event took place in 2005 at the Sofia University mini-football tournament for students. Our team consisted of students mainly from the Faculty of Geology and Geography, where I studied Tourism. In the group stage of the tournament, our team met a team composed mainly of students from the Faculty of Mathematics. In the second half the game became rough and there was a fight between the two teams. There were insults, threats and hate speech all the time. The hate speech continued after the game in the following months. In the end, the referee stopped the match and neither team received points.

#### 10. Possible cultural references. The interviewer has to take note of:

s. Specific statements (to be reported): "....."

(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...):

(If the case) Pauses/silence:

For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted

.....

#### t. Non-verbal (to be reported) :

x hand gestures ☐ other gestures ☐ kick ☐ spit ☐ push ☐ face expressions ☐ sounds

☐ support of objects ☐ reference to posture/distance ☐ reference to clothes/uniforms

☐ other .....

To Specify.....

For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.

.....

#### u. Specific (explicit or implicit) references to values:

☐ family ☐ religion ☐ hierarchy ☐ sex/sexual orientation ☐ freedom

☐ honesty/fair play ☐ time ☐ space ☐ other .....

For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.

.....

#### 11. Coping with the situation:

a. Have you tried to cope with this situation?

Yes, but the situation was very difficult, aggression and hostility prevailed.

b. What would have been possible to do?

It would be best for students not to participate with aggression, bad mentality and inability to lose in football matches in such amateur tournaments.

c. What have you done?

<p>I tried to protect my teammates and prevent a fight. Then I talked to the other team that there is no point in such aggressive and full of insults and swearing events.</p> <p>d. If you decided or you couldn't do anything: explain why The situation happened very quickly and was difficult to predict and prevent. So there was nothing to be done in advance and there was no way anyone was prepared.</p> <p>e. Have you involved other people/organizations? Who? I acted together with my teammates. There are no security guards in this type of tournament, so you could only talk to the referee.</p>
<p><b>12. Which were the impact and consequences of this case of hate speech on your job?</b> Impact:..... Consequences:..... These types of tournaments are amateur, student-only, and cannot affect my work or have any consequences for my future career.</p>
<p><b>7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:</b></p> <p><input type="checkbox"/> discriminate      <input type="checkbox"/> distress      <input checked="" type="checkbox"/> put fear/threat      <input type="checkbox"/> humiliation/vilification/denigration  <input checked="" type="checkbox"/> physical damage      <input type="checkbox"/> negative stereotyping      <input type="checkbox"/> provoke violent/ offensive behavior</p> <p><input type="checkbox"/> other.....</p>
<p><b>8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:</b></p> <p><input type="checkbox"/> self-presentation/visibility      <input type="checkbox"/> a trigger event/news      <input type="checkbox"/> getting benefit  <input type="checkbox"/> gain appreciation from a specific community <input checked="" type="checkbox"/> personal traits (narcissism, psychoticism, aggression...)  <input type="checkbox"/> other .....</p>
<p><b>9. End of the story.</b></p> <p>a. What have you learned from this personal experience? That hate speech can be found anytime and anywhere, even though it is often about amateur sports and voluntary participation.</p> <p>b. What would you say to people who are living similar situations? Before becoming the object of hate speech or aggressive behavior, think that the main role of amateur sports is related to health and social relations between people. Hate speech has always existed and will continue to exist, it is just a matter of campaigns and publicity against its spread.</p>
<p><b>10. What is your opinion on required Skills to manage/counter hate speech?</b></p> <p>a. Did you feel you had the skills to manage this kind of situations? Rather yes, although there are many varieties of hate speech and it is difficult for anyone to be prepared for all situations.</p> <p>b. Which was the most difficult part of it? In this case, when it comes to aggression and insults among young people, the first minutes are the most difficult until the situation is controlled.</p> <p>c. Have you had any form of support? In the mentioned situation we acted together and supported each other with my teammates. No other kind of support was possible.</p>

<p>d. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?</p> <p>Courses attended: no</p> <p>Which subjects would be interesting/useful for you? -</p>
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### C. REFERRED TO A MORE GENERAL IDEA

Based on your experience in sport please answer the following questions.

#### -PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)
In my opinion, in the various forms of football, ie. mainly in team sports. Hate speech in Bulgaria can often be seen on the Internet, especially in chats or comments on publications.
2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?
I think hate speech is a direct reflection of upbringing, education, literacy and culture of each individual. Very often, events that provoke hate speech are sporting events, whether on an amateur or professional level.

#### -MAIN ACTORS:

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)
As I mentioned, in the various forms of football, team sports and internet.
4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)
The use of hate speech is a widespread phenomenon in Bulgaria and no specific demographic profile can be created. The problem is not so much age or gender as literacy, upbringing and mentality.
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?
Each use of hate speech has an individual cause and motive. In my opinion, those who use hate speech are not successful.

#### -TARGET GROUPS, TRENDS :

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
From the point of view of Bulgaria, in my opinion, hate speech is most often used in the context of ethnicity, race, gender, specifics in sexuality and political views.
7. Has this changed over the last few years?
Unfortunately, rather not.
8. In your experience, what are the trends and changes in hate speech discourse over the last few years?
I personally do not see a positive change. The hate speech continues to be an inseparable part of everyday life in Bulgaria.

#### -RECOMMENDATIONS :

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?
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In my opinion, the search for a solution to the problem of hate speech should be sought from an early age. Information campaigns must be carried out constantly and foreign experience must be used.
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**-OBSERVATIONS :**

10. Any observations/impressions of the interviewer:
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## BULGARIA – STORY 12

### A. REFERRED TO A SPECIFIC EVENT

#### 1) Role of the Interviewed:

☐ coach    ☒ manager    ☐ player    ☐ supporter    ☐ parents    ☐ official    ☐ other .....

2) Age: 43

3) Gender: ☒ male    ☐ female

4) Nationality: Bulgarian

5) Historical period collocation of Hate Speech : 6-8 years ago (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☐ football    ☐ handball    ☐ volleyball X  
other....Futsal / Street Football

7) Communication of hate-speech: ☒ face-to-face    ☐ general circulation

Location/Platform of the hate-speech occurred:

☒ field of play    ☐ grandstand    ☐ online/web    ☐ social media/chat  
☐ press    ☐ public communication    ☐ other .....

### A. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE (Researcher summarizes the Interview by addressing each topic)

**1. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?**

**a. Who was the hate speaker :** (gender : ☒ male    ☐ female)

☐ player (peer)    ☐ player (senior)    ☐ coach/officials    ☒ fans  
☐ manager    ☒ other .....

**b. Who was the victim :** (gender : ☒ male    ☐ female)

☐ me    ☐ third person    ☒ group of people

**c. What was the role of the victim :**

☐ coach    ☐ manager    ☒ player    ☐ supporter    ☐ parents    ☐ official  
☐ other.....

**2. Which was the target of hate speech have you detected?**

☒ race/ethnicity    ☐ sex/gender identity    ☒ social class    ☐ religion    ☐ political view  
☐ physical (dis)ability    ☒ colour    ☐ age    ☐ other .....

**3. Type of hate speech discourse/behavior?:**

☒ swearing/insulting (i.e. any discourse containing swear or insulting discourse)

☒ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)

☒ enmity/hostile (i.e. any hostile expression about a person or group)

☒ symbolization (i.e. emphasizing identity as a basis of humiliation/ hate)

**4. Possible cultural references. The interviewer has to take note of:**

v. Specific statements (to be reported):" ..... "

(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...):

(If the case) Pauses/silence:

For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted

.....

**w. Non-verbal (to be reported) :**
☒ hand gestures    ☐ other gestures    ☐ kick    ☐ spit    ☐ push    ☐ face expressions    ☐ sounds

☐ support of objects    ☐ reference to posture/distance    ☐ reference to clothes/uniforms    ☐

other .....

To Specify.....

For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.

**x. Specific (explicit or implicit) references to values:**
☐ family    ☐ religion    ☐ hierarchy    ☐ sex/sexual orientation    ☐ freedom

☐ honesty/fair play    ☐ time    ☐ space    ☐ other .....

For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.

**5. Coping with the situation:**

- a. Have you tried to cope with this situation?
- b. What would have been possible to do?
- c. What have you done?
- d. If you decided or you couldn't do anything: explain why
- e. Have you involved other people/organizations? Who?

**I spoke with the delegate (the representative of the Bulgarian Football Union) of the futsal game and he stopped it. When the fans with the Hate Speech left the hall, the game started again.**
**6. Which were the impact and consequences of this case of hate speech on your job?**

Impact: The players in the team were afraid and they were angry

Consequences: We needed prevention and I sent official letters to Bulgarian Football Union and the police to provide adequate security

**7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:**
☒ discriminate    ☒ distress    ☒ put fear/threat    ☒ humiliation/vilification/denigration

☒ physical damage    ☒ negative stereotyping    ☒ provoke violent/ offensive behavior

☐ other.....

**8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:**

X self-presentation/visibility    ☐ a trigger event/news    ☐ getting benefit  
 X gain appreciation from a specific community X personal traits (narcissism, psychoticism, aggression...)  
☐ other .....

**9. End of the story.**

a. What have you learned from this personal experience?

**I learned that there is a lack of empathy in society**

b. What would you say to people who are living similar situations?

**People who use hate speech have usually been subjected to verbal or physical violence. The victim should not look for conflict, but find an approach to the person against himself, who was also once a victim.**

**10. What is your opinion on required Skills to manage/counter hate speech?**

- a. Did you feel you had the skills to manage this kind of situations? **YES**
- b. Which was the most difficult part of it? **Emotional control of the speaker**
- c. Have you had any form of support? **Yes, from the officials**
- d. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management? **NO**

Courses attended:.....

Which subjects would be interesting/useful for you? Anger control of third person

**B. REFERRED TO A MORE GENERAL IDEA**

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

**-PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:**

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)

Team sports

2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?

Stereotypes, prejudices, social environment and education

**-MAIN ACTORS:**

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)
Fans
4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)
Usually men in a group
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?
The different and weak people

#### -TARGET GROUPS, TRENDS :

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
Young nationalists
7. Has this changed over the last few years?
I can't say
8. In your experience, what are the trends and changes in hate speech discourse over the last few years?
I can't say

#### -RECOMMENDATIONS :

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?
The victim responds with a smile and an unexpected and unusual move



## O1 - D1.1 STORIES from GREECE

Stories Collected By: KEAN

## GREECE – STORY 1

### A. REFERRED TO A SPECIFIC EVENT

#### 1) Role of the Interviewed:

☐ coach
 ☐ manager
 ☐ player
 ☐ supporter
 ☐ parents
 ☐ official
 ☐ other

2) Age: .....45.....

3) Gender: ☒ male ☐ female

4) Nationality: ...Greek

5) Historical period collocation of Hate Speech : ...'90s..... (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☐ football ☐ handball ☐ volleyball ☐ basketball....

7) Communication of hate-speech: ☐ face-to-face ☐ general circulation

#### 8) Location/Platform of the hate-speech occurred:

☐ field of play
 ☐ grandstand
 ☐ online/web
 ☐ social media/chat

☐ press
 ☐ public communication
 ☐ other changing room

### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

#### 2. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

a. Who was the hate speaker : (gender : ☐ male ☐ female)

☒ player (peer)
 ☐ player (senior)
 ☐ coach/officials
 ☐ fans

☐ manager
 ☐ other .....

b. Who was the victim : (gender : ☐ male ☐ female)

☒ me
 ☐ third person
 ☐ group of people

c. What was the role of the victim :

☐ coach
 ☐ manager
 ☒ player
 ☐ supporter
 ☐ parents
 ☐ official

☐ other .....

#### 2. Which was the target of hate speech have you detected?

☐ race/ethnicity
 ☐ sex/gender identity
 ☐ social class
 ☐ religion
 ☐ political view

☐ physical (dis)ability
 ☐ colour
 ☐ age
 ☐ other physical appearance/ I was very tall and my co-player felt jealousy for that

#### 3. Type of hate speech discourse/behavior?:

☐ swearing/insulting (i.e. any discourse containing swear or insulting discourse)

☐ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)

☐ enmity/hostile (i.e. any hostile expression about a person or group)

☐ symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)

**13. Possible cultural references. The interviewer has to take note of:**

y. Specific statements (to be reported): "You are dead." "Who do you think you are" "You are useless" (If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...):

(If the case) Pauses/silence:

**z. Non-verbal (to be reported) :**

☐ hand gestures ☐ other gestures ☒ kick ☐ spit ☒ push ☒ face expressions ☐ sounds

☐ support of objects ☐ reference to posture/distance ☐ reference to clothes/uniforms ☐ other .....

To Specify.....

**aa. Specific (explicit or implicit) references to values:**

☒ family ☐ religion ☐ hierarchy ☐ sex/sexual orientation ☐ freedom

☒ honesty/fair play ☐ time ☐ space ☐ other .....

**14. Coping with the situation:**

- f. Have you tried to cope with this situation? I was playing basketball in the teenage league. I was a good player and very tall. That made the player who had the best performance jealous of me because of my height.
- g. What would have been possible to do? He always made remarks, comments and was sarcastic. But one time at the changing room, with two of our fellow players they tried to circle and hit me.
- h. What have you done? I was tall and strong and manage to confront them mostly verbally. I also shouted and pushed them and left
- i. If you decided or you couldn't do anything: explain why
- j. Have you involved other people/organizations? Who? I involved my parents and my coach. My parents were very supportive but the coach did not want to defend me against the best player. I felt like I was overreacting. Thankfully my father supported me and told me I had done nothing wrong.

**15. Which were the impact and consequences of this case of hate speech on your job?**

Impact: I was very afraid, humiliated and felt a great feeling of injustice

Consequences: I lost my respect on my coach, but fortunately my father defended my and never made me feel I made something wrong.....

**7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:**

☐ discriminate ☒ distress ☒ put fear/threat ☐ humiliation/vilification/denigration

☐ physical damage ☐ negative stereotyping ☒ provoke violent/ offensive behavior

☐ other.....

**8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:**

- ☒ self-presentation/visibility     ☐ a trigger event/news     ☐ getting benefit  
☐ gain appreciation from a specific community     ☒ personal traits (narcissism, psychoticism, aggression...)  
☐ other .....jealousy.....

**9. End of the story.**

- c. What have you learned from this personal experience? I have learnt that a bad coach can make you give up professional athleticism. I have also learnt that there is a lot of injustice in sports and fame is more important than fair play.
- d. What would you say to people who are living similar situations? Speak up, never let others underestimate you, speak to somebody you trust. Don't give up, find a team and a coach that suits you.

**10. What is your opinion on required Skills to manage/counter hate speech?**

- e. Did you feel you had the skills to manage this kind of situations? I was confident enough to stand up for myself against my fellow players but I could not deal with continuing playing with the team when I felt that the coach I trusted was unfair to me.
- f. Which was the most difficult part of it? After so many years, I still feel the injustice and it is difficult to talk about it. A coach should be a person of trust not a person of interest.
- g. Have you had any form of support? Yes, from my parents.
- h. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?

Courses attended:.....

Which subjects would be interesting/useful for you?.....

**C. REFERRED TO A MORE GENERAL IDEA**

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

**-PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:**

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)

Team sports, boys, young age for athletes and no age for fans and coaches and persons working in athleticism

2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?

Fanatism, pressure to young athletes from parents and coaches to be better and better.

**-MAIN ACTORS:**



3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)
4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?

**-TARGET GROUPS, TRENDS :**

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
Young athletes, and when you are not famous ethnicity and religion plays a big role
7. Has this changed over the last few years?
It changes only if the athlete becomes famous and brings recognition and medals in Greece.
8. In your experience, what are the trends and changes in hate speech discourse over the last few years?

**-RECOMMENDATIONS :**

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?
Courses at schools, parent courses in federation, evaluation to coaches and other sport employees (referees, management boards etc)

**-OBSERVATIONS :**

10. Any observations/impressions of the interviewer:
Hate speech has long term effects especially when it is experienced in a younger age.

## GREECE – STORY 2

### A. REFERRED TO A SPECIFIC EVENT

#### 1) Role of the Interviewed:

☐ Coach      ☐ manager   ☐ player   ☐ supporter   ☐ parents   ☐ official   ☐ other

2) Age: 37

3) Gender: ☐ male      ☐ female

4) Nationality: Greek

5) Historical period collocation of Hate Speech: 98'-00' (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☐ football ☐ handball   ☐ volleyball   ☐ other

7) Communication of hate-speech: ☐ face-to-face   ☐ general circulation

#### 8) Location/Platform of the hate-speech occurred:

☐ field of play      ☐ grandstand      ☐ online/web      ☐ social media/chat

☐ press      ☐ public communication      ☐ other .....

### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

#### 3. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

a. Who was the hate speaker : (gender : ☐ male      ☐ female)

☐ player (peer)      ☐ player (senior)      ☐ coach/officials      ☐ fans

☐ manager      ☐ other .....

b. Who was the victim : (gender : ☐ male      ☐ female)

☐ me      ☐ third person      ☐ group of people

c. What was the role of the victim :

☐ coach      ☐ manager   ☐ player   ☐ supporter   ☐ parents   ☐ official

☐ other .....

#### 2. Which was the target of hate speech have you detected?

☐ race/ethnicity      ☐ sex/gender identity      ☐ social class      ☐ religion      ☐ political view

☐ physical (dis)ability      ☐ colour      ☐ age      ☐ performance

#### 3. Type of hate speech discourse/behavior?:

☐ swearing/insulting (i.e. any discourse containing swear or insulting discourse)

☐ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)

- ☐ enmity/hostile (i.e. any hostile expression about a person or group)
- ☐ symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)

**16. Possible cultural references. The interviewer has to take note of:**

bb. Specific statements (to be reported): " Irony "

(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...):

(If the case) Pauses/silence:

For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted

**cc. Non-verbal (to be reported) :**

☐ hand gestures    ☐ other gestures    ☐ kick    ☐ spit    ☐ push    ☐ face expressions    ☐ sounds

☐ support of objects    ☐ reference to posture/distance    ☐ reference to clothes/uniforms    ☐ other .....

To Specify.....

For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.

**dd. Specific (explicit or implicit) references to values:**

☐ family    ☐ religion    ☐ hierarchy    ☐ sex/sexual orientation    ☐ freedom

☐ honesty/fair play    ☐ time    ☐ space    ☐ other .....

For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.

**17. Coping with the situation:**

k. Have you tried to cope with this situation?    Yes

l. What would have been possible to do?    Nothing Irreversible

m. What have you done?    Informed the coach

n. If you decided or you couldn't do anything: explain why

o. Have you involved other people/organizations? Who?    Yes, the coach.

**18. Which were the impact and consequences of this case of hate speech on your job?**

Impact:    Stress, Reduction of performance

Consequences:    Detachment of concentration

**7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:**

☐ discriminate    ☐ distress    ☐ put fear/threat    ☐ humiliation/vilification/denigration

☐ physical damage    ☐ negative stereotyping    ☐ provoke violent/ offensive behavior

☐ other.....

**8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:**

- ☐ self-presentation/visibility    ☐ a trigger event/news    ☐ getting benefit
- ☐ gain appreciation from a specific community    ☐ personal traits (narcissism, psychoticism, aggression...)
- ☐ other .....

**9. End of the story.**

- e. What have you learned from this personal experience?  
Not to let such events affect my training and performance in the race
- f. What would you say to people who are living similar situations?  
The same as mentioned above

**10. What is your opinion on required Skills to manage/counter hate speech?**

- i. Did you feel you had the skills to manage this kind of situations?  
Of course
- j. Which was the most difficult part of it?  
To ignore it
- k. Have you had any form of support?  
Support of my coach
- l. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?

Courses attended: Coaching courses cover these topics

Which subjects would be interesting/useful for you? Incompetent athletes

**C. REFERRED TO A MORE GENERAL IDEA**

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

**-PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:**

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)

Individual and team youth sports

2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?

The difference in performance, who is good and who is not

**-MAIN ACTORS:**

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)
100% from parents
4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)
Often same age athletes
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?
Affect the performance of the good athlete

**-TARGET GROUPS, TRENDS :**

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
The performance of athletes
7. Has this changed over the last few years?
No
8. In your experience, what are the trends and changes in hate speech discourse over the last few years?
All the efforts that have been made cover only issues of racism

**-RECOMMENDATIONS :**

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?
-

**-OBSERVATIONS :**

10. Any observations/impressions of the interviewer:
-

### GREECE – STORY 3

#### A. REFERRED TO A SPECIFIC EVENT

##### 1) Role of the Interviewed:

☐ coach      ☐ manager   ☐ player   x supporter      ☐ parents      ☐ official      ☐ other

2) Age: .....42.....

3) Gender:      x male                  ☐ female

4) Nationality: Greek

5) Historical period collocation of Hate Speech : 90s (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☐ football                  ☐ handball                  ☐ volleyball      ☐ other....

7) Communication of hate-speech:      ☐ face-to-face      ☐ general circulation

##### 8) Location/Platform of the hate-speech occurred:

☐ field of play                  ☐ grandstand                  ☐ online/web                  ☐ social media/chat  
☐ press                  ☐ public communication                  ☐ other out of the court after the match

#### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

#### 4. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

a. Who was the hate speaker : (gender : ☐ male                  ☐ female)

☐ player (peer)                  ☐ player (senior)                  ☐ coach/officials                  x fans  
☐ manager                  ☐ other .....

b. Who was the victim : (gender : ☐ male                  ☐ female)

☐ me                  ☐ third person                  x group of people

c. What was the role of the victim :

☐ coach                  ☐ manager   ☐ player   x supporters      ☐ parents      ☐ official  
☐ other .....

#### 2. Which was the target of hate speech have you detected?

☐ race/ethnicity      ☐ sex/gender identity                  ☐ social class      ☐ religion                  ☐ political view  
☐ physical (dis)ability      ☐ colour                  ☐ age      ☐ other opposite team

#### 3. Type of hate speech discourse/behavior?:

x swearing/insulting (i.e. any discourse containing swear or insulting discourse)

<input type="checkbox"/> exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)  <input type="checkbox"/> enmity/hostile (i.e. any hostile expression about a person or group)  <input type="checkbox"/> symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)
<b>19. Possible cultural references. The interviewer has to take note of:</b> ee. Specific statements (to be reported): "....." (If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...): (If the case) Pauses/silence: <b>ff. Non-verbal (to be reported) :</b> x hand gestures <input type="checkbox"/> other gestures    x kick    x spit    x push    x face expressions    x sounds  <input type="checkbox"/> support of objects <input type="checkbox"/> reference to posture/distance <input type="checkbox"/> reference to clothes/uniforms <input type="checkbox"/> other .....  To Specify..... <b>gg. Specific (explicit or implicit) references to values:</b> <input type="checkbox"/> family <input type="checkbox"/> religion <input type="checkbox"/> hierarchy <input type="checkbox"/> sex/sexual orientation <input type="checkbox"/> freedom <input type="checkbox"/> honesty/fair play <input type="checkbox"/> time <input type="checkbox"/> space <input type="checkbox"/> other .....
<b>20. Coping with the situation:</b> p. Have you tried to cope with this situation? At the 90s I was a fan of the Olympiakos and went to almost all the football matches. The fans back then were very violent after the games and during the match we exchanged hate slogans. After a match I lost my friends and I was confronted by a group of fans of the opposite team. q. What would have been possible to do? There was not much I could do. r. What have you done? I tried to get away but the surrounded me. They swore me and I tried to escape s. If you decided or you couldn't do anything: explain why t. Have you involved other people/organizations? Who? Not really. I ended up in hospital. My friends and fellow fans came to visit.
<b>21. Which were the impact and consequences of this case of hate speech on your job?</b> Impact: I was also a fan but I never took part in fights. I Consequences: I went to hospital with heavy injuries
<b>7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:</b> <input type="checkbox"/> discriminate <input type="checkbox"/> distress <input type="checkbox"/> put fear/threat <input type="checkbox"/> humiliation/vilification/denigration <input checked="" type="checkbox"/> <u>physical damage</u> <input type="checkbox"/> negative stereotyping    x provoke violent/ offensive behavior  <input type="checkbox"/> other.....
<b>8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:</b> x self-presentation/visibility <input type="checkbox"/> a trigger event/news <input type="checkbox"/> getting benefit

x gain appreciation from a specific community x personal traits (narcissism, psychoticism, aggression...)  
☐ other .....

### 9. End of the story.

- g. What have you learned from this personal experience? To be careful and never be left alone
- h. What would you say to people who are living similar situations? Avoid other fans. Do not get into fights.

### 10. What is your opinion on required Skills to manage/counter hate speech?

- m. Did you feel you had the skills to manage this kind of situations? Of course, I was alone against 10-15 people
- n. Which was the most difficult part of it? They hit me and kicked me
- o. Have you had any form of support? After they hit me, other people called an ambulance
- p. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?

Courses attended:.....

Which subjects would be interesting/useful for you?.....

## C. REFERRED TO A MORE GENERAL IDEA

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

### -PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)

.

In the past we were very fanatic. I think the federations as well as the media play a very big part. But we get fanatised from a very young age. When I was a teenager football played a great part of my life. I hanged out with fans from the same team, did not miss a match and hate speech was considered normal. I think the basic element is the money the teams made out of our fanaticism

2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?

I think that when you are part of the associations, they group make you fanatised. And when you are very young it is easier

### -MAIN ACTORS:

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)



I believe it has to do with money. I feel that while I spent a week in hospital the federations made more money
4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)
Usually teenagers to young men (12-25), mostly male. I do not believe it has to do with the status or money. In the field we behaved like one body.
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?
The goal was to diminish the others and feel good about ourselves. I think this was the culture.

#### -TARGET GROUPS, TRENDS :

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
In my experience, it was just the fans of the other team
7. Has this changed over the last few years?
I think it has changed. In the 90's we even had deaths of young people. But fanaticism is still there.
8. In your experience, what are the trends and changes in hate speech discourse over the last few years?
When I was a teenager we usually exercised hate speech outside in the roads. I believe now it is more a social media thing.

#### -RECOMMENDATIONS :

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?
I think that sport behaviour can be learnt in the associations and federations. I disagree that it all has to do with the family.

#### -OBSERVATIONS :

10. Any observations/impressions of the interviewer:
In Greece, the large opposite teams "organised" fights and people often got badly injured.

### GREECE – STORY 4

#### A. REFERRED TO A SPECIFIC EVENT

##### 1) Role of the Interviewed:

☐ coach      ☐ manager   ☐ player   ☐ supporter   ☐ parents   ☐ official   ☐ other

2) Age: ...44.

3) Gender: ☐ male      x female

4) Nationality: Greek

5) Historical period collocation of Hate Speech : ...2015 ..... (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☒ football ☐ handball ☐ volleyball ☐ other....

7) Communication of hate-speech: ☒ face-to-face ☐ general circulation

8) Location/Platform of the hate-speech occurred:

☒ field of play ☐ grandstand ☐ online/web ☐ social media/chat

☐ press ☐ public communication ☐ other .....

## B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

### 5. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

a. Who was the hate speaker : (gender : ☐ male ☐ female)

☐ player (peer) ☐ player (senior) ☐ coach/officials ☒ fans

☐ manager ☐ other .....

b. Who was the victim : (gender : ☒ male ☐ female)

☐ me ☒ third person ☐ group of people

c. What was the role of the victim :

☐ coach ☐ manager ☒ player ☐ supporter ☐ parents ☐ official

☐ other .....

### 2. Which was the target of hate speech have you detected?

☐ race/ethnicity ☐ sex/gender identity ☐ social class ☐ religion ☐ political view

☐ physical (dis)ability ☐ colour ☐ age ☒ other alleged reduced sport performance.....

### 3. Type of hate speech discourse/behavior?:

☐ swearing/insulting (i.e. any discourse containing swear or insulting discourse)

☒ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)

☒ enmity/hostile (i.e. any hostile expression about a person or group)

☐ symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)

### 4. Possible cultural references. The interviewer has to take note of:

**Specific statements** (to be reported): "You are a loser" "We will lose because of you"

(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...):

(If the case) Pauses/silence:

**hh. Non-verbal (to be reported) :**

☒ hand gestures    ☐ other gestures    ☐ kick    ☐ spit    ☐ push    ☐ face expressions    ☐ sounds

☐ support of objects    ☐ reference to posture/distance    ☐ reference to clothes/uniforms    ☐

other .....

To Specify.....

**ii. Specific (explicit or implicit) references to values:**

☐ family    ☐ religion    ☐ hierarchy    ☐ sex/sexual orientation    ☐ freedom

☐ honesty/fair play    ☐ time    ☐ space    ☐ other .....

**5. Coping with the situation:**

- u. Have you tried to cope with this situation? Yes
- v. What would have been possible to do?
- w. What have you done? I spoke with the coach
- x. If you decided or you couldn't do anything: explain why
- y. Have you involved other people/organizations? Who? The coach and then the other parents

**6. Which were the impact and consequences of this case of hate speech on your job?**

Impact: Low self-esteem, not wanting to take part in the trainings and matches.....

Consequences:....Finally, the teenager gave up playing football – Drop out

**7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:**

☒ discriminate    ☐ distress    ☐ put fear/threat    ☐ humiliation/vilification/denigration

☐ physical damage    ☐ negative stereotyping    ☐ provoke violent/ offensive behavior

☐ other.....

**8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:**

☐ self-presentation/visibility    ☐ a trigger event/news    ☒ getting benefit

☐ gain appreciation from a specific community    ☒ personal traits (narcissism, psychoticism, aggression...)

☐ other .....

**9. End of the story.**

- a. What have you learned from this personal experience? I have learnt that hate speech, can hurt the feeling of athletes, and make them even give up the sport they love so much
- b. What would you say to people who are living similar situations? To support their right and never give up

**10. What is your opinion on required Skills to manage/counter hate speech?**

- a. Did you feel you had the skills to manage this kind of situations? Not really. I tried to empower my child but I felt it was not my job. The federation should have dealt with it and his coaches.

- b. Which was the most difficult part of it? That I could not predict how hurtful it would be for the child and plan my reaction
- c. Have you had any form of support? The coach took our side and unfortunately it was even difficult for him to stop the hate speech. Finally, the other teenager left to go to another team
- d. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?

Courses attended:.....

Which subjects would be interesting/useful for you?.....

### C. REFERRED TO A MORE GENERAL IDEA

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

#### -PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)

THINK MANY PARENTS PROJECT THEIR OWN DEFICIENCIES TO CHILDREN. THE SPECIFIC FATHER WHO PROTESTED STRONGLY AND LOUDLY DURING THE GAMES WHEN THE COACH PUTTED ATHLETES ON THE COURT HE USED TO BE A FOOTBALL PLAYER. AND BECAUSE HE DID NOT MANAGE TO FULFILL HIS DREAM, HE WANTED TO MAKE HIS DREAM COME TRUE THROUGH HIS SON. HE SCOLDED HIS CHILD FIERCLY AFTER EVERY MATCH BECAUSE HE LISTENED TO THE COACH'S INSTRUCTIONS AND NOT HIMSELF.

2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?

I THINK WHAT FANATISM CAUSES. THE NEED FOR WINS, CUPS AND PRIZES. THE NEED TO PROVE THAT SOME ARE BETTER THAN OTHERS.

#### -MAIN ACTORS:

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)

I think that hate speech can come from all directions, parents, fans, coaches and athletes

4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)

I HAVE THE FEELING THAT THEY ARE USUALLY MEN WITH LOW EDUCATIONAL LEVEL AND EVEN LOWER EMOTIONAL INTELLIGENCE.

5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?

I THINK THEY ARE NOT HAPPY AND ARE JUST TRYING TO TAKE OUT THEIR NEGATIVE FEELINGS ON others .

#### -TARGET GROUPS, TRENDS :

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)

FROM WHAT I HAVE HEARD ON THE COURTS I WOULD SAY THAT IT IS CERTAINLY GENDER AND NATIONALITY. OF COURSE SEXUAL ORIENTATION ALSO PLAYS A BIG ROLE.

7. Has this changed over the last few years?

I THINK THAT IMPORTANT STEPS HAVE BEEN MADE BUT IT STILL WANTS A LOT OF WORK TO ELIMINATE THIS PHENOMENON.

8. In your experience, what are the trends and changes in hate speech discourse over the last few years?

WE SEE IN LARGE SPORTS EVENTS THERE IS RESPECT BETWEEN ATHLETES. EVERYTHING CAN START FROM THERE. TO GIVE THE GOOD EXAMPLE THE ATHLETES AND THEN THE INSTITUTIONS.

#### **-RECOMMENDATIONS :**

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?

I BELIEVE THAT THERE SHOULD BE A SPECIAL COURSE IN SCHOOLS. CHILDREN TO LEARN THE BENEFITS OF SPORTS IN THE SOUL AND THE BODY AND TO TEACH THE NEGATIVES OF RHETORIC HATE.

#### **-OBSERVATIONS :**

10. Any observations/impressions of the interviewer:

The interview was made to a mother who after so many years is still very emotional and believes that her son has been traumatised.

## GREECE – STORY 5

### A. REFERRED TO A SPECIFIC EVENT

#### 1) Role of the Interviewed:

☐ Coach                      ☐ manager   ☐ player   ☐ supporter   ☐ parents   ☐ official   ☐ other  
 .....

2) Age: 24

3) Gender: ☐ male                      ☐ female

4) Nationality: Greek

5) Historical period collocation of Hate Speech : 2 years ago (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☐ football                      ☐ handball                      ☐ volleyball   ☐ other....

7) Communication of hate-speech: ☐ face-to-face   ☐ general circulation

#### 8) Location/Platform of the hate-speech occurred:

☐ field of play                      ☐ grandstand                      ☐ online/web                      ☐ social media/chat  
☐ press                      ☐ public communication                      ☐ other .....

### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

#### 6. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

a. Who was the hate speaker : (gender : ☐ male                      ☐ female)

☐ player (peer)                      ☐ player (senior)                      ☐ coach/officials                      ☐ fans

☐ manager   ☐ other .....

b. Who was the victim : (gender : ☐ male                      ☐ female)

☐ me                      ☐ third person                      ☐ group of people

c. What was the role of the victim :

☐ coach                      ☐ manager   ☐ player   ☐ supporter   ☐ parents   ☐ official

☐ other .....

#### 2. Which was the target of hate speech have you detected?

☐ race/ethnicity   ☐ sex/gender identity                      ☐ social class   ☐ religion                      ☐ political view

☐ physical (dis)ability   ☐ colour                      ☐ age   ☐ performance

#### 3. Type of hate speech discourse/behavior?:

- ☐ swearing/insulting (i.e. any discourse containing swear or insulting discourse)
- ☐ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)
- ☐ enmity/hostile (i.e. any hostile expression about a person or group)
- ☐ symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)

**7. Possible cultural references. The interviewer has to take note of:**

jj. Specific statements (to be reported): "Disdain"

(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...):

(If the case) Pauses/silence:

For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted

.....

**kk. Non-verbal (to be reported) :**

☐ hand gestures    ☐ other gestures    ☐ kick    ☐ spit    ☐ push    ☐ face expressions    ☐ sounds

☐ support of objects    ☐ reference to posture/distance    ☐ reference to clothes/uniforms    ☐ other .....

To Specify.....

For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.

**ll. Specific (explicit or implicit) references to values:**

☐ family    ☐ religion    ☐ hierarchy    ☐ sex/sexual orientation    ☐ freedom

☐ honesty/fair play    ☐ time    ☐ space    ☐ other .....

For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.

.....

**8. Coping with the situation:**

z. Have you tried to cope with this situation? Yes

aa. What would have been possible to do? Ignore, try to continue playing

bb. What have you done? I reported it to my coach

cc. If you decided or you couldn't do anything: explain why

dd. Have you involved other people/organizations? Who? My coach

**9. Which were the impact and consequences of this case of hate speech on your job?**

Impact: Loss of concertation

Consequences: bad performance in game

**7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:**

- ☐ discriminate      ☐ distress      ☐ put fear/threat      ☐ humiliation/vilification/denigration  
☐ physical damage      ☐ negative stereotyping      ☐ provoke violent/ offensive behavior  
☐ other.....

**8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:**

- ☐ self-presentation/visibility      ☐ a trigger event/news      ☐ getting benefit  
☐ gain appreciation from a specific community      ☐ personal traits (narcissism, psychoticism, aggression...)  
☐ other .....

**9. End of the story.**

- c. What have you learned from this personal experience?  
 d. What would you say to people who are living similar situations?

**10. What is your opinion on required Skills to manage/counter hate speech?**

- e. Did you feel you had the skills to manage this kind of situations? Yes  
 f. Which was the most difficult part of it? To handle the hate speech during the game  
 g. Have you had any form of support? I have had the support of my parents. They have always supported me and they helped me cope with difficult situations  
 h. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?

Courses attended:.....I have not had any such training.....

Which subjects would be interesting/useful for you?....Psychology and conflict management/ intercultural communication

**C. REFERRED TO A MORE GENERAL IDEA**

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

**-PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:**

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)

Individual Sports, Competitions

2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?

Stereotypes. We have to break stereotypes.



**-MAIN ACTORS:**

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)
Parents, Fans
4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)
They don't have specific characteristics
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?
They have established stereotypes that do not allow them to have critical thinking and more flexible views

**-TARGET GROUPS, TRENDS :**

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
Ethnicity, Sex specific
7. Has this changed over the last few years?
It manifests in a smaller percentage
8. In your experience, what are the trends and changes in hate speech discourse over the last few years?
Discrimination has been reduced and diversity is promoted and supported.

**-RECOMMENDATIONS :**

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?
Proper education based on equal rights and opportunities for all.

**-OBSERVATIONS :**

10. Any observations/impressions of the interviewer:
-

**GREECE – STORY 6**
**A. REFERRED TO A SPECIFIC EVENT**
**1) Role of the Interviewed:**

☐ coach
 ☐ manager
 ☐ player
 ☐ supporter
 ☒ parents
 ☐ official
 ☐ other

2) Age: .....39.....

3) Gender: ☐ male ☒ female

4) Nationality: ...Greek.....

5) Historical period collocation of Hate Speech : .....2019..... (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☐ football ☐ handball ☐ volleyball ☐ other...Karate/ martial arts.

7) Communication of hate-speech: ☒ face-to-face ☐ general circulation

8) Location/Platform of the hate-speech occurred:

☒ field of play ☐ grandstand ☐ online/web ☐ social media/chat

☐ press ☐ public communication ☐ other .....

**B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE**  
(Researcher summarizes the Interview by addressing each topic)

**7. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?**

a. Who was the hate speaker : (gender : ☐ male ☐ female)

☐ player (peer) ☐ player (senior) ☒ coach/officials ☐ fans

☐ manager ☐ other .....

b. Who was the victim : (gender : ☐ male ☐ female)

☐ me ☒ third person ☐ group of people

c. What was the role of the victim :

☐ coach ☐ manager ☒ player/athlete ☐ supporter ☐ parents ☐ official

☐ other .....

**2. Which was the target of hate speech have you detected?**

☐ race/ethnicity ☐ sex/gender identity ☐ social class ☐ religion ☐ political view

☐ physical (dis)ability ☐ colour ☐ age ☐ other .emotional abuse by the coach/

**3. Type of hate speech discourse/behavior?:**

☒ swearing/insulting (i.e. any discourse containing swear or insulting discourse)

☐ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)

☐ enmity/hostile (i.e. any hostile expression about a person or group)

☐ symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)

10. Possible cultural references. The interviewer has to take note of:

<p>a. Specific statements (to be reported): "Do not be a pussy", "You should do everything for the team." "your personal life comes second"</p> <p>(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...): Sarcasm, humiliation, embarrass,</p> <p>(If the case) Pauses/silence:</p> <p>b. Non-verbal (to be reported) :</p> <p><input checked="" type="checkbox"/> hand gestures    <input type="checkbox"/> other gestures    <input type="checkbox"/> kick    <input type="checkbox"/> spit    <input type="checkbox"/> push    <input type="checkbox"/> face expressions    <input type="checkbox"/> sounds</p> <p><input type="checkbox"/> support of objects    <input type="checkbox"/> reference to posture/distance    <input type="checkbox"/> reference to clothes/uniforms    <input type="checkbox"/></p> <p>other body posture.</p> <p>To Specify: standing very close to the child, using his body in a threatening way, putting the child in front of the whole team</p> <p>.....</p> <p>c. Specific (explicit or implicit) references to values:</p> <p><input type="checkbox"/> family                      <input type="checkbox"/> religion    <input type="checkbox"/> hierarchy                      <input type="checkbox"/> sex/sexual orientation                      <input type="checkbox"/> freedom</p> <p><input type="checkbox"/> honesty/fair play    <input checked="" type="checkbox"/> time                      <input type="checkbox"/> space                      <input type="checkbox"/> other .....</p> <p>The coach was abusive and told the child that he should not have a personal life, that karate came first</p>
<p><b>11. Coping with the situation:</b></p> <p>a. Have you tried to cope with this situation? No, I felt very bad.</p> <p>b. What would have been possible to do?</p> <p>c. What have you done? I took my child and left the group.</p> <p>d. If you decided or you couldn't do anything: explain why. I felt I could not say anything in front of all the parents and children.</p> <p>e. Have you involved other people/organizations? Who? I took the child out of this team.</p>
<p><b>12. Which were the impact and consequences of this case of hate speech on your job?</b></p> <p>Impact: the child felt helpless and made a big effort not to cry/ for me I felt that I did not stop a child from getting his self-esteem traumatised</p> <p>Consequences: I spoke with my child and said this is not acceptable and he should never accept such a behavior.</p>
<p><b>7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:</b></p> <p><input type="checkbox"/> discriminate                      <input checked="" type="checkbox"/> distress                      <input type="checkbox"/> put fear/threat                      <input checked="" type="checkbox"/> humiliation/vilification/denigration</p> <p><input type="checkbox"/> physical damage                      <input type="checkbox"/> negative stereotyping                      <input type="checkbox"/> provoke violent/ offensive behavior</p> <p><input type="checkbox"/> other.....</p>
<p><b>8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:</b></p> <p><input checked="" type="checkbox"/> self-presentation/visibility                      <input type="checkbox"/> a trigger event/news                      <input type="checkbox"/> getting benefit</p> <p><input type="checkbox"/> gain appreciation from a specific community    <input checked="" type="checkbox"/> personal traits (narcissism, psychoticism, aggression...)</p> <p><input type="checkbox"/> other .....</p>

### 9. End of the story.

- a. What have you learned from this personal experience? That coaches should build the children's self-esteem and teach respect and fair play,
- b. What would you say to people who are living similar situations? To speak up, not to let coaches traumatize children and "kill" their love for a sport.

### 10. What is your opinion on required Skills to manage/counter hate speech?

- a. Did you feel you had the skills to manage this kind of situations? Speak up, defend the weak, report
- b. Which was the most difficult part of it? Seeing a child getting humiliated and nobody (parents and co-athletes) say anything or reacting
- c. Have you had any form of support? Other parents.
- d. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?

Courses attended:.....

Which subjects would be interesting/useful for you?.....

## C. REFERRED TO A MORE GENERAL IDEA

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

### -PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)

I believe that coaches and federations should be trained to "scream" and bully children and athletes but encourage and positive reinforce them. I believe that hate speech is more present in team sports and youth

2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?

Unrealistic expectations from coaches and the athletes themselves. Personal traits: fear of losing and low self esteem

### -MAIN ACTORS:

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)

It can come from everybody. But coaches are the ones that can make the difference and show a respectful behaviour.

4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)

Usually males, the age does not play any role. Maybe low educational level
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?
They want the athletes to exceed their potential so that they can gain money and recognition. They use children for their benefit a

#### -TARGET GROUPS, TRENDS :

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
Young athletes are an easier target. I have not had experience with minorities.
7. Has this changed over the last few years?
This is a recent incident. But I believe more and more athletes and parents speak up.
8. In your experience, what are the trends and changes in hate speech discourse over the last few years?
In the past it was more "acceptable" from a coach to treat the children badly. Public humiliation is a don't

#### -RECOMMENDATIONS :

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?
Train coaches on pedagogical issues.

#### -OBSERVATIONS :

10. Any observations/impressions of the interviewer:
Although the parent who we interviewed was an observer not acting out made her emotional even today and felt that the child who was left helpless could have been hers. She said a lot that we should always speak up.

**GREECE – STORY 7**
**A. REFERRED TO A SPECIFIC EVENT**
**1) Role of the Interviewed:**

☐ coach
 ☐ manager
 ☒ player
 ☐ supporter
 ☐ parents
 ☐ official
 ☐ other

**2) Age:** ...29.....

**3) Gender:** ☐ male ☒ female

**4) Nationality:** Greek

**5) Historical period collocation of Hate Speech :** .....4 years ago..... (ex. present; '90s, 5 year ago, and so on...)

**6) Sport in which you witnessed hate speech:** ☐ football ☐ handball ☒ volleyball ☐ other....

**7) Communication of hate-speech:** ☒ face-to-face ☒ general circulation

**8) Location/Platform of the hate-speech occurred:**

☒ field of play
 ☐ grandstand
 ☐ online/web
 ☐ social media/chat

☐ press
 ☐ public communication
 ☐ other .....

**B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE**

(Researcher summarizes the Interview by addressing each topic)

**8. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?**

**a. Who was the hate speaker :** (gender : ☒ male ☐ female)

☐ player (peer)
 ☐ player (senior)
 ☒ coach/officials
 ☐ fans

☐ manager
 ☐ other .....

**b. Who was the victim :** (gender : ☐ male ☐ female)

☒ me
☐ third person
 ☐ group of people

**c. What was the role of the victim :**

☐ coach
 ☐ manager
 ☒ player
☐ supporter
 ☐ parents
 ☐ official

☐ other .....

**2. Which was the target of hate speech have you detected?**

☐ race/ethnicity
 ☐ sex/gender identity
 ☐ social class
 ☐ religion
 ☐ political view

☐ physical (dis)ability
 ☐ colour
 ☐ age
 ☐ other hate speech on my body

**3. Type of hate speech discourse/behavior?:**

☒ swearing/insulting (i.e. any discourse containing swear or insulting discourse)

☐ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)

<input type="checkbox"/> enmity/hostile (i.e. any hostile expression about a person or group) <input type="checkbox"/> symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)
<b>13. Possible cultural references. The interviewer has to take note of:</b> d. Specific statements (to be reported "My coach commented on my body" (If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...): (If the case) Pauses/silence: <b>e. Non-verbal (to be reported) :</b> <input type="checkbox"/> hand gestures <input type="checkbox"/> other gestures <input type="checkbox"/> kick <input type="checkbox"/> spit <input type="checkbox"/> push <input type="checkbox"/> face expressions <input type="checkbox"/> sounds <input type="checkbox"/> support of objects <input type="checkbox"/> reference to posture/distance <input type="checkbox"/> reference to clothes/uniforms <input type="checkbox"/> other .....  To Specify..... <b>f. Specific (explicit or implicit) references to values:</b> <input type="checkbox"/> family <input type="checkbox"/> religion <input type="checkbox"/> hierarchy <input type="checkbox"/> sex/sexual orientation <input type="checkbox"/> freedom <input type="checkbox"/> honesty/fair play <input type="checkbox"/> time <input type="checkbox"/> space <input type="checkbox"/> other .....
<b>14. Coping with the situation:</b> a. Have you tried to cope with this situation? I started crying and my fellow players tried to console me. b. What would have been possible to do? Answer directly c. What have you done? I looked at him angrily d. If you decided or you couldn't do anything: explain why. I did not do much because he is my coach e. Have you involved other people/organizations? Who? No
<b>15. Which were the impact and consequences of this case of hate speech on your job?</b> Impact: I felt very bad and it impacted my play Consequences: He has stopped commenting but I am not going to all the trainings...
<b>7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:</b> <input checked="" type="checkbox"/> <u>discriminate</u> <input type="checkbox"/> distress <input type="checkbox"/> put fear/threat <input checked="" type="checkbox"/> <u>humiliation/vilification/denigration</u> <input type="checkbox"/> physical damage <input type="checkbox"/> negative stereotyping <input type="checkbox"/> provoke violent/ offensive behavior <input type="checkbox"/> other.....body shaming.....
<b>8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:</b> <input type="checkbox"/> self-presentation/visibility <input type="checkbox"/> a trigger event/news <input checked="" type="checkbox"/> <u>getting benefit</u> <input type="checkbox"/> gain appreciation from a specific community <input checked="" type="checkbox"/> <u>personal traits</u> (narcissism, psychoticism, aggression...) <input type="checkbox"/> other .....
<b>9. End of the story.</b>

- c. What have you learned from this personal experience? I have learnt not to give attention to comments and insults especially during a game.
- d. What would you say to people who are living similar situations? Not to pay attention, pretend they do not hear. React in the case of intense and continuous personal insults.

#### 10. What is your opinion on required Skills to manage/counter hate speech?

- e. Did you feel you had the skills to manage this kind of situations? Yes
- f. Which was the most difficult part of it? Not to let hate speech affect my performance in the game
- g. Have you had any form of support? Yes, by me fellow players
- h. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?

Courses attended:.....

Which subjects would be interesting/useful for you?.....

#### C. REFERRED TO A MORE GENERAL IDEA

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

##### -PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)
Team sports,
2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?
Aggressive personality, need to show-off, psychology, inferiority complex

##### -MAIN ACTORS:

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)
Parents, coaches, teams
4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)
I think everybody can potentially be a hate speaker regardless the age and gender
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?
They want to degrade others to feel better about themselves

##### -TARGET GROUPS, TRENDS :



6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
Sex, age, nationality
7. Has this changed over the last few years?
Unfortunately not
8. In your experience, what are the trends and changes in hate speech discourse over the last few years?

**-RECOMMENDATIONS :**

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?
The family and the school can play a very important role in giving values of fair play and respect.

**-OBSERVATIONS :**

10. Any observations/impressions of the interviewer:
The athlete is still on the team. She has the same coach and although she still feels bad about it she underestimates the hate speech and tries to take it lightly

## GREECE – STORY 8

### A. REFERRED TO A SPECIFIC EVENT

#### 1) Role of the Interviewed:

☐ coach
 ☐ manager
 ☒ player
 ☐ supporter
 ☐ parents
 ☐ official
 ☐ other

2) Age: .....

3) Gender: ☒ male ☐ female

4) Nationality: .....GREEK.....

5) Historical period collocation of Hate Speech : .....90S..... (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☒ football ☐ handball ☐ volleyball ☐ other....

7) Communication of hate-speech: ☐ face-to-face ☒ general circulation

#### 8) Location/Platform of the hate-speech occurred:

☐ field of play
 ☒ grandstand
 ☐ online/web
 ☐ social media/chat  
☐ press
 ☐ public communication
 ☐ other .....

### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

#### 9. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

a. Who was the hate speaker : (gender : ☒ male ☐ female)

☐ player (peer)
 ☒ player (senior)
 ☐ coach/officials
 ☐ fans  
☐ manager
 ☐ other .....

b. Who was the victim : (gender : ☐ male ☐ female)

☒ me
 ☐ third person
 ☐ group of people

c. What was the role of the victim :

☐ coach
 ☐ manager
 ☒ player
 ☐ supporter
 ☐ parents
 ☐ official  
☐ other .....

#### 2. Which was the target of hate speech have you detected?

☐ race/ethnicity
 ☐ sex/gender identity
 ☐ social class
 ☐ religion
 ☐ political view  
☐ physical (dis)ability
 ☐ colour
 ☐ age
 ☐ other THE WAY I PLAYED

#### 3. Type of hate speech discourse/behavior?:

☒ swearing/insulting (i.e. any discourse containing swear or insulting discourse)

<input type="checkbox"/> exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)  <input type="checkbox"/> enmity/hostile (i.e. any hostile expression about a person or group)  <input type="checkbox"/> symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)
<b>16. Possible cultural references. The interviewer has to take note of:</b> g. Specific statements (to be reported): "MY mother plays better football" ..... (If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...): (If the case) Pauses/silence: <b>h. Non-verbal (to be reported) :</b> <input type="checkbox"/> hand gestures <input type="checkbox"/> other gestures <input type="checkbox"/> kick <input type="checkbox"/> spit <input type="checkbox"/> push <input type="checkbox"/> face expressions <input type="checkbox"/> sounds <input type="checkbox"/> support of objects <input type="checkbox"/> reference to posture/distance <input type="checkbox"/> reference to clothes/uniforms <input type="checkbox"/> other .....  To Specify..... <b>i. Specific (explicit or implicit) references to values:</b> <input type="checkbox"/> family <input type="checkbox"/> religion <input type="checkbox"/> hierarchy <input type="checkbox"/> sex/sexual orientation <input type="checkbox"/> freedom <input type="checkbox"/> honesty/fair play <input type="checkbox"/> time <input type="checkbox"/> space <input type="checkbox"/> other .....
<b>17. Coping with the situation:</b> f. Have you tried to cope with this situation? I paid no attention. g. What would have been possible to do? Football players are used to hate speech from fans of opposite teams h. What have you done? I acted as nothing happened i. If you decided or you couldn't do anything: explain why. I decided not to do because there could be a "riot" j. Have you involved other people/organizations? Who? No I did not
<b>18. Which were the impact and consequences of this case of hate speech on your job?</b> Impact: For me there was not an impact Consequences:.....bad stereotypes and behaviour in the field by fans.....
<b>7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:</b> <input checked="" type="checkbox"/> discriminate <input type="checkbox"/> distress <input checked="" type="checkbox"/> put fear/threat <input type="checkbox"/> humiliation/vilification/denigration <input checked="" type="checkbox"/> physical damage <input type="checkbox"/> negative stereotyping <input checked="" type="checkbox"/> provoke violent/ offensive behavior <input type="checkbox"/> other.....
<b>8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:</b> <input type="checkbox"/> self-presentation/visibility <input checked="" type="checkbox"/> a trigger event/news <input type="checkbox"/> getting benefit <input type="checkbox"/> gain appreciation from a specific community <input type="checkbox"/> personal traits (narcissism, psychoticism, aggression...) <input type="checkbox"/> other .....

### 9. End of the story.

- e. What have you learned from this personal experience? I built a stronger character/ learnt not to pay attention. Take into consideration that we felt this is the situation in football and we had normalized this behaviour.
- f. What would you say to people who are living similar situations? Believe in themselves, stay calm, not show aggression and learn to overlook these behaviours.

### 10. What is your opinion on required Skills to manage/counter hate speech?

- i. Did you feel you had the skills to manage this kind of situations? Yes, I did feel secure in my team.
- j. Which was the most difficult part of it? Not to lose my temper
- k. Have you had any form of support? Yes
- l. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?

Courses attended:.....

Which subjects would be interesting/useful for you?.....

## C. REFERRED TO A MORE GENERAL IDEA

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

### -PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)
Team athletes, not professional
2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?
Psychological situation, aggressive character, provocative behaviour

### -MAIN ACTORS:

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)
Parents first, Coaches second, Fans third
4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)
I believe that anybody can become a hate speaker, I have seen boys and girls, old and young all races
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?

The fans want their team to win. If you lose control or pay attention to their words, then you let them win because your performance is poor. They should not be let have this behaviour and be taken out of the field.

#### -TARGET GROUPS, TRENDS :

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)

Sex, nationality

7. Has this changed over the last few years?

Not at all

8. In your experience, what are the trends and changes in hate speech discourse over the last few years?

In football, I feel nothing has changed unfortunately

#### -RECOMMENDATIONS :

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?

--

#### -OBSERVATIONS :

10. Any observations/impressions of the interviewer:

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## GREECE – STORY 9

### A. REFERRED TO A SPECIFIC EVENT

#### 1) Role of the Interviewed:

☐ coach ☐ manager ☒ **player (ex player)** ☐ supporter ☐ parents ☐ official ☐ other  
.....referee in training .....

2) Age: .....44.....

3) Gender: ☒ male ☐ female

4) Nationality: .....Greek.....

5) Historical period collocation of Hate Speech : 2002-2004 (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☐ football ☐ handball ☐ volleyball ☐  
other...fencing/ .

7) Communication of hate-speech: ☒ **face-to-face** ☐ general circulation

#### 8) Location/Platform of the hate-speech occurred:

☐ field of play ☐ grandstand ☐ online/web ☐ social media/chat  
☐ press ☐ public communication ☒ other ...**Olympic Games Organising Committee**.....

### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

#### 10. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

a. Who was the hate speaker : (gender : ☒ male ☐ female)

☐ player (peer) ☐ player (senior) ☐ coach/officials ☐ fans  
☐ manager ☐ other .....

b. Who was the victim : (gender : ☒ male ☐ female)

☐ me ☐ third person ☐ group of people

c. What was the role of the victim :

☐ coach ☒ **manager** ☐ player ☐ supporter ☐ parents ☐ official  
☐ other .....the technical advisor of the organizing committee.....

#### 2. Which was the target of hate speech have you detected?

☐ race/ethnicity ☐ sex/gender identity ☐ social class ☐ religion ☐ political view  
☒ **physical (dis)ability** ☐ colour ☐ age ☐ other .....

#### 3. Type of hate speech discourse/behavior?:

☐ swearing/insulting (i.e. any discourse containing swear or insulting discourse)

☒ **exaggeration/distortion** (i.e. negative generalization targeting a community based on a specific individual or an event)

☒ **enmity/hostile** (i.e. any hostile expression about a person or group)

☐ symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)

**19. Possible cultural references. The interviewer has to take note of:**

j. Specific statements (to be reported): "....."Handicapped people behave badly", "Be careful, they are egoists who will treat you bad", "People with disabilities have mental issues"  
....."

(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...): He showed disdain

(If the case) Pauses/silence:

**k. Non-verbal (to be reported) :**

☐ hand gestures ☐ other gestures ☐ kick ☐ spit ☐ push ☒ **face expressions** ☐ sounds

☐ support of objects ☐ reference to posture/distance ☐ reference to clothes/uniforms

☐ other .....**reference to behaviour**.....

To Specify:

From 2002, since Athens would host the 2004 Olympic Games, all referees participated in trainings. Specifically, we were also trained for the Paralympics. The technical advisor of the Organising Committee negatively stereotyped all people with disabilities and he instructed the referees to "Be careful"

**Specific (explicit or implicit) references to values:**

☐ family ☐ religion ☐ hierarchy ☐ sex/sexual orientation ☐ freedom

☒ **honesty/fair play** ☐ time ☐ space ☐ other .....

**20. Coping with the situation:**

- k. Have you tried to cope with this situation? Yes, I confronted him face to face and told him that he gave a negative image of all people with disabilities and this is not the reality.
- l. What would have been possible to do? Report him.
- m. What have you done? I spoke with the other referees and told them that they should not listen to him.
- n. If you decided or you couldn't do anything: explain why
- o. Have you involved other people/organizations? Who? My fellow trainees. My fellow referees during the Paralympic Games

**21. Which were the impact and consequences of this case of hate speech on your job?**

Impact: In my job, there was no impact because I had experience with paralympic athletes.

Consequences: I tried to defend the Paralympic athletes and have gained experience useful both as a referee and as a coach.
<b>7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:</b> <input type="checkbox"/> discriminate <input type="checkbox"/> distress <input type="checkbox"/> put fear/threat <input type="checkbox"/> humiliation/vilification/denigration <input type="checkbox"/> physical damage <input checked="" type="checkbox"/> <b>negative stereotyping</b> <input type="checkbox"/> provoke violent/ offensive behavior <input type="checkbox"/> other.....
<b>8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:</b> <input checked="" type="checkbox"/> <b>self-presentation/visibility</b> <input type="checkbox"/> a trigger event/news <input type="checkbox"/> getting benefit <input type="checkbox"/> gain appreciation from a specific community <input checked="" type="checkbox"/> <b>personal traits (narcissism, psychoticism, aggression...)</b> <input type="checkbox"/> other .....
<b>9. End of the story.</b> a. What have you learned from this personal experience? During the Olympic Games, I realized that the Olympic spirit was alive much more in the Paralympic Games. ( <i>I was a referee in both</i> ). The athletes had a lot of humour. But when you are negatively predisposed you can deal with situations differently. b. What would you say to people who are living similar situations? Speak up and defend people with disabilities. Also, to have an open mind and respect athletes.
<b>10. What is your opinion on required Skills to manage/counter hate speech?</b> a. Did you feel you had the skills to manage this kind of situations? Yes, and I also consulted others. b. Which was the most difficult part of it? Negative stereotyping c. Have you had any form of support? Yes, by the athletes I was coaching d. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management? Courses attended:.....I have studied School of Physical Education and Sport Science and I have also attended referee trainings..... Which subjects would be interesting/useful for you?.....

### C. REFERRED TO A MORE GENERAL IDEA

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

Based on your experience in sport please answer the following questions.

#### -PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)



I think hate speech is everywhere. I believe it is a social phenomenon and it does not derive from a sport. It comes from the family and the society.
2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?
I think that hate speech is triggered by lack of education and personal sense of inadequacy.

#### -MAIN ACTORS:

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)
Officials, fans and media. Hate speech can be everywhere.
4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)
Usually men. There is no age, but as we get older, we learn to be more politically correct and "hide" discrimination better.
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?
I think the purpose of hate speech is to satisfy the egocentrism the hate speaker

#### -TARGET GROUPS, TRENDS :

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
I think that hate speech can be addressed to anybody.
7. Has this changed over the last few years?
There is a great improvement during the last years. I think that a lot of work is done at schools.
8. In your experience, what are the trends and changes in hate speech discourse over the last few years?
I believe that xenophobia is very common in our society.

#### -RECOMMENDATIONS :

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?
Respect is enforced every day. Athletes, coaches and officials should have communication and intercultural skills. For this, people with disabilities should have visibility. I also believe that specifically all people working with children should receive training on how to treat disability and athletes with disabilities.

#### -OBSERVATIONS :

10. Any observations/impressions of the interviewer:

## GREECE – STORY 10

### A. REFERRED TO A SPECIFIC EVENT

#### 1) Role of the Interviewed:

☐ coach    ☐ manager    ☐ player    ☐ supporter    ☐ parents    ☐ official    ☒ other doctor

2) Age: .....53.....

3) Gender:    ☒ male    ☐ female

4) Nationality: Greek

5) Historical period collocation of Hate Speech : .....2020..... (ex. present; '90s, 5 year ago)

6) Sport in which you witnessed hate speech: ☒ football    ☐ handball    ☐ volleyball    ☐ other....

7) Communication of hate-speech:    ☒ face-to-face    ☐ general circulation

#### 8) Location/Platform of the hate-speech occurred:

☒ field of play    ☐ grandstand    ☐ online/web    ☐ social media/chat

☐ press    ☐ public communication    ☐ other .....

### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

#### 11. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

a. Who was the hate speaker : (gender : ☐ male    ☐ female)

☐ player (peer)    ☐ player (senior)    ☐ coach/officials    ☒ fans

☐ manager    ☐ other .....

b. Who was the victim : (gender : ☐ male    ☐ female)

☐ me    ☐ third person    ☐ group of people

c. What was the role of the victim :

☐ coach    ☐ manager    ☐ player    ☐ supporter    ☐ parents    ☐ official

☐ other .....referee.....

#### 2. Which was the target of hate speech have you detected?

☐ race/ethnicity    ☐ sex/gender identity    ☐ social class    ☐ religion    ☐ political view

☐ physical (dis)ability    ☐ colour    ☐ age    ☐ other .....physical appearance/ gender.....

#### 3. Type of hate speech discourse/behavior?:

☒ swearing/insulting (i.e. any discourse containing swear or insulting discourse)

☐ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)

- ☐ enmity/hostile (i.e. any hostile expression about a person or group)
- ☐ symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)

## 22. Possible cultural references. The interviewer has to take note of:

l. Specific statements (to be reported): ".....Ugly fat" "bold", "swearing their mother..."

(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...):

(If the case) Pauses/silence:

For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted

### m. Non-verbal (to be reported) :

x hand gestures    x other gestures    ☐ kick    x spit    ☐ push    ☐ face expressions    ☐ sounds

x support of objects    ☐ reference to posture/distance    ☐ reference to clothes/uniforms

☐ other .....

To Specify.....

For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.

### n. Specific (explicit or implicit) references to values:

x family    ☐ religion    ☐ hierarchy    x sex/sexual orientation    ☐ freedom

☐ honesty/fair play    ☐ time    ☐ space    ☐ other .....

For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.

## 23. Coping with the situation:

p. Have you tried to cope with this situation? Yes,

q. What would have been possible to do? I think that in the middle of the game you should stay calm and not "provoke"

What have you done? I did go next to the referee so that I could protect him by my presence. Everyone knew I was the doctor of the game.

s. If you decided or you couldn't do anything: explain why?

t. Have you involved other people/organizations? Who? No

## 24. Which were the impact and consequences of this case of hate speech on your job?

Impact: distraction, fear, S

Consequences:.....no if there is no violent behaviour. If there is physical violence I have to care for the hurt.

## 7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:

- ☐ discriminate    X distress    X put fear/threat    ☐ humiliation/vilification/denigration
- ☐ physical damage    ☐ negative stereotyping    x provoke violent/ offensive behavior

<input type="checkbox"/> other.....
<b>8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:</b> <input type="checkbox"/> self-presentation/visibility <input type="checkbox"/> a trigger event/news <u><b>X getting benefit</b></u> <input type="checkbox"/> gain appreciation from a specific community <input type="checkbox"/> personal traits (narcissism, psychoticism, aggression...) <input type="checkbox"/> other .....
<b>9. End of the story.</b> c. What have you learned from this personal experience? Ανήκουν σε υψηλό εκπαιδευτικό επίπεδο, μοιρασμένο, Hate speech has nothing to do with the educational level. I have seen that people with higher education tend not to exhibit physical violence and they swear/shout etc. Usually, fans with lower educational status they start throwing things, pushing, trying to reach the referee etc d. What would you say to people who are living similar situations? To be calm and be present next to the referee so that to diminish the chances of violence
<b>10. What is your opinion on required Skills to manage/counter hate speech?</b> e. Did you feel you had the skills to manage this kind of situations? Yes, in the beginning I cannot do anything but I have noticed that there is an advantage I have communication/ players, officials f. Which was the most difficult part of it? g. Have you had any form of support? Mainly, you get support by the official representative fot he federation. His presence is usually crucial as any negative event can have consequences for the team. h. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management? Courses attended:..... Which subjects would be interesting/useful for you?.....anger management.....

### C. REFERRED TO A MORE GENERAL IDEA

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

#### -PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)
From 8 to 78 years old/, team sports but it occurs also in all other sports.
2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?
(Empty space for answer)

**-MAIN ACTORS:**

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)
By the players that when they feel poorly judged with their behaviour they provoke the fans, trying to cover their mistakes and blaming it on the referee
4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)
It can be anybody
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?
Sometimes yes and that is why I believe they keep on doing it. They affect the referee and he/she can judge differently.

**-TARGET GROUPS, TRENDS :**

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
In my experience, referees in football games are the main target. It does not have anything to do with their background, but they will be targeted for their physical appearance.
7. Has this changed over the last few years?
Not really. Sometimes they are even encouraged by the agents/officials themselves to blackmail the referee decisions.
8. In your experience, what are the trends and changes in hate speech discourse over the last few years?
It remains and is modified according to the circumstances, creating a negative atmosphere for the fans who want to watch a match calmly.

**-RECOMMENDATIONS :**

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?
<p>The situation, at the moment to control and reduce the cases is the protection with safety barriers/rails and also the law (punitive process).</p> <p>This has been the case for many years without any reduction in the cases of violence. On the contrary, the fans are not intimidated as long as they maintain their anonymity. I believe that the tickets should be personal (with the name on it) and should correspond to specific seats. Moreover, the existence of safety rails should be reduced and on the other hand the punishment procedures should be addressed to the fans and not to the teams/federations. Also, the organized sports clubs should have tickets by name and there should be alcohol breath-testing devices - breathalyzer procedure as well as control of the possible use of substances.</p>

I believe that, as in all law-abiding states, culture and sport should be in line with the concept of educating both fans and organisations.

Education for respect in the sports field should be dealt by the Ministry of Education mainly with courses related to anger management. The punishment process should exist on a personal level in sports events and the teachers themselves tend to have aggressive behavior in the sports field.

Therefore, the process of primary and secondary education is essential to be able to remove the effects of both verbal and physical violence.

The society needs to learn respect, from a young age.

It is not enough to applaud the opponent, we must respect the sports field, we do not spit, we do not throw garbage, we do not break them. These are not all signs of a bad mentality.

#### **-OBSERVATIONS :**

10. Any observations/impressions of the interviewer:

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## O1 - D1.1 STORIES from ITALY

Stories Collected By: UNIVERSITY OF VENICE

## ITALY – STORY 1

### A. REFERRED TO A SPECIFIC EVENT

#### 1) Role of the Interviewed:

☒ coach ☐ manager ☐ player ☐ supporter ☐ parents ☐ official ☐ other

2) Age: 40

3) Gender: ☒ male ☐ female

4) Nationality: ITA

5) Historical period collocation of Hate Speech : I the last 10 years (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☐ football ☐ handball ☒ volleyball ☐ other....

7) Communication of hate-speech: ☒ face-to-face ☐ general circulation

8) Location/Platform of the hate-speech occurred:

☒ field of play ☐ grandstand ☐ online/web ☐ social media/chat

☐ press ☐ public communication ☐ other .....

### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

Different colours indicate different examples of HATE SPEECH

#### 12. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

a. Who was the hate speaker : (gender : ☒ male ☐ female)

☐ player (peer) ☐ player (senior) ☒ coach/officials ☐ fans

☐ manager ☐ other .....

b. Who was the victim : (gender : ☐ male ☒ female)

☐ me ☒ third person ☐ group of people

c. What was the role of the victim :

☐ coach ☐ manager ☒ player ☐ supporter ☐ parents ☐ official

☐ other .....

#### 2. Which was the target of hate speech have you detected?

☒ race/ethnicity ☐ sex/gender identity ☐ social class ☐ religion ☐ political view

☐ physical (dis)ability ☒ colour ☐ age ☐ other .....

#### 3. Type of hate speech discourse/behavior?:

☐ swearing/insulting (i.e. any discourse containing swear or insulting discourse)

☐ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)

☒ enmity/hostile (i.e. any hostile expression about a person or group)

☐ symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)



<p><b>22. Possible cultural references. The interviewer has to take note of:</b></p> <p><b>mm. Specific statements (to be reported): "NEGRA" ("nigger")</b>          (If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...): <b>Sarcasm, irony</b>          (If the case) Pauses/silence:          For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted  <b>Attack to the colour: clear example of racism</b>  <b>Not accepted by Americans as "tender" in speaking</b></p> <p><b>nn. Non-verbal (to be reported) :</b>  <input type="checkbox"/> hand gestures    <input type="checkbox"/> other gestures    <input type="checkbox"/> kick    <input type="checkbox"/> spit    <input type="checkbox"/> push    <input type="checkbox"/> face expressions    <input type="checkbox"/> sounds  <input type="checkbox"/> support of objects    <input type="checkbox"/> reference to posture/distance    <b>X reference to clothes/uniforms</b>  <b>X other Touching other people</b></p> <p>To Specify In the Canadian University there must be a certain distance between the athletes          For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.          For Italians, it is generally quite common to keep close or touch... in Canada this is disrespectful.</p> <p><b>oo. Specific (explicit or implicit) references to values:</b>  <input type="checkbox"/> family    <input type="checkbox"/> religion    <input type="checkbox"/> hierarchy    <input type="checkbox"/> sex/sexual orientation    <input type="checkbox"/> freedom  <input type="checkbox"/> honesty/fair play    <input type="checkbox"/> time    <input type="checkbox"/> space    <input type="checkbox"/> other .....</p> <p>For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.          .....</p>
<p><b>23. Coping with the situation:</b>          ee. Have you tried to cope with this situation? Adapt to local culture, Trying to change my habits          ff. What would have been possible to do?          gg. What have you done?          hh. If you decided or you couldn't do anything: explain why          ii. Have you involved other people/organizations? Who? University organizations and their counselors are always available , and there are strict rules</p>
<p><b>24. Which were the impact and consequences of this case of hate speech on your job?</b>          Impact: The <b>impact on the haters can be shown even firing (athletes have the power.</b>  <b>Consequences: Effective measures have improved the situation of racism in universities.</b></p>
<p><b>7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:</b>  <input type="checkbox"/> discriminate    <input type="checkbox"/> distress    <input type="checkbox"/> put fear/threat    <input type="checkbox"/> humiliation/vilification/denigration  <input type="checkbox"/> physical damage    <b>X negative stereotyping</b>    <input type="checkbox"/> provoke violent/ offensive behavior  <input type="checkbox"/> other.....</p>
<p><b>8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:</b>  <input type="checkbox"/> self-presentation/visibility    <input type="checkbox"/> a trigger event/news    <input type="checkbox"/> getting benefit  <input type="checkbox"/> gain appreciation from a specific community <b>X personal traits (narcissism, psychoticism, aggression...)</b>    <input type="checkbox"/> other .....</p>

**9. End of the story.**

- i. What have you learned from this personal experience? Universities protect female students and they pay attention to acts of racism
- j. What would you say to people who are living similar situations?

**10. What is your opinion on required Skills to manage/counter hate speech?**

- q. Did you feel you had the skills to manage this kind of situations? **Yes because in Canada universities offer courses to fight hate speech**
- r. Which was the most difficult part of it? Adapt to their culture
- s. Have you had any form of support? **Yes, from the university itself**
- t. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?

Courses attended: **before entering into the world of the Canadian universities, I attended courses with psychologists..**

Which subjects would be interesting/useful for you?.....

**C. REFERRED TO A MORE GENERAL IDEA**

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

**-PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:**

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)
Black people in sports/work contexts
2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?
Racism in some areas of Canada

**-MAIN ACTORS:**

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)
White people from the central zones
4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)
White people
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?
To Highlight cultural differences

**-TARGET GROUPS, TRENDS :**

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
Especially black people in specific sectors, in central Canada
7. Has this changed over the last few years?

In universities, the situation has changed, since they have introduced new/adjusted rules and severe measures.

8. In your experience, what are the trends and changes in hate speech discourse over the last few years?

There are severe measures in case of racism, but also rules to prevent.

#### **-RECOMMENDATIONS :**

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?

Trying to adapt and accept other cultures.

#### **-OBSERVATIONS :**

10. Any observations/impressions of the interviewer:

The exchange with other cultures should not (necessarily) change the ideas or traditions of the individual, yet there must be respect for who is different and collaboration for a peaceful coexistence (respecting the rules).

## ITALY – STORY 2

### INVESTIGATING HATE SPEECH IN GRASSROOTS SPORT

#### A. REFERRED TO A SPECIFIC EVENT

##### 1) Role of the Interviewed:

☒ coach ☐ manager ☐ player ☐ supporter ☐ parents ☐ official ☐ other .....

2) Age: 40

3) Gender: ☒ male ☐ female

4) Nationality: ITA

5) Historical period collocation of Hate Speech : **PRESENT** (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☐ football ☐ handball ☒ volleyball ☐ other....

7) Communication of hate-speech: ☒ face-to-face ☐ general circulation

8) Location/Platform of the hate-speech occurred:

☐ field of play ☐ grandstand ☒ online/web ☒ social media/chat  
☐ press ☐ public communication ☐ other .....

#### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

**13. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?**

a. Who was the hate speaker : (gender : ☒ male ☐ female)

☐ player (peer) ☐ player (senior) ☐ coach/officials ☒ fans  
☐ manager ☐ other .....

b. Who was the victim : (gender : ☒ male ☒ female)

☒ me ☒ third person ☐ group of people

c. What was the role of the victim :

☒ coach ☐ manager ☒ player ☐ supporter ☐ parents ☐ official  
☐ other .....

**2. Which was the target of hate speech have you detected?**

☒ race/ethnicity ☐ sex/gender identity ☐ social class ☐ religion ☐ political view  
☐ physical (dis)ability ☐ colour ☐ age ☒ other (technical aspects)

**3. Type of hate speech discourse/behavior?:**

☐ swearing/insulting (i.e. any discourse containing swear or insulting discourse)  
☐ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)

☒ enmity/hostile (i.e. any hostile expression about a person or group)

☒ symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)

**25. Possible cultural references. The interviewer has to take note of:**

**pp. Specific statements (to be reported): "CAMBIA LA SCIMMIA" ("change the monkey")**

(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...):

(If the case) Pauses/silence:

For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted:

reference to the skin colour

**qq. Non-verbal (to be reported) :**
☐ hand gestures    ☐ other gestures    ☐ kick    ☐ spit    ☐ push    ☐ face expressions    ☐ sounds

☐ support of objects    ☐ reference to posture/distance    ☐ reference to clothes/uniforms

☐ other .....

To Specify.....

For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.

**rr. Specific (explicit or implicit) references to values:**
☐ family    ☐ religion    ☐ hierarchy    ☐ sex/sexual orientation    ☐ freedom

☐ honesty/fair play    ☐ time    ☐ space    **X other** (technical aspects)

For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.

A normal person criticized the technical choices made by the coach

**26. Coping with the situation:**

- a. Have you tried to cope with this situation? The Federation did it.
- b. What would have been possible to do? Avois spending too much time on the mobile phone.
- c. What have you done? IO HO EVITATO DI LEGGERE I COMMENTI E HO CHIUSO LE NOTIFICHE INUTILI
- d. If you decided or you couldn't do anything: explain why: I avoided the problem because this comment was not important.
- e. Have you involved other people/organizations? Who? The Federation

**27. Which were the impact and consequences of this case of hate speech on your job?**

Impact:.....

Consequences: social media create useless problems

**7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:**
**X discriminate**    ☐ distress    ☐ put fear/threat    **X humiliation/vilification/denigration**
☐ physical damage    ☐ negative stereotyping    ☐ provoke violent/ offensive behavior

☐ other.....

**8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:**
**X self-presentation/visibility**    ☐ a trigger event/news    ☐ getting benefit

☐ gain appreciation from a specific community    ☐ personal traits (narcissism, psychoticism, aggression...)

<input type="checkbox"/> other .....
<b>9. End of the story.</b>  a. What have you learned from this personal experience? The true fans are not on the socials... b. What would you say to people who are living similar situations? Stop using socials to read comments...
<b>10. What is your opinion on required Skills to manage/counter hate speech?</b>  a. Did you feel you had the skills to manage this kind of situations? I reacted in a spontaneous way... b. Which was the most difficult part of it? c. Have you had any form of support? In Brazil this sport is perceived in a deeper way, so the Society and the Federation dealt with the event legally... d. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management? The knowledge that the Society would have looked into the matter gave me calm e. Courses attended:..... Which subjects would be interesting/useful for you?.....

### C. REFERRED TO A MORE GENERAL IDEA

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

#### -PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)
In football and other famous sports, during the matches.
2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?
Racial issues above all

#### -MAIN ACTORS:

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)
Especially from the outside, from those who claim to be fans...
4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)
They can hide behind fake names or fake profiles...
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?

#### -TARGET GROUPS, TRENDS :

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
Ethnicity of female athletes
7. Has this changed over the last few years?

It is getting worse because of the social media...
8. In your experience, what are the trends and changes in hate speech discourse over the last few years?
Using social is simple: so the number of comments is increasing.

**-RECOMMENDATIONS :**

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?
Avoiding spending too much time on the socials. Respect is diminishing. Some comments are not important.

**-OBSERVATIONS :**

10. Any observations/impressions of the interviewer:
Unfortunately volleyball in Italy has not the same appeal as other sports and for this reason it is treated in a different way (ex. Chances to watch matches). This increases the "ignorance" related to this sport, hiding the multiculturalism that it has. From the inside, the cultural problem does not exist.

### ITALY – STORY 3

#### INVESTIGATING HATE SPEECH IN GRASSROOTS SPORT

##### A. REFERRED TO A SPECIFIC EVENT

###### 1) Role of the Interviewed:

☒ coach      ☒ manager    ☐ player    ☐ supporter    ☐ parents    ☐ official    ☐ other .....

###### 2) Age:      50

###### 3) Gender:    ☐ male      ☒ female

###### 4) Nationality: ITA

###### 5) Historical period collocation of Hate Speech : **PRESENT** (ex. present; '90s, 5 year ago, and so on...)

###### 6) Sport in which you witnessed hate speech: ☐ football      ☐ handball      ☒ volleyball    ☐ other....

###### 7) Communication of hate-speech:    ☐ face-to-face    ☒ general circulation

###### 8) Location/Platform of the hate-speech occurred:

☐ field of play      ☒ grandstand      ☐ online/web      ☒ social media/chat  
☐ press      ☐ public communication      ☐ other .....

##### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

Different colours for different examples of hate speech

#### 14. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

##### a. Who was the hate speaker : (gender : ☐ male      ☐ female)

☐ player (peer)      ☐ player (senior)      ☒ coach/officials      ☒ fans  
☐ manager      ☐ other .....

##### b. Who was the victim : (gender : ☐ male      ☐ female)

☐ me      ☒ third person      ☐ group of people

##### c. What was the role of the victim :

☐ coach      ☒ manager    ☐ player    ☐ supporter    ☐ parents      ☒ official  
☐ other .....

#### 2. Which was the target of hate speech have you detected?

☐ race/ethnicity    ☐ sex/gender identity    ☐ social class    ☐ religion    ☐ political view  
☐ physical (dis)ability    ☐ colour    ☐ age    ☒ other **RUOLO NELLA GARA**

#### 3. Type of hate speech discourse/behavior?:

☒ swearing/insulting (i.e. any discourse containing swear or insulting discourse)

☐ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)

☐ enmity/hostile (i.e. any hostile expression about a person or group)

☐ symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)



<p><b>28. Possible cultural references. The interviewer has to take note of:</b></p> <p><b>ss. Specific statements (to be reported): "stupid/ corrupted referee"</b>          (If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...): shouted from the grandstand          (If the case) Pauses/silence:              For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted</p> <p><b>Highlighting a supposed mistake of the referee</b></p> <p><b>tt. Non-verbal (to be reported) :</b></p> <p> <input type="checkbox"/> hand gestures    <input type="checkbox"/> other gestures    <input type="checkbox"/> kick    <input type="checkbox"/> spit    <input checked="" type="checkbox"/> <b>push</b>    <input type="checkbox"/> face expressions    <input type="checkbox"/> sounds  <input type="checkbox"/> support of objects    <input type="checkbox"/> reference to posture/distance    <input type="checkbox"/> reference to clothes/uniforms  <input type="checkbox"/> other .....         </p> <p style="margin-left: 40px;">To Specify Two Managers were pushing each other during the match</p> <p style="margin-left: 40px;">For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.</p> <p style="margin-left: 40px;"><b>Showing of being superior</b></p> <p><b>uu. Specific (explicit or implicit) references to values:</b></p> <p> <input type="checkbox"/> family                      <input type="checkbox"/> religion    <input type="checkbox"/> hierarchy    <input type="checkbox"/> sex/sexual orientation    <input type="checkbox"/> freedom  <input checked="" type="checkbox"/> <b>honesty/fair play</b>    <input type="checkbox"/> time                      <input type="checkbox"/> space                      <input type="checkbox"/> other .....         </p> <p style="margin-left: 40px;">For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.</p> <p style="margin-left: 40px;">The attack to the referee is a sign of not being humile...everyone can make a mistake..</p>
<p><b>29. Coping with the situation:</b></p> <p>a. Have you tried to cope with this situation? <b>Overlooking banality</b></p> <p>b. What would have been possible to do?</p> <p>c. What have you done?</p> <p>d. If you decided or you couldn't do anything: explain why</p> <p>e. Have you involved other people/organizations? Who? <b>The referees have to write the events on the report, then, it is the Federation the one which looks into the matter, giving fines as per regulations.</b></p>
<p><b>30. Which were the impact and consequences of this case of hate speech on your job?</b></p> <p>Impact:.....</p> <p>Consequences: I am wondering why people attacks verbally...</p>
<p><b>7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:</b></p> <p> <input type="checkbox"/> discriminate                      <input type="checkbox"/> distress                      <input checked="" type="checkbox"/> <b>put fear/threat</b>                      <input checked="" type="checkbox"/> <b>humiliation/vilification/denigration</b>  <input type="checkbox"/> physical damage                      <input type="checkbox"/> negative stereotyping                      <input type="checkbox"/> provoke violent/ offensive behavior  <input type="checkbox"/> other.....         </p>
<p><b>8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:</b></p> <p> <input type="checkbox"/> self-presentation/visibility    <input type="checkbox"/> a trigger event/news                      <input type="checkbox"/> getting benefit  <input type="checkbox"/> gain appreciation from a specific community    <input type="checkbox"/> personal traits (narcissism, psychoticism, aggression...)         </p>

**X other showing to be superior**

**9. End of the story.**

- a. What have you learned from this personal experience? **In beach volley there is much more solidarity and the public has greater influence on the match.**
- b. What would you say to people who are living similar situations?

**10. What is your opinion on required Skills to manage/counter hate speech?**

- a. Did you feel you had the skills to manage this kind of situations? **A good set of regulations is enough to fix the situation**
- b. Which was the most difficult part of it? **Evaluation of the event to give right sanctions**
- c. Have you had any form of support? **Support of the Federation**
- d. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?

Courses attended: **not expected/planned**

Which subjects would be interesting/useful for you? **Multiculturality and fair play**

### C. REFERRED TO A MORE GENERAL IDEA

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

#### **-PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:**

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)

Grassroots (for the public) and important competitions for the tension.

2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?

In important matches, possible mistakes of the referee have a stronger weight.

#### **-MAIN ACTORS:**

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)

public

4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)

Fans and parents

5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?

Showing support for the team and justify their mistakes.

#### **-TARGET GROUPS, TRENDS :**

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)

referee

7. Has this changed over the last few years?

Increasing, due to social media and rudeness.

8. In your experience, what are the trends and changes in hate speech discourse over the last few years?

ignorance

#### **-RECOMMENDATIONS :**

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?

Trying to better accept the other positions(as in beach volley). The public should be aware of the influence on the game.

#### **-OBSERVATIONS :**

10. Any observations/impressions of the interviewer:

Using yellow card to promote fair play.

## ITALY – STORY 4

### INVESTIGATING HATE SPEECH IN GRASSROOTS SPORT

#### A. REFERRED TO A SPECIFIC EVENT

##### 1) Role of the Interviewed:

☐ coach ☐ manager ☐ player ☐ supporter ☐ parents ☐ official ☒ other

#### COMPONENTE DELLA FEDERAZIONE E GIORNALISTA

2) Age: 50

3) Gender: ☐ male ☒ female

4) Nationality: ITA

5) Historical period collocation of Hate Speech : from '900 up today (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☐ football ☐ handball ☒ volleyball ☒ other cycling

7) Communication of hate-speech: ☐ face-to-face ☒ general circulation

##### 8) Location/Platform of the hate-speech occurred:

☐ field of play ☐ grandstand ☐ online/web ☐ social media/chat  
☐ press ☐ public communication ☒ other Federations

#### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

I COLORI INDICANO ESEMPLI DIFFERENTI DI HATE SPEECH

**1. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?**

**a. Who was the hate speaker :** (gender : ☐ male ☐ female)

☐ player (peer) ☐ player (senior) ☐ coach/officials ☒ fans

☒ manager ☐ other .....

**b. Who was the victim :** (gender : ☐ male ☒ female)

☐ me ☐ third person ☒ group of people

**c. What was the role of the victim :**

☐ coach ☐ manager ☒ player ☐ supporter ☐ parents ☐ official

☐ other .....

**2. Which was the target of hate speech have you detected?**

☐ race/ethnicity ☒ sex/gender identity ☐ social class ☐ religion ☐ political view

☐ physical (dis)ability ☐ colour ☐ age ☐ other .....

**3. Type of hate speech discourse/behavior?:**

☐ swearing/insulting (i.e. any discourse containing swear or insulting discourse)

☒ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)

☒ enmity/hostile (i.e. any hostile expression about a person or group)

<input type="checkbox"/> symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)
<p><b>4. Possible cultural references. The interviewer has to take note of:</b></p> <p><b>vv. Specific statements (to be reported):</b> "ARA CHE TRONCO/ARMADIO/COLOSSO" (literally: "look what a trunk/wardrobe/colossus")</p> <p>(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...):</p> <p>(If the case) Pauses/silence:</p> <p>For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted</p> <p>With reference to a sport woman with no grace</p> <p><b>ww. Non-verbal (to be reported) :</b></p> <p><input type="checkbox"/> hand gestures    <input type="checkbox"/> other gestures    <input type="checkbox"/> kick    <input type="checkbox"/> spit    <input type="checkbox"/> push    <input type="checkbox"/> face expressions    <input type="checkbox"/> sounds</p> <p><input type="checkbox"/> support of objects    <input type="checkbox"/> reference to posture/distance    <b>X reference to clothes/uniforms</b></p> <p><input type="checkbox"/> other .....</p> <p>To Specify A uniform was given to a woman, but it had the name of an ex male player</p> <p>For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.</p> <p>It seemed impossible for a woman to play and no money could be invested for her</p> <p><b>xx. Specific (explicit or implicit) references to values:</b></p> <p><input type="checkbox"/> family    <input type="checkbox"/> religion    <input type="checkbox"/> hierarchy    <b>X sex/sexual orientation</b>    <input type="checkbox"/> freedom</p> <p><input type="checkbox"/> honesty/fair play    <input type="checkbox"/> time    <input type="checkbox"/> space    <input type="checkbox"/> other .....</p> <p>For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.</p> <p>IN the past, a woman doing sport was considered as lesbian and she was considered having a "third sex"</p>
<p><b>5. Coping with the situation:</b></p> <p>a. Have you tried to cope with this situation? <b>Entering into Institutions and studying the problem.</b></p> <p>b. What would have been possible to do? <b>Some Islamic women have tried to rebel with a flash mob so as to have the chance to see sports in stadium.</b></p> <p>c. What have you done?</p> <p>d. If you decided or you couldn't do anything: explain why</p> <p>e. Have you involved other people/organizations? Who? <b>CONI has decided that there must be a minimum of female presence in Federations.</b></p>
<p><b>6. Which were the impact and consequences of this case of hate speech on your job?</b></p> <p>Impact: <b>slow changes in way of thinking and in rules</b></p> <p>Consequences: slow participation of women, great results, higher respect</p>
<p><b>7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:</b></p> <p><b>X discriminate</b>    <input type="checkbox"/> distress    <input type="checkbox"/> put fear/threat    <b>X humiliation/vilification/denigration</b></p> <p><input type="checkbox"/> physical damage    <b>X negative stereotyping</b>    <input type="checkbox"/> provoke violent/ offensive behavior</p> <p><input type="checkbox"/> other.....</p>
<p><b>8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:</b></p>

- ☐ self-presentation/visibility    ☐ a trigger event/news    ☐ getting benefit
- ☐ gain appreciation from a specific community    ☐ personal traits (narcissism, psychoticism, aggression...)
- ☐ other .....

### 9. End of the story.

- a. What have you learned from this personal experience? **lack of meritocracy, a lot depends on the culture of belonging**
- b. What would you say to people who are living similar situations? **Fight for your place, showing your qualities!**

### 10. What is your opinion on required Skills to manage/counter hate speech?

- a. Did you feel you had the skills to manage this kind of situations? **I fought to obtain that position**
- b. Which was the most difficult part of it? **Having the consent of the majority to get a position in the Federation**
- c. Have you had any form of support? **Support of followers/people already known**
- d. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?

Courses attended:.....

Which subjects would be interesting/useful for you?.....

## C. REFERRED TO A MORE GENERAL IDEA

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

### -PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)

Against women, both as athletes and managers

2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?

Generalizations and prejudices on women

### -MAIN ACTORS:

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)

Male colleagues and ignorant people

4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)

Men, with high positions

5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?

To repeat cultural traditions, that they keep on repeating due to ignorance.

**-TARGET GROUPS, TRENDS :**

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
Women, especially if they are married/mothers
7. Has this changed over the last few years?
From the Sixties, more measures for women
8. In your experience, what are the trends and changes in hate speech discourse over the last few years?
Diminished , thanks also to some measures of CONI (women are now 48%)

**-RECOMMENDATIONS :**

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?
We should aim at equality (male football and female football are the same sport). Less generalization. Inclusion of women is important and should be natural/spontaneous.

**-OBSERVATIONS :**

10. Any observations/impressions of the interviewer:
Situation should leave room for personality, both for men and women . Less obligations/restrinctions for women. Meritocracy (we should reward value).

## ITALY – STORY 5

### INVESTIGATING HATE SPEECH IN GRASSROOTS SPORT

#### A. REFERRED TO A SPECIFIC EVENT

##### 1) Role of the Interviewed:

☐ coach    ☐ manager    ☐ player    ☐ supporter    ☐ parents    ☐ official    ☒ **other ...sport psychologist.....**

2) Age: .....

3) Gender:    ☐ male    ☒ female

4) Nationality: .....ITALIAN.....

5) Historical period collocation of Hate Speech : SOME YEARS AGO..... (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☒ football    ☐ handball    ☐ volleyball    ☐ other....

7) Communication of hate-speech:    ☒ face-to-face    ☐ general circulation

##### 8) Location/Platform of the hate-speech occurred:

☐ field of play    ☐ grandstand    ☐ online/web    ☐ social media/chat  
☐ press    ☐ public communication    ☐ other ...EDGE OF THE FIELD OF PLAY

#### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

#### 15. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

a. Who was the hate speaker : (gender : ☒ male    ☐ female)

☐ player (peer)    ☐ player (senior)    ☒ coach/officials    ☐ fans  
☐ manager    ☐ other .....

b. Who was the victim : (gender : ☒ male 14-15 YRS    ☐ female)

☐ me    ☐ third person    ☐ group of people

c. What was the role of the victim :

☐ coach    ☐ manager    ☒ player    ☐ supporter    ☐ parents    ☐ official  
☐ other .....

#### 2. Which was the target of hate speech have you detected?

☐ race/ethnicity    ☐ sex/gender identity    ☐ social class    ☐ religion    ☐ political view  
☐ physical (dis)ability    ☐ colour    ☐ age    ☐ other .....

#### 3. Type of hate speech discourse/behavior?:

☒ swearing/insulting (i.e. any discourse containing swear or insulting discourse) **INSULTS JUST TO UNDERLINE HIS MISTAKES**

☐ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)

☐ enmity/hostile (i.e. any hostile expression about a person or group)



<input type="checkbox"/> symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)
<b>7. Possible cultural references. The interviewer has to take note of:</b> a. Specific statements (to be reported): "....." (If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...): ALOUD (If the case) Pauses/silence: For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted .....  <b>b. Non-verbal (to be reported) :</b> <input type="checkbox"/> hand gestures <input type="checkbox"/> other gestures <input type="checkbox"/> kick <input type="checkbox"/> spit <input type="checkbox"/> push <input type="checkbox"/> face expressions <input type="checkbox"/> sounds  <input type="checkbox"/> support of objects <input type="checkbox"/> reference to posture/distance <input type="checkbox"/> reference to clothes/uniforms <input type="checkbox"/> X other RAISED HANDS  To Specify.....  For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted. .....  <b>c. Specific (explicit or implicit) references to values:</b> <input type="checkbox"/> family <input type="checkbox"/> religion <input type="checkbox"/> hierarchy <input type="checkbox"/> sex/sexual orientation <input type="checkbox"/> freedom  <input type="checkbox"/> honesty/fair play <input type="checkbox"/> time <input type="checkbox"/> space <input type="checkbox"/> other .....  For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted. .....
<b>8. Coping with the situation:</b> a. Have you tried to cope with this situation? NO b. What would have been possible to do? c. What have you done? d. If you decided or you couldn't do anything: explain why SOME OTHER PEOPLE WERE BOTHERED e. Have you involved other people/organizations? Who?
<b>9. Which were the impact and consequences of this case of hate speech on your job?</b> Impact:..... Consequences; DURING HER COURSES SHE USES THESE KIND OF EPISODES TO SHOW, INSTEAD, HOW CRITICS SHOULD BE CONSTRUCTIVE, HOW MISTAKES CAN BE AN OPPORTUNITY TO LEARN.
<b>7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:</b>  <input type="checkbox"/> discriminate <input type="checkbox"/> distress <input type="checkbox"/> put fear/threat <input type="checkbox"/> humiliation/vilification/denigration <input type="checkbox"/> physical damage <input type="checkbox"/> negative stereotyping <input type="checkbox"/> provoke violent/ offensive behavior  <input type="checkbox"/> other...()
<b>8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:</b>  <input type="checkbox"/> self-presentation/visibility <input type="checkbox"/> a trigger event/news <input type="checkbox"/> getting benefit

☐ gain appreciation from a specific community ☐ personal traits (narcissism, psychoticism, aggression...)

☐ other **COACH WHO WANTS TO SAVE HIS OWN FACE**

#### 9. End of the story.

- a. What have you learned from this personal experience? **MOTIVATION TO IMPROVE HER WORK.TEACHING COACHES WHAT SHOULD BE DONE...**
- b. What would you say to people who are living similar situations? **DO NOT FOCUS TOO MUCH ON A MISTAKE, AS A MISTAKE CAN BE AN OPPORTUNITY TO IMPROVE...**

**10. What is your opinion on required Skills to manage/counter hate speech?**

- a. Did you feel you had the skills to manage this kind of situations? YES
- b. Which was the most difficult part of it? TO BE ABLE TO CHANGE THE POINT OF VIEW OF THE COACH. IN THE PAST, THERE WAS A BELIEF: MISTREATING AN ATHLETE COULD FORGE HIS CHARACTER. THIS IS A PREJUDICE OF THOSE WHO HAVE NO TRAINING.. THERE IS NO SCIENTIFIC EVIDENCE FOR THIS.
- c. Have you had any form of support?
- d. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?

Courses attended:.....

Which subjects would be interesting/useful for you?.....COMMUNICATION, RELATIONAL ABILITIES, HOW TO CORRECT (USING ALWAYS AN AFFIRMATIVE FORM)

**C. REFERRED TO A MORE GENERAL IDEA**

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

**-PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:**

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)
WHERE THERE IS A LOT OF PUBLIC OR MATCHES WHERE THE FORECAST IS OVERTURNED.
2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?
ENVY. AND THEN: SOME PEOPLE WANT JUST FOCUS ON THE MISTAKE, THEY WANT A GUILTY PARTY, THEY DO NOT LOOK FOR SOLUTIONS...

**-MAIN ACTORS:**

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)
PARENTS AND MEDIA
4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)
SOMETIMES THERE ARE WORDS SAID IN A CALM WAY, THAT CAN HURT YOU. SOMETIMES WORDS CAN BE EXAGGERATED, BUT MORE AFFECTIONATED.
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?
THEY WANT TO GET ATTENTION, TO BRAG

**-TARGET GROUPS, TRENDS :**

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
ATHLETES, ESPECIALLY FOR THE COLOUR OF THE SKIN.
7. Has this changed over the last few years?
YES, ESPECIALLY AT GRASSROOT LEVELS, PROFESSIONALS HAVE MORE TRAINING. SO THERE IS MUCH MORE ATTENTION.

8. In your experience, what are the trends and changes in hate speech discourse over the last few years?

SOCIAL MEDIA AND TV highlight (too much) BAD BEHAVIOURS.

**-RECOMMENDATIONS :**

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?

WE SHOULD IMPLEMENT AND WORK ON CREATING A SPORTS CULTURE. WE SHOULD SPREAD ETHICAL PRINCIPLES. WE SHOULD PRAISE THE FANS WHO HAVE VIRTUOUS BEHAVIOURS.

**-OBSERVATIONS :**

10. Any observations/impressions of the interviewer:

More sport culture in the mass media.

## ITALY – STORY 6

### INVESTIGATING HATE SPEECH IN GRASSROOTS SPORT

#### A. REFERRED TO A SPECIFIC EVENT

##### 1) Role of the Interviewed:

☐ coach ☐ Xmanager ☐ player ☐ supporter ☐ parents ☐ official ☐ other .....

##### 2) Age: .....

3) Gender: ☐ male ☒ female

##### 4) Nationality: .....

5) Historical period collocation of Hate Speech : .....2019..... (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☐ football ☐ handball ☐ volleyball ☐ other....

7) Communication of hate-speech: ☐ face-to-face ☒ general circulation

##### 8) Location/Platform of the hate-speech occurred:

☐ field of play ☐ grandstand ☐ online/web ☐ social media/chat  
☐ press ☐ public communication ☐ other .....TV.....

#### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

##### 1. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

a. Who was the hate speaker : (gender : ☒ male ☐ female)

☐ player (peer) ☒ AUSTRALIAN player (senior) ☐ coach/officials ☐ fans

☐ manager ☐ other .....

b. Who was the victim : (gender : ☒ male ☐ female)

☐ me ☐ third person ☐ group of people

c. What was the role of the victim :

☐ coach ☐ manager ☒ CHINESE player ☐ supporter ☐ parents ☐ official

☐ other .....

##### 2. Which was the target of hate speech have you detected?

☐ race/ethnicity ☐ sex/gender identity ☐ social class ☐ religion ☐ political view

☐ physical (dis)ability ☐ colour ☐ age ☐ other .....DOPING.....

##### 3. Type of hate speech discourse/behavior?:

☐ swearing/insulting (i.e. any discourse containing swear or insulting discourse)

☐ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)

☐ enmity/hostile (i.e. any hostile expression about a person or group)

☐ symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)

ORTON DIDN'T WANT TO GET IN THE SECOND POSITION OF THE PODIUM, BECAUSE FOR HIM SUN YANG WAS STILL INVOLVED IN A CASE OF DOPING. SUN YANG MADE A GESTURE... AS IF TO SAY "YOU HAVE NOTHING TO PROTEST AGAINST...".

ORTON HAS BEEN PUNISHED BY THE AUSTRALIAN FEDERATION.

**4. Possible cultural references. The interviewer has to take note of:**

a. Specific statements (to be reported):" ....."

(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...):

(If the case) Pauses/silence:

For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted

.....

**b. Non-verbal (to be reported) :**

☐ hand gestures ☐ other gestures ☐ kick ☐ spit ☐ push ☐ face expressions ☐ sounds

☐ support of objects ☐ reference to posture/distance ☐ reference to clothes/uniforms ☐

other .....

To Specify.....

For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.

.....

**c. Specific (explicit or implicit) references to values:**

☐ family ☐ religion ☐ hierarchy ☐ sex/sexual orientation ☐ freedom

☐ honesty/fair play ☐ time ☐ space ☐ other .....

For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.

.....

**5. Coping with the situation:**

a. Have you tried to cope with this situation?

b. What would have been possible to do?

c. What have you done?

d. If you decided or you couldn't do anything: explain why

e. Have you involved other people/organizations? Who?

**6. Which were the impact and consequences of this case of hate speech on your job?**

Impact:.....

Consequences: THERE HAS BEEN A LOT OF DEBATE ON THIS ISSUE AMONG THE TECHNICIANS. BECAUSE DOPING ALWAYS VIOLATE ETHICS, PROFESSIONALISM, RULES.

**7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:**

☐ discriminate ☐ distress ☐ put fear/threat ☐ humiliation/vilification/denigration

☐ physical damage ☐ negative stereotyping ☐ provoke violent/ offensive behavior

☐ other.....

**8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:**

- ☐ self-presentation/visibility    ☐ a trigger event/news    ☐ getting benefit
- ☐ gain appreciation from a specific community    ☐ personal traits (narcissism, psychoticism, aggression...)
- ☐ other .....

**9. End of the story.**

- a. What have you learned from this personal experience? ADMIRATION FOR ORTON: HIS ACT WAS AGAINST DOPING, NOT AGAINST THE ATHLETE.
- b. What would you say to people who are living similar situations?

**10. What is your opinion on required Skills to manage/counter hate speech?**

- a. Did you feel you had the skills to manage this kind of situations? YES
- b. Which was the most difficult part of it? SPORT SHOULD BE EQUAL
- c. Have you had any form of support?
- d. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?

Courses attended:.....NO.....

Which subjects would be interesting/useful for you?.....A THIRD/EXTERNAL PERSON WHO CAN HELP TO SEE WITH DIFFERENT EYES.....

**C. REFERRED TO A MORE GENERAL IDEA**

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

**-PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:**

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)

PARENTS TALKING IN A NOT APPROPRIATE WAY OF COACHES/TRAINERS

2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?

ENVY AND IGNORANCE

**-MAIN ACTORS:**

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)

MEDIA PUSH FOR FINDING DIFFERENCES.

PARENTS TEND TO BE AGGRESSIVE (ESPECIALLY WITH CHILDREN OF DIFFERENT NATIONALITY).

4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)

GENERALLY, MEN.

5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?

THE LACK OF RESPECT CANNOT LEAD SOMEWHERE...

**-TARGET GROUPS, TRENDS :**

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
BLACK PEOPLE. WOMEN WITH VEIL.
7. Has this changed over the last few years?
IN THE PAST, THERE WAS MORE RESPECT.
7. In your experience, what are the trends and changes in hate speech discourse over the last few years?
EDUCATION.

**-RECOMMENDATIONS :**

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?

**-OBSERVATIONS :**

10. Any observations/impressions of the interviewer:



## ITALY – STORY 7

### INVESTIGATING HATE SPEECH IN GRASSROOTS SPORT

#### A. REFERRED TO A SPECIFIC EVENT

##### 1) Role of the Interviewed:

☐ coach ☐ manager ☒ player ☐ supporter ☐ parents ☐ official ☐ other .....

2) Age: .....38.....

3) Gender: ☒ male ☐ female

4) Nationality: .....ITALIAN.....

5) Historical period collocation of Hate Speech : .....9 YEARS AGO..... (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☒ football ☐ handball ☐ volleyball ☐ other....

7) Communication of hate-speech: ☒ face-to-face ☐ general circulation

##### 8) Location/Platform of the hate-speech occurred:

☒ field of play ☐ grandstand ☐ online/web ☐ social media/chat

☐ press ☐ public communication ☐ other .....

#### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

##### 1. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

a. Who was the hate speaker : (gender : ☒ male ☐ female)

☒ player (peer) ☐ player (senior) ☐ coach/officials ☐ fans

☐ manager ☐ other .....

b. Who was the victim : (gender : ☐ male ☐ female)

☒ me ☐ third person ☐ group of people

c. What was the role of the victim :

☐ coach ☐ manager ☒ player ☐ supporter ☐ parents ☐ official

☐ other .....

##### 2. Which was the target of hate speech have you detected?

☐ race/ethnicity ☐ sex/gender identity ☐ social class ☐ religion ☐ political view

☐ physical (dis)ability ☐ colour ☐ age ☐ other .....

##### 3. Type of hate speech discourse/behavior?:

☒ swearing/insulting (i.e. any discourse containing swear or insulting discourse) INSULTS AGAINST FAMILY AND THE PERSON

☐ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)

☐ enmity/hostile (i.e. any hostile expression about a person or group)

<input type="checkbox"/> symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)
<p><b>4. Possible cultural references. The interviewer has to take note of:</b></p> <p>a. Specific statements (to be reported):"....."</p> <p>(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...):<b>ALoud, EVILNESS</b></p> <p>(If the case) Pauses/silence:</p> <p>For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted</p> <p>.....</p> <p><b>b. Non-verbal (to be reported) :</b></p> <p><input type="checkbox"/> hand gestures    <input type="checkbox"/> other gestures    <input type="checkbox"/> kick    <input checked="" type="checkbox"/> spit    <input checked="" type="checkbox"/> push    <input type="checkbox"/> face expressions    <input type="checkbox"/> sounds</p> <p><input type="checkbox"/> support of objects    <input type="checkbox"/> reference to posture/distance    <input type="checkbox"/> reference to clothes/uniforms    <input type="checkbox"/> other .....</p> <p>To Specify.....</p> <p>For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.</p> <p>.....</p> <p><b>c. Specific (explicit or implicit) references to values:</b></p> <p><input checked="" type="checkbox"/> family    <input type="checkbox"/> religion    <input type="checkbox"/> hierarchy    <input type="checkbox"/> sex/sexual orientation    <input type="checkbox"/> freedom</p> <p><input type="checkbox"/> honesty/fair play    <input type="checkbox"/> time    <input type="checkbox"/> space    <input type="checkbox"/> other .....</p> <p>For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.</p> <p>.....</p>
<p><b>5. Coping with the situation:</b></p> <p>a. Have you tried to cope with this situation? AT THE BEGINNING HE DID NOT CARE, THEN HE ANSWERED</p> <p>b. What would have been possible to do?</p> <p>c. What have you done? REPLIED VERBALLY</p> <p>d. If you decided or you couldn't do anything: explain why</p> <p>e. Have you involved other people/organizations? Who? SOME TEAM MEMBERS</p>
<p><b>6. Which were the impact and consequences of this case of hate speech on your job?</b></p> <p>Impact:.....YES (IT IS SOMETHING SAD, AND IT SHOULD BE JUST A GAME, AFTER ALL)</p> <p>Consequences:.....</p>
<p><b>7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:</b></p> <p><input type="checkbox"/> discriminate    <input type="checkbox"/> distress    <input type="checkbox"/> put fear/<b>threat</b>    <input type="checkbox"/> humiliation/vilification/denigration</p> <p><input type="checkbox"/> physical damage    <input type="checkbox"/> negative stereotyping    <input type="checkbox"/> provoke violent/ offensive behavior</p> <p><input checked="" type="checkbox"/> other.....AIM TO GET NERVOUS/EXPEL</p>
<p><b>8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:</b></p> <p><input type="checkbox"/> self-presentation/visibility    <input type="checkbox"/> a trigger event/news    <input type="checkbox"/> getting benefit</p>

☐ gain appreciation from a specific community ☐ personal traits (narcissism, psychoticism, aggression...)

☐ other ...INSTIGATION BY THE COACH

**9. End of the story.**

- a. What have you learned from this personal experience? THERE IS A LACK OF EDUCATION AND RESPECT IN THE WORLD OF FOOTBALL
- b. What would you say to people who are living similar situations? LET IT GO...

**10. What is your opinion on required Skills to manage/counter hate speech?**

- Did you feel you had the skills to manage this kind of situations? IN THE PAST , NO. NOW HE THINKS HE HAS. BEING NOW A COACH, HE TRIES TO INFUSE SERENITY TO THE PLAYERS
- Which was the most difficult part of it? PRETENDING IT IS NOT A PROBLEM..
- Have you had any form of support?
- In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?

Courses attended:.....NO, NEVER. JUST ONCE (COACH TRAINING) WITH A PSYCHOLOGIST.....

Which subjects would be interesting/useful for you?.....

**C. REFERRED TO A MORE GENERAL IDEA**

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

**-PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:**

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)

FOOTBALL: THERE IS ANGER

2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?

EVERYTHING IS CONNECTED WITH THE RESULTS. THERE IS ANGER TO UNLOAD

**-MAIN ACTORS:**

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)

FANS AND PARENTS

4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)

MEN, 40-50 YEARS OLD

5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?

THEY ARE NOT SUCCESSFUL. THEY JUST WANT YOU TO GET NERVOUS.

**-TARGET GROUPS, TRENDS :**

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)

BLACK MEN (BUT NOT ALWAYS)

7. Has this changed over the last few years?

NO

8. In your experience, what are the trends and changes in hate speech discourse over the last few years?

TV IS GIVING MORE VISIBILITY. IN ANY CASE, IT IS A PHENOMENON WHICH HAPPENS ALSO IN SMALL TOWNS,

**-RECOMMENDATIONS :**

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?
HE DOES NOT KNOW. SCHOOL SHOULD BE THE FIRST PLACE WHERE ONE STARTS TO DEVELOP A RESPECTFUL ATTITUDE...

**-OBSERVATIONS :**

10. Any observations/impressions of the interviewer:

## ITALY – STORY 8

### INVESTIGATING HATE SPEECH IN GRASSROOTS SPORT

#### A. REFERRED TO A SPECIFIC EVENT

##### 1) Role of the Interviewed:

☐ coach ☒ manager ☐ player ☐ supporter ☐ parents ☐ official ☐ other .....

2) Age: ...50.....

3) Gender: ☒ male ☐ female

4) Nationality: .....ITALIAN.....

5) Historical period collocation of Hate Speech : .....2019..... (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☐ football ☐ handball ☐ volleyball ☒ other  
SWIMMING POOL

7) Communication of hate-speech: ☐ X face-to-face ☐ general circulation

##### 8) Location/Platform of the hate-speech occurred:

☐ field of play ☐ grandstand ☐ online/web ☐ social media/chat  
☐ press ☐ public communication ☐ other ...SWIMMING POOL

#### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

##### 1. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

a. Who was the hate speaker : (gender : ☒ male ☐ X female) 4 MEN AND 2 WOMEN (WIVES)

☐ player (peer) ☐ player (senior) ☐ coach/officials ☒ fans

☐ manager ☐ other .....

b. Who was the victim : (gender : ☐ male ☒ X female)

☐ me ☐ third person ☒ X group of people

c. What was the role of the victim :

☐ coach ☐ manager ☒ X player ☐ supporter ☐ parents ☐ official

☐ other .....

SOME ISLAMIC GIRLS WERE IN THE POOL WEARING THE BURKINI. THEY WERE INSULTED

##### 2. Which was the target of hate speech have you detected?

☐ race/ethnicity ☐ sex/gender identity ☐ social class ☒ X religion ☐ political view

☐ physical (dis)ability ☐ colour ☐ age ☐ other .....

##### 3. Type of hate speech discourse/behavior?:

☐ swearing/insulting (i.e. any discourse containing swear or insulting discourse)

<input type="checkbox"/> exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)  <input type="checkbox"/> enmity/hostile (i.e. any hostile expression about a person or group)  <input type="checkbox"/> symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)
<p><b>4. Possible cultural references. The interviewer has to take note of:</b></p> <p>d. Specific statements (to be reported) "YOU ARE DIRTY." "YOU ARE IN ITALY, YOU HAVE TO FOLLOW THE ITALIAN RULES" (IN ITALY, THE BURKINI IS LEGAL)!!</p> <p>(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...):ALoud, DISDAIN (If the case) Pauses/silence: For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted .....</p> <p><b>e. Non-verbal (to be reported) :</b></p> <p><input type="checkbox"/> hand gestures    <input type="checkbox"/> other gestures    <input type="checkbox"/> kick    <input type="checkbox"/> spit    <input type="checkbox"/> push    <input type="checkbox"/> face expressions    <input type="checkbox"/> sounds</p> <p><input type="checkbox"/> support of objects    <input type="checkbox"/> reference to posture/distance    <input type="checkbox"/> reference to clothes/uniforms    <input type="checkbox"/> other .....</p> <p>To Specify.....</p> <p>For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted. .....</p> <p><b>f. Specific (explicit or implicit) references to values:</b></p> <p><input type="checkbox"/> family    <input checked="" type="checkbox"/> religion    <input type="checkbox"/> hierarchy    <input type="checkbox"/> sex/sexual orientation    <input type="checkbox"/> freedom</p> <p><input type="checkbox"/> honesty/fair play    <input type="checkbox"/> time    <input type="checkbox"/> space    <input type="checkbox"/> other .....</p> <p>For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted. .....REFERENCE TO THE PROPHET MOHAMMED AND TERRORISM..... .....</p>
<p><b>5. Coping with the situation:</b></p> <p>a. Have you tried to cope with this situation? YES</p> <p>b. What would have been possible to do?</p> <p>c. What have you done? I TRIED TO CRUSH THE SITUATION</p> <p>d. If you decided or you couldn't do anything: explain why</p> <p>e. Have you involved other people/organizations? Who? 2 GUYS WHO WERE GIVING ASSISTANCE.</p>
<p><b>6. Which were the impact and consequences of this case of hate speech on your job?</b></p> <p>Impact:.....UNDERSTANDING THAT THERE IS A HUGE CULTURAL PROBLEM IN COMMUNICATION.....</p> <p>Consequences:.....</p>
<p><b>7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:</b></p>

<input type="checkbox"/> discriminate <input type="checkbox"/> physical damage <input type="checkbox"/> other.....IN THIS CASE, SHOWING OFF AND SEND AWAY PEOPLE	<input type="checkbox"/> distress <input type="checkbox"/> negative stereotyping	<input type="checkbox"/> put fear/threat <input type="checkbox"/> provoke violent/ offensive behavior	<input type="checkbox"/> humiliation/vilification/denigration
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**8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:**

☐ self-presentation/**visibility**    ☐ a trigger event/news    ☐ getting benefit  
☐ gain appreciation from a specific community    ☐ personal traits (narcissism, psychoticism, aggression...)  
☐ other .....

**9. End of the story.**

a. What have you learned from this personal experience? IMPROVING SELF-CONTROL AND EMOTIONS

b. What would you say to people who are living similar situations? NEVER BEING PASSIVE SPECTATORS

**10. What is your opinion on required Skills to manage/counter hate speech?**

a. Did you feel you had the skills to manage this kind of situations? YES

b. Which was the most difficult part of it? PEOPLE/SPECTATORS ARE AFRAID OF INTERVENING. THE WORST EVENTS ARE THOSE WITH PHYSICAL AGGRESSION.YOU DON'T HAVE TO BE A HERO, JUST CALL THE POLICE.

c. Have you had any form of support?

d. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?

Courses attended:.....YES, BOTH AS STUDENT AND TRAINER.....

Which subjects would be interesting/useful for you?.....

### C. REFERRED TO A MORE GENERAL IDEA

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

#### -PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)
ONLINE
2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?
CAUSED BY THE FAILURE OF THE EDUCATIONAL SYSTEM

#### -MAIN ACTORS:

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)
ADULTS ARE WORSE THAN YOUNG PEOPLE



4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)
GENERALLY, WHITE MEN, ETEROSEXUAL, LOWER MIDDLE CLASS
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?
POSSIBLY IT IS AN ATTEMPT OF REVENGE IN A LIFE WHICH THEY DO NOT CONSIDER AS SATISFYING.BUT DOING THIS, THEY LET THEIR FRUSTRATION BECOME BIGGER.

#### -TARGET GROUPS, TRENDS :

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
ROMA, AFRICAN PEOPLE. IN THE PAST, ALSO PEOPLE COMING FROM EAST EUROPE (BUT IN THE LAST 20 YEARS THIS HAS CHANGED). HE HAS PROBLEMS TO INTEGRATE ROMA CHILDREN IN SPORTS.
7. Has this changed over the last few years?
IT IS GETTING BETTER IN THE SENSE THAT SOCIETY IS MORE MULTIETHNIC. ON THE OTHER HAND, THE SITUATION IS GETTING WORSE BECAUSE PEOPLE IS POORER AND FRUSTRATION IS UNLOADED ON MINORITIES.
8. In your experience, what are the trends and changes in hate speech discourse over the last few years?

#### -RECOMMENDATIONS :

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?
DEVELOPING EMPATHY. THOSE WHO HAVE TO WORK/COORDINATE PEOPLE SHOULD ALWAYS REMEMBER THAT DIVERSITY IS AN ENRICHMENT, AND NEVER A LIMIT. THOSE WHO NEED SOME SUPPORT ARE THOSE WHO DO NOT ASK FOR IT, BECAUSE THEY THINK IT IS A WEAKNESS...

#### -OBSERVATIONS :

10. Any observations/impressions of the interviewer:
DIVERSITY IS AN ENRICHMENT FOR EVERYBODY.

## ITALY – STORY 9

### INVESTIGATING HATE SPEECH IN GRASSROOTS SPORT

#### A. REFERRED TO A SPECIFIC EVENT

##### 1) Role of the Interviewed:

☐ coach      ☐ manager   ☐ player   ☐ supporter   ☐ parents   ☐ official   ☐ other  
 ...SPECTATOR.....

2) Age: .....21.....

3) Gender:    X male                      ☐ female

4) Nationality: .....ITALIAN.....

5) Historical period collocation of Hate Speech : ...1 YEAR AGO..... (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: X football                      ☐ handball                      ☐ volleyball   ☐ other....

7) Communication of hate-speech:    X face-to-face                      ☐ general circulation

##### 8) Location/Platform of the hate-speech occurred:

☐ field of play                      X grandstand                      ☐ online/web                      ☐ social media/chat  
☐ press                      ☐ public communication                      ☐ other .....

#### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

#### 1. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

a. Who was the hate speaker : (gender : X male                      ☐ female)

☐ player (peer)                      ☐ player (senior)                      ☐ coach/officials                      X fans/PARENTS  
☐ manager                      ☐ other .....

b. Who was the victim : (gender : X male                      ☐ female)

☐ me                      X third person                      ☐ group of people

c. What was the role of the victim :

☐ coach                      ☐ manager   ☐ player   ☐ supporter   ☐ parents   ☐ official  
☐ other .....YOUNG REFEREE

#### 2. Which was the target of hate speech have you detected?

☐ race/ethnicity      ☐ sex/gender identity                      ☐ social class      ☐ religion                      ☐ political view  
☐ physical (dis)ability      ☐ colour                      ☐ age      ☐ other ...DIFFERENT VISION (IN COMP. WITH REFEREE).....

#### 3. Type of hate speech discourse/behavior?:

X swearing/insulting (i.e. any discourse containing swear or insulting discourse)

☐ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)

☐ enmity/hostile (i.e. any hostile expression about a person or group)

<input type="checkbox"/> symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)
<p><b>4. Possible cultural references. The interviewer has to take note of:</b></p> <p>a. Specific statements (to be reported): "...TUA MAMMA PUTTANA." (=YOUR MOTHER IS A BITCH)          (If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...): ALOUD, WITH ANGER          (If the case) Pauses/silence:          For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted          .....</p> <p><b>b. Non-verbal (to be reported) :</b></p> <p>X hand gestures    <input type="checkbox"/> other gestures    <input type="checkbox"/> kick    <input type="checkbox"/> spit    <input type="checkbox"/> push    <input type="checkbox"/> face expressions    <input type="checkbox"/> sounds</p> <p><input type="checkbox"/> support of objects    X reference to posture/distance    <input type="checkbox"/> reference to clothes/uniforms    <input type="checkbox"/> other .....</p> <p>To Specify.....GESTURE (FUCK YOURSELF)/ PEOPLE STOOD UP TO INSULT.....</p> <p>For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.          .....</p> <p><b>c. Specific (explicit or implicit) references to values:</b></p> <p>X family    <input type="checkbox"/> religion    <input type="checkbox"/> hierarchy    <input type="checkbox"/> sex/sexual orientation    <input type="checkbox"/> freedom</p> <p><input type="checkbox"/> honesty/fair play    <input type="checkbox"/> time    <input type="checkbox"/> space    <input type="checkbox"/> other .....</p> <p>For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.          .....</p>
<p><b>5. Coping with the situation:</b></p> <p>a. Have you tried to cope with this situation?</p> <p>b. What would have been possible to do?</p> <p>c. What have you done? WHEN PEOPLE STOPPED INSULTING, HE SAID THAT THE REFEREE COULD BE THEIR SON...</p> <p>d. If you decided or you couldn't do anything: explain why</p> <p>e. Have you involved other people/organizations? Who?</p>
<p><b>6. Which were the impact and consequences of this case of hate speech on your job?</b></p> <p>Impact:...IT GENERATED ANGER.....</p> <p>Consequences:.....</p>
<p><b>7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:</b></p> <p>X discriminate    <input type="checkbox"/> distress    <input type="checkbox"/> put fear/threat    X humiliation/vilification/denigration</p> <p><input type="checkbox"/> physical damage    <input type="checkbox"/> negative stereotyping    <input type="checkbox"/> provoke violent/ offensive behavior</p> <p><input type="checkbox"/> other.....</p>
<p><b>8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:</b></p> <p><input type="checkbox"/> self-presentation/visibility    <input type="checkbox"/> a trigger event/news    <input type="checkbox"/> getting benefit</p>

☐ gain appreciation from a specific community ☐ personal traits (narcissism, psychoticism, aggression...)

☐ other .....

#### 9. End of the story.

- a. What have you learned from this personal experience?
- b. What would you say to people who are living similar situations? PEOPLE VICTIMS OF HATE SPEECH SHOULD NOT CARE TOO MUCH. SILENCE IS A GOOD REPLY. BUT THOSE WHO SEE/LISTEN SHOULD ALWAYS INTERVENE, SO TO FIGHT HATE SPEECH.

**10. What is your opinion on required Skills to manage/counter hate speech?**

- Did you feel you had the skills to manage this kind of situations? YES
- Which was the most difficult part of it? THERE IS NO DIFFICULT PART
- Have you had any form of support? NO
- In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?

Courses attended:.....

Which subjects would be interesting/useful for you?.....

**C. REFERRED TO A MORE GENERAL IDEA**

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**
**-PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:**

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)

FOOTBALL

(BASKET IS DIFFERENT...)

2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?

THE REASONS WHICH CAUSE HATE SPEECH ARE IGNORANCE AND RACISM.

**-MAIN ACTORS:**

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)

FANS, BUT ALSO FOOTBALL PLAYERS (WHEN THE REFEREE DOES SOMETHING THEY DO NOT APPRECIATE)

4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)

GENERALLY MEN.

THE EDUCATION RECEIVED HAS INFLUENCE.

5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?

THEY CAN BE SUCCESSFUL IF THE VISTIM IS FRAGILE.

**-TARGET GROUPS, TRENDS :**

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)

WOMEN AND BLACK PEOPLE

7. Has this changed over the last few years?

NO, BUT MAYBE NOW THERE IS MORE ATTENTION

8. In your experience, what are the trends and changes in hate speech discourse over the last few years?

**-RECOMMENDATIONS :**

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?
EDUCATION AND RESPECT FOR THE OTHERS

**-OBSERVATIONS :**

10. Any observations/impressions of the interviewer:
THE ONLY WAY TO FIGHT HATE SPEECH IS FIGHTING IGNORANCE.

## ITALY – STORY 10

### INVESTIGATING HATE SPEECH IN GRASSROOTS SPORT

#### A. REFERRED TO A SPECIFIC EVENT

##### 1) Role of the Interviewed:

☐ coach ☐ manager ☒ player ☐ supporter ☐ parents ☐ official ☐ other .....

2) Age: .....17.....

3) Gender: ☐ male ☒ female

4) Nationality: .....ITALIAN.....

5) Historical period collocation of Hate Speech : .....2019..... (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☐ football ☐ handball ☒ volleyball ☐ other....

7) Communication of hate-speech: ☒ face-to-face ☐ general circulation

##### 8) Location/Platform of the hate-speech occurred:

☒ field of play ☐ grandstand ☐ online/web ☐ social media/chat

☐ press ☐ public communication ☐ other .....

#### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

#### 2. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

a. Who was the hate speaker : (gender : ☐ male ☐ female)

☐ player (peer) ☐ player (senior) ☐ coach/officials ☒ fans /PARENTS

☐ manager ☐ other .....

b. Who was the victim : (gender : ☐ male ☐ female)

☒ me AND ALL THE TEAM ☐ third person ☐ group of people

c. What was the role of the victim :

☐ coach ☐ manager ☒ player ☐ supporter ☐ parents ☐ official

☐ other .....

#### 2. Which was the target of hate speech have you detected?

☐ race/ethnicity ☐ sex/gender identity ☐ social class ☐ religion ☐ political view

☐ physical (dis)ability ☐ colour ☐ age ☐ other .....INCOMPREHENSION WITH THE REFEREE AND THE ADVERSARY TEAM....

#### 3. Type of hate speech discourse/behavior?:

☒ swearing/insulting (i.e. any discourse containing swear or insulting discourse)

☐ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)

☐ enmity/hostile (i.e. any hostile expression about a person or group)

☐ symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)

<p><b>7. Possible cultural references. The interviewer has to take note of:</b></p> <p>a. Specific statements (to be reported): ".....FATE SCHIFO/SIETE COGLIONE....."</p> <p>(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...): ALOUD, DISDAIN</p> <p>(If the case) Pauses/silence:</p> <p>For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted</p> <p>.....</p> <p><b>b. Non-verbal (to be reported) :</b></p> <p><input type="checkbox"/> hand gestures    <input type="checkbox"/> other gestures    <input type="checkbox"/> kick    <input type="checkbox"/> spit    <input type="checkbox"/> push    <input type="checkbox"/> face expressions    <input type="checkbox"/> sounds</p> <p><input type="checkbox"/> support of objects    <input type="checkbox"/> reference to posture/distance    <input type="checkbox"/> reference to clothes/uniforms    <input type="checkbox"/> other .....</p> <p>To Specif SOME FATHERS ENTERED INTO THE FIELD .....</p> <p>For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.</p> <p>.....</p> <p><b>c. Specific (explicit or implicit) references to values:</b></p> <p><input type="checkbox"/> family    <input type="checkbox"/> religion    <input type="checkbox"/> hierarchy    <input type="checkbox"/> sex/sexual orientation    <input type="checkbox"/> freedom</p> <p><input type="checkbox"/> honesty/fair play    <input type="checkbox"/> time    <input type="checkbox"/> space    <input type="checkbox"/> other .....</p> <p>For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.</p> <p>.....</p>
<p><b>8. Coping with the situation:</b></p> <p>a. Have you tried to cope with this situation?</p> <p>b. What would have been possible to do?</p> <p>c. What have you done? WE SHOUTED AGAINST THOSE PARENTS BECAUSE THEY WERE SHOUTING TO (FEMALE) TEENAGERS....</p> <p>d. If you decided or you couldn't do anything: explain why</p> <p>e. Have you involved other people/organizations? Who?</p>
<p><b>9. Which were the impact and consequences of this case of hate speech on your job?</b></p> <p>Impact:.....</p> <p>Consequences:.....</p>
<p><b>7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:</b></p> <p><input type="checkbox"/> discriminate    <input type="checkbox"/> distress    <input type="checkbox"/> put <b>fear/threat</b>    <input type="checkbox"/> humiliation/vilification/denigration</p> <p><input type="checkbox"/> physical damage    <input type="checkbox"/> negative stereotyping    <input type="checkbox"/> provoke violent/ offensive behavior</p> <p><input type="checkbox"/> other.....TO...DISTRACT, TO BOTHER.....</p>
<p><b>8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:</b></p> <p><input type="checkbox"/> self-presentation/visibility    <input type="checkbox"/> a trigger event/news    <input type="checkbox"/> getting benefit</p> <p><input type="checkbox"/> gain appreciation from a specific community    <input type="checkbox"/> personal traits (narcissism, psychoticism, aggression...)</p>



☐ other .....

**9. End of the story.**

- a. What have you learned from this personal experience? YOU CAN DO EVERYTHING JUST TO WIN... EVEN SHOUTING TO SOME GIRLS PLAYING PEACEFULLY...
- b. What would you say to people who are living similar situations? DO NOT LISTEN/CARE

**10. What is your opinion on required Skills to manage/counter hate speech?**

- a. Did you feel you had the skills to manage this kind of situations? YES
- b. Which was the most difficult part of it? IT IS DIFFICULT WHEN YOU WANT TO TALK/REASON WITH SOMEONE BUT HE/SHE SCREAMS...
- c. Have you had any form of support?
- d. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?

Courses attended:.....

Which subjects would be interesting/useful for you?.....

**C. REFERRED TO A MORE GENERAL IDEA**

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**
**-PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:**

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)

FOOTBALL (AS IT IS THE MOST FAMOUS)

2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?

IT STARTS FROM THE PLAYERS, GENERALLY

**-MAIN ACTORS:**

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)

4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)

MEN, 50-60 YEARS OLD

5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?

THE PURPOSE IS DISTRACTING OR WEAKENING.

THEY CAN BE SUCCESSFUL IF THE VICTIM IS FRAGILE.

**-TARGET GROUPS, TRENDS :**

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)

"RACE", HOMOSEXUALS

7. Has this changed over the last few years?

SOME STEPS FORWARD

8. In your experience, what are the trends and changes in hate speech discourse over the last few years?

**-RECOMMENDATIONS :**

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?
MEASURES TO FIGHT HATE SPEECH ARE NEEDED.

**-OBSERVATIONS :**

10. Any observations/impressions of the interviewer:

## ITALY – STORY 11

### INVESTIGATING HATE SPEECH IN GRASSROOTS SPORT

#### A. REFERRED TO A SPECIFIC EVENT

1) Role of the Interviewed: ☒ coach ☐ manager ☐ player ☐ supporter ☐ parents ☐ official ☐ other .....

2) Age: ...61.....

3) Gender: ☒ male ☐ female

4) Nationality: .....ITALIAN.....

5) Historical period collocation of Hate Speech : .....2019..... (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☐ football ☐ handball ☐ volleyball ☒ other SWIMMING.

7) Communication of hate-speech: ☐ face-to-face ☐ general circulation

#### 8) Location/Platform of the hate-speech occurred:

☐ field of play ☐ grandstand ☐ online/web ☐ social media/chat  
☐ press ☐ public communication ☐ other .....

#### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

#### 3. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

a. Who was the hate speaker : (gender : ☐ male ☐ female)

☐ player (peer) ☐ player (senior) ☐ coach/officials ☐ fans

☐ manager ☐ other .....

b. Who was the victim : (gender : ☐ male ☐ female)

☐ me ☐ third person ☐ group of people

c. What was the role of the victim :

☒ coach ☐ manager ☒ player ☐ supporter ☐ parents ☐ official

☐ other .....

#### 2. Which was the target of hate speech have you detected?

☐ race/ethnicity ☐ sex/gender identity ☐ social class ☐ religion ☐ political view

☐ physical (dis)ability ☐ colour ☐ age ☐ other .....

#### 3. Type of hate speech discourse/behavior?:

☐ swearing/insulting (i.e. any discourse containing swear or insulting discourse)

☐ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)

☐ enmity/hostile (i.e. any hostile expression about a person or group)

☐ symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)

<p><b>4. Possible cultural references. The interviewer has to take note of:</b></p> <p>a. Specific statements (to be reported):"....."</p> <p>(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...):</p> <p>(If the case) Pauses/silence:</p> <p>For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted</p> <p>.....</p> <p><b>b. Non-verbal (to be reported) :</b></p> <p>X hand gestures    <input type="checkbox"/> other gestures    <input type="checkbox"/> kick    <input type="checkbox"/> spit    <input type="checkbox"/> push    <input type="checkbox"/> face expressions    <input type="checkbox"/> sounds</p> <p><input type="checkbox"/> support of objects    <input type="checkbox"/> reference to posture/distance    <input type="checkbox"/> reference to clothes/uniforms    <input type="checkbox"/></p> <p>other .....</p> <p>To Specify.....GESTURE OF THE HAND (MIDDLE FINGER= "FUCK YOU").....</p> <p>For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.</p> <p>.....</p> <p><b>c. Specific (explicit or implicit) references to values:</b></p> <p><input type="checkbox"/> family    <input type="checkbox"/> religion    <input type="checkbox"/> hierarchy    <input type="checkbox"/> sex/sexual orientation    <input type="checkbox"/> freedom</p> <p><input type="checkbox"/> honesty/fair play    <input type="checkbox"/> time    <input type="checkbox"/> space    <input type="checkbox"/> other .....</p> <p>For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.</p> <p>.....</p>
<p><b>5. Coping with the situation:</b></p> <p>a. Have you tried to cope with this situation?</p> <p>b. What would have been possible to do?</p> <p>c. What have you done?</p> <p>d. If you decided or you couldn't do anything: explain why</p> <p>e. Have you involved other people/organizations? Who?</p>
<p><b>6. Which were the impact and consequences of this case of hate speech on your job?</b></p> <p>Impact:.....</p> <p>Consequences:.....</p>
<p><b>7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:</b></p> <p><input type="checkbox"/> discriminate    <input type="checkbox"/> distress    <input type="checkbox"/> put fear/threat    <input type="checkbox"/> humiliation/vilification/denigration</p> <p><input type="checkbox"/> physical damage    <input type="checkbox"/> negative stereotyping    <input type="checkbox"/> provoke violent/ offensive behavior</p> <p><input type="checkbox"/> other.....</p>
<p><b>8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:</b></p> <p><input type="checkbox"/> self-presentation/visibility    <input type="checkbox"/> a trigger event/news    <input type="checkbox"/> getting benefit</p> <p><input type="checkbox"/> gain appreciation from a specific community    <input type="checkbox"/> personal traits (narcissism, psychoticism, aggression...)</p> <p><input type="checkbox"/> other .....</p>
<p><b>9. End of the story.</b></p>

- a. What have you learned from this personal experience?
- b. What would you say to people who are living similar situations?

**10. What is your opinion on required Skills to manage/counter hate speech?**

- Did you feel you had the skills to manage this kind of situations?
- Which was the most difficult part of it?
- Have you had any form of support?
- In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?

Courses attended:.....

Which subjects would be interesting/useful for you?.....

**C. REFERRED TO A MORE GENERAL IDEA**

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**
**-PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:**

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)

2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?

A DIFFERENT COLOUR OF THE SKIN OR DIFFERENT RELIGION IS JUST AN EXCUSE TO UNLOAD FRUSTRATION/DISSATISFACTION

**-MAIN ACTORS:**

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)

IGNORANCE AND MASS MEDIA

4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)

5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?

**-TARGET GROUPS, TRENDS :**

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)

ALL THOSE WHO ARE FRAGILE

7. Has this changed over the last few years?

8. In your experience, what are the trends and changes in hate speech discourse over the last few years?

**-RECOMMENDATIONS :**

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?
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IMPROVING KNOWLEDGE/CULTURE
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**-OBSERVATIONS :**

10. Any observations/impressions of the interviewer:
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## ITALY – STORY 12

### INVESTIGATING HATE SPEECH IN GRASSROOTS SPORT

#### A. REFERRED TO A SPECIFIC EVENT

##### 1) Role of the Interviewed:

X coach ☐ manager ☐ player ☐ supporter ☐ parents ☐ official ☐ other .....

2) Age: .....25.....

3) Gender: X male ☐ female

4) Nationality: .....ITALIAN.....

5) Historical period collocation of Hate Speech : .....RECENTLY..... (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☐ football ☐ handball ☐ volleyball X other  
SWIMMING

7) Communication of hate-speech: X face-to-face ☐ general circulation

##### 8) Location/Platform of the hate-speech occurred:

☐ field of play ☐ grandstand ☐ online/web ☐ social media/chat  
☐ press ☐ public communication ☐ other .....SWIMMING POOL.....

#### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

##### 1. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

a. Who was the hate speaker : (gender : ☐ male ☐ female)

☐ player (peer) ☐ player (senior) ☐ coach/officials ☐ fans

☐ manager ☐ other .....CHILDREN (MALE) 8-9 9-10 YEARS...

b. Who was the victim : (gender : ☐ male X female)

☐ me ☐ third person X group of people

c. What was the role of the victim :

☐ coach ☐ manager ☐ player ☐ supporter ☐ parents ☐ official

☐ other .....

##### 2. Which was the target of hate speech have you detected?

☐ race/ethnicity ☐ sex/gender identity ☐ social class ☐ religion ☐ political view

☐ physical (dis)ability ☐ colour ☐ age ☐ other .....

##### 3. Type of hate speech discourse/behavior?:

☐ swearing/insulting (i.e. any discourse containing swear or insulting discourse)

☐ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)

☐ enmity/hostile (i.e. any hostile expression about a person or group)

☐ symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)

<p><b>4. Possible cultural references. The interviewer has to take note of:</b></p> <p>d. Specific statements (to be reported): "...NON VOGLIO LEI PERCHÈ È SCARSA/NON È CAPACE.." = I DO NOT WANT HER, BECAUSE SHE IS INADEQUATE..."</p> <p>(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...): COMPLAINING TONE</p> <p>(If the case) Pauses/silence:</p> <p>For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted</p> <p>.....</p> <p><b>e. Non-verbal (to be reported) :</b></p> <p><input type="checkbox"/> hand gestures    <input type="checkbox"/> other gestures    <input type="checkbox"/> kick    <input type="checkbox"/> spit    <input type="checkbox"/> push    <input checked="" type="checkbox"/> face expressions    <input checked="" type="checkbox"/> sounds</p> <p><input type="checkbox"/> support of objects    <input checked="" type="checkbox"/> reference to posture/distance    <input type="checkbox"/> reference to clothes/uniforms    <input type="checkbox"/> other .....</p> <p>To Specify.....UNUSUAL DISTANCE (MALES IN A GROUP, FEMALES IN ANOTHER). GRUMBLING.</p> <p>For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.</p> <p>.....</p> <p><b>f. Specific (explicit or implicit) references to values:</b></p> <p><input type="checkbox"/> family    <input type="checkbox"/> religion    <input type="checkbox"/> hierarchy    <input type="checkbox"/> sex/sexual orientation    <input type="checkbox"/> freedom</p> <p><input type="checkbox"/> honesty/fair play    <input type="checkbox"/> time    <input type="checkbox"/> space    <input type="checkbox"/> other .....</p> <p>For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.</p> <p>.....</p>
<p><b>5. Coping with the situation:</b></p> <p>a. Have you tried to cope with this situation?</p> <p>b. What would have been possible to do? ONE SHOULD HELP THE WEAKER</p> <p>c. What have you done? I TALKED WITH THEM. THERE MUST BE RESPECT FOR EVERYBODY. NO PUNISHMENTS.</p> <p>d. If you decided or you couldn't do anything: explain why</p> <p>e. Have you involved other people/organizations? Who?</p>
<p><b>6. Which were the impact and consequences of this case of hate speech on your job?</b></p> <p>Impact:.....</p> <p>Consequences:...TRIED TO CREATE A CLOSER GROUP (ALTHOUGH SWIMMING IS CONSIDERED AS AN INDIVIDUAL SPORT)...</p>
<p><b>7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:</b></p> <p><input type="checkbox"/> discriminate    <input type="checkbox"/> distress    <input type="checkbox"/> put <b>fear/threat</b>    <input type="checkbox"/> humiliation/vilification/denigration</p> <p><input type="checkbox"/> physical damage    <input type="checkbox"/> negative stereotyping    <input type="checkbox"/> provoke violent/ offensive behavior</p> <p><input type="checkbox"/> other.....</p>
<p><b>8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:</b></p> <p><input type="checkbox"/> self-presentation/visibility    <input type="checkbox"/> a trigger event/news    <input type="checkbox"/> getting benefit</p>

- ☐ gain appreciation from a specific community ☐ personal traits (narcissism, psychoticism, aggression...)
- ☐ other ...DESIRE TO EXCEL.

#### 9. End of the story.

- a. What have you learned from this personal experience? CHILDREN ARE CLEVER, BUT THEY USE WORDS AND GESTURES THAT DO NOT BELONG TO THEM (LEARNT FROM THE ADULTS)
- b. What would you say to people who are living similar situations? TRYING TO BE A GUIDE FOR THEM.

**10. What is your opinion on required Skills to manage/counter hate speech?**

- a. Did you feel you had the skills to manage this kind of situations?
- b. Which was the most difficult part of it? THE APPROACH WITH OLDER PEOPLE
- c. Have you had any form of support? NO
- d. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?

Courses attended:...AT UNIVERSITY AND WITH A PSYCHOLOGIT OF SPORT.....

Which subjects would be interesting/useful for you?.....

**C. REFERRED TO A MORE GENERAL IDEA**

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

**-PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:**

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)

TV, FOOTBALL

(DAUGHTER OF A COACH BEAT FROM ADVERSARY FANS)!!

2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?

IGNORANCE

**-MAIN ACTORS:**

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)

PARENTS WHO THINK THEY KNOW EVERYTHING OR ADULTS TOO COMPETITIVE (PASSION TAKEN TO EXTREMES).

4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)

MEN.

WITH CHILDREN: WOMEN (MOTHERS) AS THEY ARE VERY PRESENT WITH CHILDREN

5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?

THEY LOOK FOR ATTENTION. THEY WANT TO PROTECT THEIR CHILDREN OR THEY THINK THE CHILD IS A PRODIGY.

**-TARGET GROUPS, TRENDS :**

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)

ETHNIC ISSUES, MINORITIES

7. Has this changed over the last few years?

MEDIA ALWAYS SHOW THE NEGATIVE CASES, BUT LUCKILY, THERE ARE NOT JUST NEGATIVE EVENTS.

8. In your experience, what are the trends and changes in hate speech discourse over the last few years?

NO CHANGES PERCEIVED.

**-RECOMMENDATIONS :**

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?
COMMUNICATION SHOULD START AT SCHOOL, AT HOME AND IN SPORTS.

**-OBSERVATIONS :**

10. Any observations/impressions of the interviewer:

## ITALY – STORY 13

### INVESTIGATING HATE SPEECH IN GRASSROOTS SPORT

#### A. REFERRED TO A SPECIFIC EVENT

##### 1) Role of the Interviewed:

☐ coach ☐ manager ☐ player ☐ supporter ☐ parents ☐ official ☐ other .....

2) Age: .....33.....

3) Gender: ☒ male ☐ female

4) Nationality: .....ITALIAN.....

5) Historical period collocation of Hate Speech : .....2016..... (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☐ football ☐ handball ☐ volleyball ☒ other SWIMMING.

7) Communication of hate-speech: ☒ face-to-face ☐ general circulation

##### 8) Location/Platform of the hate-speech occurred:

☐ field of play ☒ grandstand ☐ online/web ☐ social media/chat  
☐ press ☐ public communication ☐ other .....

#### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

#### 2. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

a. Who was the hate speaker : (gender : ☐ male ☐ female)

☐ player (peer) ☐ player (senior) ☐ coach/officials ☒ fans/PARENTS  
☐ manager ☐ other .....

b. Who was the victim : (gender : ☒ male ☐ female) BOY 15 YEARS OLD

☐ me ☒ third person ☐ group of people

c. What was the role of the victim :

☐ coach ☐ manager ☒ player ☐ supporter ☐ parents ☐ official  
☐ other .....

#### 2. Which was the target of hate speech have you detected?

☐ race/ethnicity ☐ sex/gender identity ☐ social class ☐ religion ☐ political view  
☐ physical (dis)ability ☐ colour ☐ age ☐ other .....

#### 3. Type of hate speech discourse/behavior?:

☒ swearing/insulting (i.e. any discourse containing swear or insulting discourse) DIMINISHING

☐ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)

☐ enmity/hostile (i.e. any hostile expression about a person or group)

☐ symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)

**7. Possible cultural references. The interviewer has to take note of:**

a. Specific statements (to be reported):"....."

(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...): SHOUTING "BUUU"

(If the case) Pauses/silence:

For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted

.....

**b. Non-verbal (to be reported) :**

☐ hand gestures ☐ other gestures ☐ kick ☐ spit ☐ push ☐ face expressions ☐ sounds

☐ support of objects ☐ reference to posture/distance ☐ reference to clothes/uniforms ☐ other .....

To Specify.....PEOPLE STOOD UP, GESTURES WITH HANDS/ARMS.....

For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.

.....

**c. Specific (explicit or implicit) references to values:**

☐ family ☐ religion ☐ hierarchy ☐ sex/sexual orientation ☐ freedom

☐ honesty/fair play ☐ time ☐ space ☐ other .....

For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.

.....

**8. Coping with the situation:**

a. Have you tried to cope with this situation?

b. What would have been possible to do? NOTHING IN THAT MOMENT.

c. What have you done? TALKED WITH THE ATHLETES IN THE FOLLOWING DAYS.

d. If you decided or you couldn't do anything: explain why NEED TO SENSITISE.

e. Have you involved other people/organizations? Who? TALKED WITH THE TEAM TO ASK THEIR OPINIONS.

**9. Which were the impact and consequences of this case of hate speech on your job?**

Impact:.....

Consequences:.....

**7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:**

☐ discriminate ☐ distress ☐ put fear/threat ☐ humiliation/vilification/denigration

☐ physical damage ☐ negative stereotyping ☐ provoke violent/ offensive behavior

☐ other.....

THEY WANTED TO FLATTEN THE TALENTS. BUT THE ONE WHO WON WAS BETTER...AND SOME PARENTS WANTED TO DIMINISH ...

**8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:**

- ☐ self-presentation/visibility    ☐ a trigger event/news    ☐ getting benefit
- ☐ gain appreciation from a specific community    ☐ personal traits (narcissism, psychoticism, aggression...)
- ☐ other ...DIMINISHING THE TALENT OF AN ADVERSARY

**9. End of the story.**

- c. What have you learned from this personal experience? PARENTS MUST BE “EDUCATED” BOTH FOR THEIR ATTITUDE WITH CHILDREN AND WITH ADVERSARIES.
- d. What would you say to people who are living similar situations? THESE EVENTS ARE SYPTOMS OF IGNORANCE. ONE SHOULD NOT CARE TOO MUCH.

**10. What is your opinion on required Skills to manage/counter hate speech?**

- a. Did you feel you had the skills to manage this kind of situations? YES
- b. Which was the most difficult part of it? THE MESSAGE HAS TO BE UNDERSTOOD
- c. Have you had any form of support? NO
- d. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?

Courses attended:.....UNIVERSITY AND A COURSE FOR THE TEAM WITH A MENTAL TARINER...

Which subjects would be interesting/useful for you?.....

**C. REFERRED TO A MORE GENERAL IDEA**

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

**-PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:**

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)

GRANDSTAND DURING THE MATCH

2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?

CAUSED BY IGNORANCE

**-MAIN ACTORS:**

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)

MEDIA AND FAMILY/PARENTS

4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)

PARENTS WHO HAVE HIGH EXPECTATIONS ON THEIR CHILDREN

5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?

PERSONAL UNLOAD



**-TARGET GROUPS, TRENDS :**

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
"RACE". PROFESSIONAL LEVEL
7. Has this changed over the last few years?
ATTEMPTS TO SENSITISE BUT THE PROBLEM STILL EXISTS.
8. In your experience, what are the trends and changes in hate speech discourse over the last few years?

**-RECOMMENDATIONS :**

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?
NEED OF TRAINING (ATHLETES/FAMILIES/COACHES ETC).

**-OBSERVATIONS :**

10. Any observations/impressions of the interviewer:



## O1 - D1.1 STORIES from PORTUGAL

Stories Collected By: ROSTO SOLIDARIO

## PORTUGAL – STORY 1

### A. REFERRED TO A SPECIFIC EVENT

#### 1) Role of the Interviewed:

☐ coach ☐ manager ☒ player ☐ supporter ☐ parents ☐ official ☐ other .....

2) Age: 41

3) Gender: ☒ male ☐ female

4) Nationality: Portuguese

5) Historical period collocation of Hate Speech : 10 years ago (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☐ football ☐ handball ☐ volleyball ☒ Basketball

7) Communication of hate-speech: ☒ face-to-face ☐ general circulation

#### 8) Location/Platform of the hate-speech occurred:

☒ field of play ☒ grandstand ☐ online/web ☐ social media/chat

☐ press ☐ public communication ☐ other .....

### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

#### 16. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

a. Who was the hate speaker : (gender : ☒ male ☐ female)

☐ player (peer) ☐ player (senior) ☒ coach/officials ☒ fans

☒ manager ☐ other .....

b. Who was the victim : (gender : ☐ male ☐ female)

☐ me ☒ third person ☒ group of people

c. What was the role of the victim :

☐ coach ☐ manager ☒ player ☐ supporter ☐ parents ☐ official

☐ other .....

#### 2. Which was the target of hate speech have you detected?

☒ race/ethnicity ☐ sex/gender identity ☐ social class ☐ religion ☐ political view

☐ physical (dis)ability ☒ colour ☒ age ☐ other .....

#### 3. Type of hate speech discourse/behavior?:

☒ swearing/insulting (i.e. any discourse containing swear or insulting discourse)

☐ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)

☐ enmity/hostile (i.e. any hostile expression about a person or group)

☒ symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)

#### 31. Possible cultural references. The interviewer has to take note of:

yy. Specific statements (to be reported):

*"Oh black, you are monkeys! you should be at the zoo!"*

(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...): Disdain and sarcasm.

(If the case) Pauses/silence:

For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted

.....

**zz. Non-verbal (to be reported) :**

■ hand gestures    ■ other gestures    □ kick    □ spit    □ push    □ face expressions    ■ sounds

□ support of objects    □ reference to posture/distance    □ reference to clothes/uniforms

■ other: Use the middle finger to provoke – "Fuck you". Imitate monkeys gestures and behavior.

For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.....

.....

**aaa. Specific (explicit or implicit) references to values:**

□ family    □ religion    □ hierarchy    □ sex/sexual orientation    □ freedom

□ honesty/fair play    □ time    □ space    ■ other Performance and physical characteristics

For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted .....

**32. Coping with the situation:**

jj. Have you tried to cope with this situation?

I was uncomfortable with the situation, but at that time we thought that reacting could be worse. We learn to filter. We consider it's normal because they want to destabilize our performance. I never felt uncomfortable (unless it was a personal issue), because I thought I was normal to happen. Actually, it was a good sign because it meant we were playing well.

kk. What would have been possible to do?

People should be identified by the police. At the extreme, we could stop playing to protest against the bad comments.

ll. What have you done?

At that time I reacted with indifference.

mm. If you decided or you couldn't do anything: explain why.

I thought it could be worse and the fans could react badly.

nn. Have you involved other people/organizations? Who?

No.

**33. Which were the impact and consequences of this case of hate speech on your job?**

Impact: They don't feel affected, at least on the performance. I'm not sure about them emotional coping.

Consequences:.....

**7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:**

□ discriminate    □ distress    ■ put fear/threat    ■ humiliation/vilification/denigration

□ physical damage    □ negative stereotyping    □ provoke violent/ offensive behavior

□ other.....

**8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:**

- ☐ self-presentation/visibility    ☐ a trigger event/news    ☒ getting benefit  
☐ gain appreciation from a specific community    ☒ personal traits (narcissism, psychoticism, aggression...)  
☐ other .....

**9. End of the story.**

- k. What have you learned from this personal experience?  
 I've confirmed my values. We should think it's normal at the field, because people use this to affect our performance. I've learned to respect each other differences, to manage my emotions better, to not be affected by any external opinions. Dealing the situations with indifference is the best way to make them stop.
- l. What would you say to people who are living similar situations?  
 To be strong, not let people affect your performance. Learn to deal in a calm way.

**10. What is your opinion on required Skills to manage/counter hate speech?**

- u. Did you feel you had the skills to manage this kind of situations?  
 I think I was strong enough; I never felt undervalued because of others opinion. I know it was something normal. They always tried to blame someone because of the bad results or fans from competitors team tried to destabilize our performance. I think there is not much we can do. We think it is normal at the field, unless they use a personal thing to try to affect us (mother, relationship is, etc.)
- v. Which was the most difficult part of it?
- w. Have you had any form of support?  
 No, I didn't, not even from the coach.
- x. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example, in terms of communication, psychology, leadership, negotiation, conflict management?  
 I do consider important that managers and coaches have an important role in conflict management situations, on the emotion management of the players. If the player does not have these tools, his technical side and performance will be affected. Coaches should have type of training and give better tools to deal with situations like this.

Courses attended:.....

Which subjects would be interesting/useful for you?.....

**C. REFERRED TO A MORE GENERAL IDEA**

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

**-PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:**

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)

I think they are more common in the professional and elite sports. Mostly in team sports.

2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?

To complain of a bad performance of a player or a team, instead of motivating. Trying to affect competitors players performance and trying to change the referee decisions.

#### -MAIN ACTORS:

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)

Mostly from fans, but sometimes players, coaches and managers express themselves to an arbiter decision or between peers competitors, but in an under covered way.

4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)

5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?

The players and the referees. Sometimes they are successful.

#### -TARGET GROUPS, TRENDS :

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)

People from other colour and race.

7. Has this changed over the last few years?

It got a bit better in terms of ethics and sensibility. People now know that some things are wrong to say, they are more aware.

8. In your experience, what are the trends and changes in hate speech discourse over the last few years?

People are now more attentive to these situations.

#### -RECOMMENDATIONS :

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?

Sport practice forms not only players, but people and citizens.

People should be more conscious of what to say and how they express themselves at the field.

Teams' managers should pass the message against racism and discrimination in general, not during the games because the emotions are "on fire".

Teams' managers could implement communication campaigns to work on the fan awareness - mass education.

In an extreme way, at the field, the team could gather and stand out to speak or even stop the game, as a way to react and manifest against situations like this.

People could be identified by the arbiter and police. It's difficult to use global legal rules because it's not easy to be individually identified when they are in group.

It could be useful to have a psychologist at the team, to support emotionally.

It's important to have values messages at a training and youngest level.

#### -OBSERVATIONS :

10. Any observations/impressions of the interviewer:

This interviewee identified three different situations related to hate speech and discrimination:

**1st situation:** It was a recurrent situation related to international team players, from the African race. Gestures, sounds and bad sentences imitating animals – monkeys – coming from the fans of the other team, occurred frequently with them. This used to happen specially at the games played with the biggest teams of the championship.

**2<sup>nd</sup> situation:** Happened with him directly, at the end of his career, when he started to cross the medium age of a professional player. People used to say *“Go to home, please retired, you’re already too old for this!”*

**3<sup>rd</sup> situation:** Was a fan that said bad words referring a personal situation of a specific player of the same team. He felt uncomfortable, ashamed, and sorry for him because he thought it was difficult enough to deal that on a personal level. Being confronted with that at a game, in front of everyone, was too embarrassed and unfair. I think it could be worse to talk about it at the game and out.

## PORTUGAL – STORY 2

### A. REFERENCE TO A SPECIFIC EVENT

#### 1) Role of the Interviewed:

☐ coach      ☐ manager    ☒ player    ☐ supporter    ☐ parents    ☐ official    ☐ other .....

2) Age: 25 anos

3) Gender: ☒ male      ☐ female

4) Nationality: Guinean

5) Historical period of Hate Speech : 3 and 10 years ago (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☒ football      ☐ handball      ☐ volleyball    ☐ other....

7) Communication of hate-speech: ☒ face-to-face    ☐ general circulation

#### 8) Location/Platform of the hate-speech occurred:

☐ field of play      ☒ grandstand      ☐ online/web      ☐ social media/chat

☐ press      ☐ public communication      ☐ other .....

### B. AT THIS POINT, THE INTERVIEWER DESCRIBES THE INCIDENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

<p><b>1. Have you witnessed or experienced personal situations of hate speech during your activity in sports organizations? Can you tell us what happened?</b></p> <p><b>a. Who was the hate speaker :</b> (gender : <input type="checkbox"/> male      <input type="checkbox"/> female)</p> <p><input checked="" type="checkbox"/> player (peer)      <input type="checkbox"/> player (senior)      <input checked="" type="checkbox"/> coach/officials      <input checked="" type="checkbox"/> fans</p> <p><input type="checkbox"/> manager      <input type="checkbox"/> other .....</p> <p><b>b. Who was the victim :</b> (gender : <input type="checkbox"/> male      <input type="checkbox"/> female)</p> <p><input checked="" type="checkbox"/> me      <input checked="" type="checkbox"/> third person      <input type="checkbox"/> group of people</p> <p><b>c. What was the role of the victim :</b></p> <p><input type="checkbox"/> coach      <input type="checkbox"/> manager    <input checked="" type="checkbox"/> player    <input type="checkbox"/> supporter    <input type="checkbox"/> parents    <input type="checkbox"/> official</p> <p><input type="checkbox"/> other .....</p>
<p><b>2. Which was the target of hate speech have you detected?</b></p> <p><input checked="" type="checkbox"/> race/ethnicity    <input type="checkbox"/> sex/gender identity    <input type="checkbox"/> social class    <input type="checkbox"/> religion    <input type="checkbox"/> political view</p> <p><input type="checkbox"/> physical (dis)ability    <input checked="" type="checkbox"/> colour      <input type="checkbox"/> age    <input type="checkbox"/> other .....</p>
<p><b>3. Type of hate speech discourse/behavior?:</b></p> <p><input type="checkbox"/> swearing/insulting (i.e. any discourse containing swear or insulting discourse)</p> <p><input checked="" type="checkbox"/> exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)</p> <p><input checked="" type="checkbox"/> enmity/hostile (i.e. any hostile expression about a person or group)</p> <p><input checked="" type="checkbox"/> symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)</p>
<p><b>4. Possible cultural references. The interviewer has to take note of:</b></p> <p><b>a. Specific statements (to be reported):</b> <i>"Go back to your home/land! You are stealing this place!"</i></p> <p>(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...): Sarcasm</p> <p>(If the case) Pauses/silence:</p> <p>For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted</p> <p>.....</p> <p><b>b. Non-verbal insults (to be reported) :</b></p> <p><input type="checkbox"/> hand gestures    <input type="checkbox"/> other gestures    <input type="checkbox"/> kick    <input type="checkbox"/> spit    <input type="checkbox"/> push    <input type="checkbox"/> face expressions    <input type="checkbox"/> sounds</p> <p><input type="checkbox"/> support of objects    <input type="checkbox"/> reference to posture/distance      <input type="checkbox"/> reference to clothes/uniforms      <input type="checkbox"/></p> <p>other .....</p>



<p>To Specify.....</p> <p>For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.</p> <p>.....</p> <p><b>c. Specific (explicit or implicit) references to values:</b></p> <p><input type="checkbox"/> family      <input type="checkbox"/> religion   <input type="checkbox"/> hierarchy      <input type="checkbox"/> sex/sexual orientation      <input type="checkbox"/> freedom</p> <p><input checked="" type="checkbox"/> honesty/fair play   <input type="checkbox"/> time      <input type="checkbox"/> space      <input type="checkbox"/> other .....</p> <p>For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.</p> <p>.....</p>
<p><b>5. Coping with the situation:</b></p> <p>a. Have you tried to cope with this situation? I was strong in dealing with these words.</p> <p>b. What would have been possible to do?</p> <p>c. What have you done? I was strong enough to deal with that. It didn't affect me personally or my performance. On the contrary, my response was to show better results and more goals. I clapped for them at the end of the game.</p> <p>d. If you decided or you couldn't do anything: explain why</p> <p>e. Have you involved other people/organizations? Who?</p>
<p><b>6. Which were the impact and consequences of this case of hate speech on your job?</b></p> <p>Impact:.....</p> <p>Consequences:.....</p>
<p><b>7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:</b></p> <p><input checked="" type="checkbox"/> discriminate      <input checked="" type="checkbox"/> distress      <input checked="" type="checkbox"/> put fear/threat      <input checked="" type="checkbox"/> humiliation/vilification/denigration</p> <p><input type="checkbox"/> physical damage      <input checked="" type="checkbox"/> negative stereotyping      <input type="checkbox"/> provoke violent/ offensive behavior</p> <p><input type="checkbox"/> other.....</p>
<p><b>8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:</b></p> <p><input type="checkbox"/> self-presentation/visibility      <input type="checkbox"/> a trigger event/news      <input checked="" type="checkbox"/> getting benefit</p> <p><input checked="" type="checkbox"/> gain appreciation from a specific community   <input checked="" type="checkbox"/> personal traits (narcissism, psychoticism, aggression...)</p> <p><input checked="" type="checkbox"/> other maybe it's a way to feel better and superior</p>
<p><b>9. End of the story.</b></p> <p>a. What have you learned from this personal experience? We don't have to deal with racism anymore</p> <p>b. What would you say to people who are living similar situations? We have to be strong in order to deal with these issues. We should have the courage to report these situations.</p>
<p><b>10. What is your opinion on required Skills to manage/counter hate speech?</b></p> <p>a. Did you feel you had the skills to manage these kind of situations?</p> <p>b. What was the most difficult part of it?</p> <p>c. Have you had any form of support?</p> <p>d. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?</p> <p>I think the coaches have an important, I would better say, an essential role in youth education. Sometimes they are seen as a second father. They are not only teaching them to be good players, but also good persons and citizens.</p> <p>They should have a special sensibility in this matter, because they should be more assertive and give examples of how to behave in this type of situation. Maybe the coaches training would become more expensive, but everyone should have psychological skills (team motivation/conflict management) and emotional training foundation in their education. The coaches don't have that</p>

sensibility, especially the ones from the older generation. People think it's normal to have discrimination speech, to undervalue other's.

Courses attended:.....

Which subjects would be interesting/useful for you?.....

### C. SUMMARY

Note: (even if the interviewee couldn't report any specific event/case, please ask the questions below)

**Based on your experience in sport, please answer the following questions.**

#### -PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)
Training
2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?
When people fear losing their places, jobs, etc. People do that to feel better about themselves

#### -MAIN ACTORS:

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)
From fans but sometimes even from coaches.
4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)
The older generation is worse
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?
Create fear in others and try to feel better about themselves.

#### -TARGET GROUPS, TRENDS :

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
I think the Brazilian people are the most affected and suffer the most in football, because Portuguese people think they are trying to take their place, job, etc. Brazilian players suffer the most from bad financial conditions, they are completely abandoned sometimes because the sport associations don't have enough budget, and they don't accomplish the initial agreement. People that come from other countries are not welcome and they are discriminated against only because of their nationality. They are here because they try to get a better life for themselves and their family. Sometimes they are afraid of their places be stolen
7. Has this changed over the last few years?
Unfortunately, I think that this type of situation occurs every day.
8. In your experience, what are the trends and changes in hate speech discourse over the last few years?
I think racism will never stop. People should have good examples in the family, and they don't . These values should come from everyone - family, neighbours, television, friends, social media, movies, etc. There's no way to stop racism if people don't have the awareness.

#### -RECOMMENDATIONS :

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?

With better training. Coaches have the role to educate youth as players (technically), but also as citizens. National and international confederations, sport associations and their managers should have more assertive and severe reactions to bad fans behaviours - forbid their entrance to the field, stop the game immediately (this is a way to punish). Managers associations must take measures. Attitudes like stopping the game and getting out of the field could be a way to show disapproval to those actions. Maybe have more anti-racism campaigns on social media. But people should not only stand out because it's fashionable to put a picture on Facebook, but also act everyday against it. Another way to create awareness to this question is to organize awareness campaigns in schools and teach these values to children. After that, children can teach their parents what is right and build better and more inclusive societies.

**-OBSERVATIONS :**

10. Any observations/impressions of the interviewer:

Not everything is a racist statement, it can be a practical way of identifying the person. It's more about the way we say things. If we try to consider everything as a racial statement, I think when it happens, we don't have the sensibility to identify it.

### PORTUGAL – STORY 3

#### A. REFERENCE TO A SPECIFIC EVENT

##### 1) Role of the Interviewed:

☐ coach ☐ manager ☒ player ☐ supporter ☐ parents ☐ official ☐ other .....

2) Age: 48

3) Gender: ☒ male ☐ female

4) Nationality: Portuguese

5) Historical period collocation of Hate Speech : 6 months ago (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☒ football ☐ handball ☐ volleyball ☐ other....

7) Communication of hate-speech: ☒ face-to-face ☐ general circulation

8) Location/Platform of the hate-speech occurred:

☐ field of play ☒ grandstand ☐ online/web ☐ social media/chat  
☐ press ☐ public communication ☐ other .....

#### B. AT THIS POINT, THE INTERVIEWER DESCRIBES THE INCIDENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

<p><b>1. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?</b></p> <p><b>a. Who was the hate speaker :</b> (gender : <input checked="" type="checkbox"/> male <input type="checkbox"/> female)</p> <p><input type="checkbox"/> player (peer) <input type="checkbox"/> player (senior) <input checked="" type="checkbox"/> coach/officials <input checked="" type="checkbox"/> fans</p> <p><input type="checkbox"/> manager <input checked="" type="checkbox"/> other parents</p> <p><b>b. Who was the victim :</b> (gender : <input type="checkbox"/> male <input type="checkbox"/> female)</p> <p><input type="checkbox"/> me <input checked="" type="checkbox"/> third person <input type="checkbox"/> group of people</p> <p><b>c. What was the role of the victim :</b></p> <p><input type="checkbox"/> coach <input type="checkbox"/> manager <input type="checkbox"/> player <input type="checkbox"/> supporter <input type="checkbox"/> parents <input checked="" type="checkbox"/> official</p> <p><input type="checkbox"/> other .....</p>
<p><b>2. Which was the target of hate speech have you detected?</b></p> <p><input type="checkbox"/> race/ethnicity <input checked="" type="checkbox"/> sex/gender identity <input type="checkbox"/> social class <input type="checkbox"/> religion <input type="checkbox"/> political view</p> <p><input type="checkbox"/> physical (dis)ability <input type="checkbox"/> colour <input checked="" type="checkbox"/> age <input checked="" type="checkbox"/> other female referees</p>
<p><b>3. Type of hate speech discourse/behavior?:</b></p> <p><input type="checkbox"/> swearing/insulting (i.e. any discourse containing swear or insulting discourse)</p> <p><input checked="" type="checkbox"/> exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)</p> <p><input type="checkbox"/> enmity/hostile (i.e. any hostile expression about a person or group)</p> <p><input checked="" type="checkbox"/> symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)</p>
<p><b>4. Possible cultural references. The interviewer has to take note of:</b></p> <p><b>a. Specific statements (to be reported):</b> "Go home to wash and iron laundry!" "You should be in the kitchen"</p> <p>(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...): Sarcasm, disdain</p> <p>(If the case) Pauses/silence:</p> <p>For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted</p> <p>.....</p> <p><b>b. Non-verbal (to be reported) :</b></p> <p><input type="checkbox"/> hand gestures <input type="checkbox"/> other gestures <input type="checkbox"/> kick <input type="checkbox"/> spit <input type="checkbox"/> push <input type="checkbox"/> face expressions <input type="checkbox"/> sounds</p> <p><input type="checkbox"/> support of objects <input type="checkbox"/> reference to posture/distance <input type="checkbox"/> reference to clothes/uniforms <input type="checkbox"/></p> <p>other .....</p> <p>To Specify.....</p>

<p>For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.</p> <p>.....</p> <p><b>c. Specific (explicit or implicit) references to values:</b></p> <p><input type="checkbox"/> family                      <input type="checkbox"/> religion   <input type="checkbox"/> hierarchy                      <input type="checkbox"/> sex/sexual orientation                      <input type="checkbox"/> freedom</p> <p><input checked="" type="checkbox"/> honesty/fair play   <input type="checkbox"/> time                      <input type="checkbox"/> space                      <input type="checkbox"/> other .....</p> <p>For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.</p> <p>.....</p>
<p><b>5. Coping with the situation:</b></p> <p>a. Have you tried to cope with this situation?</p> <p>b. What would have been possible to do? Change people's mindset</p> <p>c. What have you done? Ignored</p> <p>d. If you decided or you couldn't do anything: explain why</p> <p>e. Have you involved other people/organizations? Who?</p>
<p><b>6. Which were the impact and consequences of this case of hate speech on your job?</b></p> <p>Impact:.....</p> <p>Consequences:.....</p>
<p><b>7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:</b></p> <p><input checked="" type="checkbox"/> discriminate                      <input checked="" type="checkbox"/> distress                      <input checked="" type="checkbox"/> put fear/threat                      <input checked="" type="checkbox"/> humiliation/vilification/denigration</p> <p><input type="checkbox"/> physical damage                      <input checked="" type="checkbox"/> negative stereotyping                      <input type="checkbox"/> provoke violent/ offensive behavior</p> <p><input type="checkbox"/> other.....</p>
<p><b>8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:</b></p> <p><input type="checkbox"/> self-presentation/visibility                      <input type="checkbox"/> a trigger event/news                      <input checked="" type="checkbox"/> getting benefit</p> <p><input checked="" type="checkbox"/> gain appreciation from a specific community   <input checked="" type="checkbox"/> personal traits (narcissism, psychoticism, aggression...)</p> <p><input type="checkbox"/> other ....</p>
<p><b>9. End of the story.</b></p> <p>a. What have you learned from this personal experience?</p> <p>b. What would you say to people who are living similar situations?</p>
<p><b>10. What is your opinion on required Skills to manage/counter hate speech?</b></p> <p>a. Did you feel you had the skills to manage this kind of situations?</p> <p>b. What was the most difficult part of it?</p> <p>c. Have you had any form of support?</p> <p>d. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?</p> <p>I think the coaches are crucial in youth soccer. They are role models for children. Coaches could have training in negotiation and conflict management skills to better deal with children's emotions and build better personalities and citizens.</p> <p>Courses attended:.....</p> <p>Which subjects would be interesting/useful for you?.....</p>

### C. SUMMARY

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in the sport, please answer the following questions.**

#### -PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)

I feel that the competition level is the worst.
2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?
They fear that their places are going to be taken, jobs, etc. People do that to feel better about themselves, it's like a weak stress release.

#### -MAIN ACTORS:

3. In your opinion, where does hate speech discourse come from? (e.g. athletes, coaches, parents, fans, media, other actors..)
In youth soccer, most of these behaviors come from the parents.
4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)
The older generation are worse. People and fans from Espinho and Lourosa are more discriminatory (north of Portugal).
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?
To change the decision. To feel superior.

#### -TARGET GROUPS, TRENDS :

6. In your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
I think youth and female judges are more discriminated
7. Has this changed over the last few years?
I'm not sure, I think the behaviours are similar. It didn't change much unfortunately
8. In your experience, what are the trends and changes in hate speech discourse over the last few years?
" When I was young, I used to hear this type of sentences so as adults they repeat the model"

#### -RECOMMENDATIONS :

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?
Coaches should have psychology skills. Young players should have more psychological support from them. Judges could pinpoint the public to be arrested and to pay a fine. The sport association could be more strict - obtain stronger sanctions from the police

#### -OBSERVATIONS :

10. Any observations/impressions of the interviewer:
People take football too seriously even at youth soccer level. Most of the gender discrimination comes from parents (mothers). Parents should have more respect and have respect to the referees and children Some of the trainers scream at the children; they don't have good values.

## PORTUGAL – STORY 4

### A. REFERENCE TO A SPECIFIC EVENT

#### 1) Role of the Interviewed:

☐ coach ☐ manager ☒ player ☐ supporter ☐ parents ☐ official ☐ other .....

2) Age: 25 anos

3) Gender: ☒ male ☐ female

4) Nationality: Guinean descendent, Portuguese

5) Historical period collocation of Hate Speech : 3 years ago (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☒ football ☐ handball ☐ volleyball ☐ other....

7) Communication of hate-speech: ☒ face-to-face ☐ general circulation

#### 8) Location/Platform of the hate-speech occurred:

☐ field of play ☒ grandstand ☐ online/web ☐ social media/chat  
☐ press ☐ public communication ☐ other .....

### B. AT THIS POINT, THE INTERVIEWER DESCRIBES THE INCIDENCE OF HATE SPEECH AS CLEARLY AS POSSIBLE (Researcher summarizes the Interview by addressing each topic)

<p><b>1. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?</b></p> <p><b>a. Who was the hate speaker :</b> (gender : <input type="checkbox"/> male <input type="checkbox"/> female)  <input type="checkbox"/> player (peer) <input type="checkbox"/> player (senior) <input type="checkbox"/> coach/officials <input checked="" type="checkbox"/> fans  <input type="checkbox"/> manager <input type="checkbox"/> other .....</p> <p><b>b. Who was the victim :</b> (gender : <input type="checkbox"/> male <input type="checkbox"/> female)  <input checked="" type="checkbox"/> me <input checked="" type="checkbox"/> third person <input type="checkbox"/> group of people</p> <p><b>c. What was the role of the victim :</b>  <input type="checkbox"/> coach <input type="checkbox"/> manager <input checked="" type="checkbox"/> player <input type="checkbox"/> supporter <input type="checkbox"/> parents <input type="checkbox"/> official  <input type="checkbox"/> other .....</p>
<p><b>2. Which was the target of hate speech have you detected?</b></p> <p><input checked="" type="checkbox"/> race/ethnicity <input type="checkbox"/> sex/gender identity <input type="checkbox"/> social class <input type="checkbox"/> religion <input type="checkbox"/> political view  <input type="checkbox"/> physical (dis)ability <input checked="" type="checkbox"/> colour <input type="checkbox"/> age <input type="checkbox"/> other .....</p>
<p><b>3. Type of hate speech discourse/behavior?:</b></p> <p><input type="checkbox"/> swearing/insulting (i.e. any discourse containing swear or insulting discourse)  <input checked="" type="checkbox"/> exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)  <input checked="" type="checkbox"/> enmity/hostile (i.e. any hostile expression about a person or group)  <input checked="" type="checkbox"/> symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)</p>
<p><b>4. Possible cultural references. The interviewer has to take note of:</b></p> <ul style="list-style-type: none"> <li>- Specific statements (to be reported):</li> <li>- “If you make another mistake I will pull your skin off!”</li> <li>- “I'd put you all in a container and send you back to your land”!</li> <li>- “You are monkeys! Go back to your land! You are Indians!”</li> </ul> <p><b>a.</b>          (If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...): Disdain          (If the case) Pauses/silence:          For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted          .....</p> <p><b>b. Non-verbal (to be reported) :</b>  <input type="checkbox"/> hand gestures <input type="checkbox"/> other gestures <input type="checkbox"/> kick <input type="checkbox"/> spit <input type="checkbox"/> push <input type="checkbox"/> face expressions <input type="checkbox"/> sounds</p>



<input type="checkbox"/> support of objects <input type="checkbox"/> reference to posture/distance <input type="checkbox"/> reference to clothes/uniforms <input type="checkbox"/> other ..... To Specify..... For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted. .....
<b>c. Specific (explicit or implicit) references to values:</b> <input type="checkbox"/> family <input type="checkbox"/> religion <input type="checkbox"/> hierarchy <input type="checkbox"/> sex/sexual orientation <input type="checkbox"/> freedom <input checked="" type="checkbox"/> honesty/fair play <input type="checkbox"/> time <input type="checkbox"/> space <input type="checkbox"/> other ..... For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted. .....
<b>5. Coping with the situation:</b> a. Have you tried to cope with this situation? I was sufficiently strong to deal with the insults. I have ignored what the person said. My father was already a football player and he says that in the 90's it was worse. Also, if you play well, it's a way to destabilize the performance of the player. The person was identified by the police. Me and my colleague went to the police station to make statements. The soccer managers talked with me to understand that we should speak about what happened without feeling afraid or discriminated against. b. What would have been possible to do? c. What have you done? I've tried to ignore it. d. If you decided or you couldn't do anything: explain why e. Have you involved other people/organizations? Who? Yes, the coach and the managers of the association. They were really nice to me and my colleague. I tried to keep calm and they said we should make statements to the police about everything that happened.
<b>6. What was the impact and consequence of this case of hate speech on your job?</b> Impact: For a 9 years old kid it was a bit sad to deal with. I was afraid that I was different and didn't fit in to a specific group Consequences: low self esteem, the feeling that I wasn't welcome in this environment.
<b>7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:</b> <input checked="" type="checkbox"/> discriminate <input checked="" type="checkbox"/> distress <input checked="" type="checkbox"/> put fear/threat <input checked="" type="checkbox"/> humiliation/vilification/denigration <input type="checkbox"/> physical damage <input checked="" type="checkbox"/> negative stereotyping <input type="checkbox"/> provoke violent/ offensive behavior <input type="checkbox"/> other.....
<b>8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:</b> <input type="checkbox"/> self-presentation/visibility <input type="checkbox"/> a trigger event/news <input checked="" type="checkbox"/> getting benefit <input checked="" type="checkbox"/> gain appreciation from a specific community <input checked="" type="checkbox"/> personal traits (narcissism, psychoticism, aggression...) <input checked="" type="checkbox"/> other maybe it's a way to feel better and superior
<b>9. End of the story.</b> a. What have you learned from this personal experience? This type of situation is deplorable. I've learned to deal with it. The best way to deal with it is to ignore it. b. What would you say to people who are living similar situations? We need to be strong in order to deal with this type of situation and to know there's nothing wrong with us, but with the person who says these bad things. Be strong and try to respond with good results.
<b>10. What is your opinion on the required Skills to manage/counter hate speech?</b> a. Did you feel you had the skills to manage these kind of situations? When I was 9, I didn't have enough tools and the situation affected me. But later, as a teenager I was already prepared because my father tried to explain to me that this type of situation occurs, especially if we are playing well. b. Which was the most difficult part?



- c. Have you had any form of support? Yes, my coach at that time and the manager of the team
- d. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?
- I think I was always lucky because I've always had good examples in terms of coaches. So I think it's important that this role has a broad preparation.
- Courses attended:.....
- Which subjects would be interesting/useful for you?.....

### C. SUMMARY

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

#### -PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:

- |   |
|---|
| 1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...) |
| Elite and team sports, although these types of cases also occur in youth sports and are easier to recognize.  |
| 2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?   |
| Game mistakes when we are in competition games and to destabilize the team or player. If children see this type of behavior, you are giving them a bad example.             |

#### -MAIN ACTORS:

- |  |
|--|
| 3. In your opinion, where does hate speech discourse come from? (e.g. athletes, coaches, parents, fans, media, other actors..) |
| From fans of other teams.  |
| 4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)                            |
| The older generations are worse; the old men are worst.  |
| 5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?                              |
| They are trying to create fear in others and feel better about themselves.<br>They are trying to undervalue female referees.   |

#### -TARGET GROUPS, TRENDS :

- |  |
|--|
| 6. In your opinion, which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?) |
| I think the groups that are more affected are the people of colour / back people.<br>Woman referees sometimes also suffer discrimination                 |
| 7. Has this changed over the last few years?   |
| Fortunately, I think things are better compared to my father's generation. I think we have had a positive evolution                                      |
| 8. In your experience, what are the trends and changes in hate speech discourse over the last few years?   |
| I think we could apply fines to a person, or to the associations when there's a fan group identified making offensive gestures or insults.               |

Close the game and stadium doors, and play the game without an audience.  
Never allow the person or group to enter at the stadium.

**-RECOMMENDATIONS :**

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?  
With better training.

**-OBSERVATIONS :**

10. Any observations/impressions of the interviewer:  
3 situations:

- When I was 9 years old, one lady said if you commit another fault I will pull your skin off.
- I'd put you all in a container and send you again to your land
- You are monkeys! Come back to your land! You are Indians!

## PORTUGAL – STORY 5

### A. REFERENCE TO A SPECIFIC EVENT

#### 1) Role of the Interviewed:

☐ coach ☐ manager ☒ player ☐ supporter ☐ parents ☐ official ☐ other .....

2) Age: 24

3) Gender: ☒ male ☐ female

4) Nationality: Brazilian

5) Historical period collocation of Hate Speech : 4-5 years ago (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☒ football ☐ handball ☐ volleyball ☐ other....

7) Communication of hate-speech: ☒ face-to-face ☐ general circulation

#### 8) Location/Platform of the hate-speech occurred:

☒ field of play ☐ grandstand ☐ online/web ☐ social media/chat

☐ press ☐ public communication ☐ other .....

### B. AT THIS POINT, THE INTERVIEWER DESCRIBES THE INCIDENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

<p><b>1. Have you witnessed or experienced personal situations of hate speech during your activity in sports organizations? Can you tell us what happened?</b></p> <p><b>a. Who was the hate speaker :</b> (gender : <input type="checkbox"/> male <input type="checkbox"/> female)</p> <p><input checked="" type="checkbox"/> player (peer) <input type="checkbox"/> player (senior) <input type="checkbox"/> coach/officials <input type="checkbox"/> fans</p> <p><input type="checkbox"/> manager <input type="checkbox"/> other .....</p> <p><b>b. Who was the victim :</b> (gender : <input type="checkbox"/> male <input type="checkbox"/> female)</p> <p><input type="checkbox"/> me <input checked="" type="checkbox"/> third person <input type="checkbox"/> group of people</p> <p><b>c. What was the role of the victim :</b></p> <p><input type="checkbox"/> coach <input type="checkbox"/> manager <input checked="" type="checkbox"/> player <input type="checkbox"/> supporter <input type="checkbox"/> parents <input type="checkbox"/> official</p> <p><input type="checkbox"/> other .....</p>
<p><b>2. Which was the target of hate speech have you detected?</b></p> <p><input checked="" type="checkbox"/> race/ethnicity <input type="checkbox"/> sex/gender identity <input type="checkbox"/> social class <input type="checkbox"/> religion <input type="checkbox"/> political view</p> <p><input type="checkbox"/> physical (dis)ability <input type="checkbox"/> colour <input type="checkbox"/> age <input type="checkbox"/> other .....</p>
<p><b>3. Type of hate speech discourse/behavior?:</b></p> <p><input type="checkbox"/> swearing/insulting (i.e. any discourse containing swear or insulting discourse)</p> <p><input checked="" type="checkbox"/> exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)</p> <p><input checked="" type="checkbox"/> enmity/hostile (i.e. any hostile expression about a person or group)</p> <p><input checked="" type="checkbox"/> symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)</p>
<p><b>4. Possible cultural references. The interviewer has to take note of:</b></p> <p>- Specific statements (to be reported): "Go back to your country!"</p> <p><b>a.</b></p> <p>(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...): Disdain</p> <p>(If the case) Pauses/silence:</p> <p>For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted</p> <p>.....</p> <p><b>b. Non-verbal (to be reported) :</b></p> <p><input type="checkbox"/> hand gestures <input type="checkbox"/> other gestures <input type="checkbox"/> kick <input type="checkbox"/> spit <input type="checkbox"/> push <input type="checkbox"/> face expressions <input type="checkbox"/> sounds</p> <p><input type="checkbox"/> support of objects <input type="checkbox"/> reference to posture/distance <input type="checkbox"/> reference to clothes/uniforms <input type="checkbox"/></p> <p>other .....</p>

<p>To Specify.....</p> <p>For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.</p> <p>.....</p> <p><b>c. Specific (explicit or implicit) references to values:</b></p> <p><input type="checkbox"/> family      <input type="checkbox"/> religion   <input type="checkbox"/> hierarchy      <input type="checkbox"/> sex/sexual orientation      <input type="checkbox"/> freedom</p> <p><input checked="" type="checkbox"/> honesty/fair play   <input type="checkbox"/> time      <input type="checkbox"/> space      <input type="checkbox"/> other .....</p> <p>For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.</p> <p>.....</p>
<p><b>5. Coping with the situation:</b></p> <p>a. Have you tried to cope with this situation? I was surprised. I was so uncomfortable and I felt angry. I could not believe that a peer of mine was actually saying that, even to a rival player. I thought he was a good person and my friend and that he respected and liked me. But after he said that, it was as if a mask fell down, and I discovered his true self. Since then, our relationship has been affected, and we are not friends anymore. I felt alone and unwelcome on the team and in Portugal.</p> <p>b. What would have been possible to do?</p> <p>c. What have you done? I tried to talk with him and said that I didn't agree with his opinion and way of thinking. I didn't say sorry and I wouldn't change his opinion.</p> <p>d. If you decided or you couldn't do anything: explain why</p> <p>e. Have you involved other people/organizations? Who? No, no one else.</p>
<p><b>6. What was the impact and consequence of this case of hate speech on your job?</b></p> <p>Impact: Our friendship as peers was never the same. We don't talk anymore and we only have the minimum of connection.</p> <p>Consequences: I felt it was unfair. I had the feeling that I wasn't welcome in this country. I felt sad and felt alone. At that time I even tried to change my way of speaking, using the Portuguese accent, trying to look like a Portuguese feel more accepted. I've tried to look like a Portuguese player to fit in on the team and not be discriminated against. I felt low self-esteem and low motivation and it also affected my performance.</p>
<p><b>7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:</b></p> <p><input checked="" type="checkbox"/> discriminate      <input checked="" type="checkbox"/> distress      <input checked="" type="checkbox"/> put fear/threat      <input checked="" type="checkbox"/> humiliation/vilification/denigration</p> <p><input type="checkbox"/> physical damage      <input checked="" type="checkbox"/> negative stereotyping      <input type="checkbox"/> provoke violent/ offensive behavior</p> <p><input type="checkbox"/> other.....</p>
<p><b>8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:</b></p> <p><input type="checkbox"/> self-presentation/visibility      <input type="checkbox"/> a trigger event/news      <input checked="" type="checkbox"/> getting benefit</p> <p><input checked="" type="checkbox"/> gain appreciation from a specific community   <input checked="" type="checkbox"/> personal traits (narcissism, psychoticism, aggression...)</p> <p><input checked="" type="checkbox"/> As a way to feel better and superior. I think it comes from the education</p>
<p><b>9. End of the story.</b></p> <p>a. What have you learned from this personal experience? I respect differences more. I try not to make fun of others just because they have a different way of speaking or acting. I've also tried to show to others that this type of discrimination is wrong.</p> <p>b. What would you say to people who are living in similar situations? Try to understand that people that discriminate are ignorant because they lack knowledge. They are not well informed or educated persons, and it's a cultural issue. I would say to others to never give up, and never feel like it's their problem</p>
<p><b>10. What is your opinion on required Skills to manage/counter hate speech?</b></p> <p>a. Did you feel you had the skills to manage this kind of situation? Not at that time</p> <p>b. Which was the most difficult part of it?</p>

- c. Have you had any form of support? Just from my family
- d. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management? I think that at the elite level they have more conscience about these issues. Unfortunately, at the formation level, at youth soccer, people don't have that awareness and the victims are the ones that have fewer resources (emotional and financial).
- Coaches and managers should have more skills to deal with these situations and work with the players, in addition to the technical skills and performance. Before a person can become a good player, they have to be a good citizen. They are the future society. We must make sure that these mistakes won't repeat again and again.

Courses attended:.....

Which subjects would be interesting/useful for you?.....

### C. SUMMARY

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

#### -PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)
I think it's worse in elite sports and at competition games. Mostly at team sports.
2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?
It's a way to affect the player performance

#### -MAIN ACTORS:

3. In your opinion, where does hate speech discourse come from? (e.g. athletes, coaches, parents, fans, media, other actors..)
From the fans, also from the parents that are too competitive and demand too much from their children
4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)
Older persons, people that don't have education. Hate speech comes sometimes from competitive parents. Parents should be the first ones giving the example. Each country has some chauvinist regions.
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?
The players. To affect their performance. It's also common to discriminate directly against female referees, criticizing their knowledge and their rule decisions.

#### -TARGET GROUPS, TRENDS :

6. In your opinion, which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
I think black players are the most offended against in general
7. Has this changed over the last few years?
Things are a bit better. I hope people will recognize that sport is a place for everyone – girls, men, homosexual, black, etc. The difference doesn't matter, it's a way to have better and enrich societies and sports teams.

8. In your experience, what are the trends and changes in hate speech discourse over the last few years?

People are more aware. People need to be more careful with their language. They should know better what is ok and normal or disrespectful to say.

**-RECOMMENDATIONS :**

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?

Better training and education to society. More communication to create awareness of these problems. To react more often like the professional player Marega and leave the game, stop playing.

**-OBSERVATIONS :**

10. Any observations/impressions of the interviewer:

The most difficult situation I've ever dealt with was with a peer opinion and discriminatory speech to a rival player from the same nationality as me.

Other types of hate speech were from fans to soccer referees when they were girls.

## PORTUGAL – STORY 6

### A. REFERENCE TO A SPECIFIC EVENT

#### 1) Role of the Interviewed:

☐ coach ☐ manager ☒ player ☐ supporter ☐ parents ☐ official ☐ other .....

2) Age: 47

3) Gender: ☒ male ☐ female

4) Nationality: Portuguese

5) Historical period collocation of Hate Speech : 15 years ago (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☒ football ☐ handball ☐ volleyball ☐ other....

7) Communication of hate-speech: ☒ face-to-face ☐ general circulation

8) Location/Platform of the hate-speech occurred:

☒ field of play ☒ grandstand ☐ online/web ☐ social media/chat

☐ press ☐ public communication ☐ other .....

### B. AT THIS POINT, THE INTERVIEWER DESCRIBES THE INCIDENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

<p><b>1. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?</b></p> <p><b>a. Who was the hate speaker :</b> (gender : <input checked="" type="checkbox"/> male <input type="checkbox"/> female)</p> <p><input checked="" type="checkbox"/> player (peer) <input type="checkbox"/> player (senior) <input type="checkbox"/> coach/officials <input checked="" type="checkbox"/> fans</p> <p><input type="checkbox"/> manager <input type="checkbox"/> other .....</p> <p><b>b. Who was the victim :</b> (gender : <input type="checkbox"/> male <input type="checkbox"/> female)</p> <p><input type="checkbox"/> me <input checked="" type="checkbox"/> third person <input type="checkbox"/> group of people</p> <p><b>c. What was the role of the victim :</b></p> <p><input type="checkbox"/> coach <input type="checkbox"/> manager <input checked="" type="checkbox"/> player <input type="checkbox"/> supporter <input type="checkbox"/> parents <input type="checkbox"/> official</p> <p><input checked="" type="checkbox"/> other technical supporter</p>
<p><b>2. Which was the target of hate speech have you detected?</b></p> <p><input checked="" type="checkbox"/> race/ethnicity <input type="checkbox"/> sex/gender identity <input type="checkbox"/> social class <input type="checkbox"/> religion <input type="checkbox"/> political view</p> <p><input checked="" type="checkbox"/> physical (dis)ability <input type="checkbox"/> colour <input type="checkbox"/> age <input type="checkbox"/> other .....</p>
<p><b>3. Type of hate speech discourse/behavior?:</b></p> <p><input type="checkbox"/> swearing/insulting (i.e. any discourse containing swear or insulting discourse)</p> <p><input checked="" type="checkbox"/> exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)</p> <p><input checked="" type="checkbox"/> enmity/hostile (i.e. any hostile expression about a person or group)</p> <p><input checked="" type="checkbox"/> symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)</p>
<p><b>4. Possible cultural references. The interviewer has to take note of:</b></p> <p>- Specific statements (to be reported):</p> <p>a.</p> <p>(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...): Disdain, indifference</p> <p>(If the case) Pauses/silence:</p> <p>For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted</p> <p>.....</p> <p><b>b. Non-verbal (to be reported) :</b></p> <p><input type="checkbox"/> hand gestures <input type="checkbox"/> other gestures <input type="checkbox"/> kick <input type="checkbox"/> spit <input type="checkbox"/> push <input checked="" type="checkbox"/> face expressions <input type="checkbox"/> sounds</p> <p><input type="checkbox"/> support of objects <input checked="" type="checkbox"/> reference to posture/distance <input type="checkbox"/> reference to clothes/uniforms <input type="checkbox"/></p> <p>other .....</p> <p>To Specify.....</p>

<p>For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.</p> <p>.....</p> <p><b>c. Specific (explicit or implicit) references to values:</b></p> <p> <input type="checkbox"/> family                      <input type="checkbox"/> religion   <input type="checkbox"/> hierarchy                      <input type="checkbox"/> sex/sexual orientation                      <input type="checkbox"/> freedom  <input checked="" type="checkbox"/> honesty/fair play   <input type="checkbox"/> time                      <input type="checkbox"/> space                      <input type="checkbox"/> other .....         </p> <p>For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.</p> <p>.....</p>
<p><b>5. Coping with the situation:</b></p> <p>a. Have you tried to cope with this situation? I</p> <p>b. What would have been possible to do?</p> <p>c. What have you done? I.</p> <p>d. If you decided or you couldn't do anything: explain why</p> <p>e. Have you involved other people/organizations? Who? No</p>
<p><b>6. What was the impact and consequence of this case of hate speech on your job?</b></p> <p>Impact:</p> <p>I felt sorry for the people (new players and a technician). At first I felt bad.</p> <p>Consequences:</p> <ul style="list-style-type: none"> <li>- In the case of the new players in a new country (Brazilians mostly), their first needs were not met. They were living in bad financial conditions. Others abused their power.</li> <li>- In the case of the physiotherapist that had a different physical appearance, he had to struggle between the doubt of giving assistance and receive bad comments or stay hidden and safe from discrimination but not to practice his profession.</li> </ul>
<p><b>7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:</b></p> <p> <input checked="" type="checkbox"/> discriminate                      <input checked="" type="checkbox"/> distress                      <input checked="" type="checkbox"/> put fear/threat                      <input checked="" type="checkbox"/> humiliation/vilification/denigration  <input type="checkbox"/> physical damage                      <input checked="" type="checkbox"/> negative stereotyping                      <input type="checkbox"/> provoke violent/ offensive behavior  <input type="checkbox"/> other.....         </p>
<p><b>8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:</b></p> <p> <input type="checkbox"/> self-presentation/visibility                      <input type="checkbox"/> a trigger event/news                      <input checked="" type="checkbox"/> getting benefit  <input checked="" type="checkbox"/> gain appreciation from a specific community   <input checked="" type="checkbox"/> personal traits (narcissism, psychoticism, aggression...)         </p> <p><input checked="" type="checkbox"/> It's a way to feel better and superior, I think it comes from their education, and seeking their peers' approval</p>
<p><b>9. End of the story.</b></p> <p>a. What have you learned from this personal experience?</p> <p>I've learned that education and emotional intelligence is crucial for everyone (players, coaches, parents and fans)</p> <p>b. What would you say to people who are living similar situations?</p> <p>Be better informed, and ask for help and emotional support.</p> <p>Prepare and create awareness in which these types of situations can occur and give the tools to deal with them. Don't react if these situations don't happen. Identify them, give and share some examples and give the necessary support need if they occur.</p>
<p><b>10. What is your opinion on required Skills to manage/counter hate speech?</b></p> <p>a. Did you feel you had the skills to manage this kind of situation? No, most of the time we don't have the tools to deal with these situations.</p> <p>b. Which was the most difficult part of it?</p> <p>c. Have you had any form of support?</p>



- d. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?  
I think nowadays technicians are paying attention to this knowledge and support (motivational and emotional intelligence/internal management skills), but mostly at the professional level. On an educational level (youth soccer), where it should be more used and applied (because we are training people's character, unfortunately there are not many technicians worried about the importance of these skills and sometimes they don't have the money and time to invest on it. Government and sport associations could allocate part of their budget to that. Have more support of these kinds of human tools.
- e. Courses attended:.....  
Which subjects would be interesting/useful for you?.....

### C. SUMMARY

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

#### -PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)

Unfortunately, I think we can find hate speech everywhere.

With more incidence at the professional competition and events because it's easier for a fan to express his or her opinion and this type of feeling. When the context is closed and with fewer people, they don't feel that comfortable expressing this.

2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?

People go to the games to get their frustrations out.

#### -MAIN ACTORS:

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)

On the professional level, it comes mostly from the fans. Even the ones that should support their favorite team use the games to put out their bad energies and frustrations. People aren't rational in these situations, they act really emotionally.

Unfortunately, at youth soccer, this type of discourse is also common from parents who push their children to have more success and good results, but in a wrong way. Children leave sport practice because they feel pressured by their parents. They are largely responsible for when kids leave sports in every category.

4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)

People that don't have a good education, foundations and values. People that are used to seeing this type of behavior with their parents and family.

5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?

They try to reach the players in order to elicit either better or worse results/performance. No, they are not successful. They should be more supportive.

#### -TARGET GROUPS, TRENDS :

6. In your opinion, which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
I think in football, the athletes are the main target, and the most affected are the ones of other nationalities and specifically of different races and colours. If we see a Chinese player in our championship, he would be the main target of insults and criticism, and it doesn't matter if he's playing well or badly.
7. Has this changed over the last few years?
<p>When I was a professional player, these things were worse and more frequent, also because people thought that it was a normal thing to do or an accepted behaviour.</p> <p>Nowadays, I think it's getting better and the process of changing has already started. People are more conscientious and are more aware. It could be a quicker process, but at least we are on the right track. This new generation is more aware and has more ethics and values.</p> <p>Also, at a professional level, technical teams work more and more on the physiological/emotional intelligence skills of the players.</p> <p>This is not only important at a professional level, but essential for youth soccer and sports. We should invert the pyramid because amateur sport associations are not only training players but personalities and citizens (hopefully good and strong). A good player is not only made of good technical competencies, but also of psychological skills and a good emotional intelligence. That's the difference in a high level player or a successful person.</p> <p>We must rethink what we want from sports. What is important? Only competition or performance? Or should we see sports as an environment and a vehicle to pass good values and unite people?</p> <p>More resources should be invested to give motivational and emotional management skills. The good technicians and coaches at the youth soccer or sports should invest their time and money in their education (emotional management, negotiation skills) to better support their teams, but this should be supported by government programs and the association management.</p>
8. In your experience, what are the trends and changes in hate speech discourse over the last few years?
<p>In other countries we see more punishment and fines that are applied to people or to the sport association when their fans have bad behaviours. Here in Portugal we are still too soft on the matter. Hopefully, we will start to recognize that these bad behaviours are disrespectful and not good to anyone.</p> <p>This is a social thing that must be worked on in schools and at home.</p>

#### **-RECOMMENDATIONS :**

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?
<p>More punishments, restrictions, sanctions to the clubs and people individually.</p> <p>Players should be more determined and not be afraid to complain and expose these situations. It's not a weak attitude to show and expose it. I think they're also afraid to seem weak and that you will lose masculinity. A man complaining is not accepted by society. We must demystify this type of thinking.</p> <p>More information and communication, sharing good practices. Every sports association should work on their communication skills to create more awareness of positive humanitarian values and practices. Local governments and teams should implement more communication content. With that, they could influence and inspire many people, because football is a worldwide phenomenon that attracts and has a lot of followers.</p>

#### **-OBSERVATIONS :**

10. Any observations/impressions of the interviewer:
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**1<sup>st</sup> situation:** When I was a professional soccer player I felt sorry that peer athletes from other nationalities (that were not well informed) were exploited and deceived by the initial agreement, with lower and poor conditions. Also, they were sidelined from the team and even abandoned in a bad financial situation.

**2<sup>nd</sup> situation:** A physiotherapist from the team had a different physical appearance. And he was never sure or confident about getting into the field and supporting the players that got injured. He had low self-esteem. Because of his looks and because of what people used to say of him, he had an internal conflict between helping and giving assistance, or dealing with the insults and discrimination from the public when his intervention was needed.

**3<sup>rd</sup> situation:** When I was young and had a non-white peer on my team, and people used to say for him to go back to his land.

## PORTUGAL – STORY 7

### A. REFERRED TO A SPECIFIC EVENT

#### 1) Role of the Interviewed:

☐ coach    ☐ manager    ☐ player    ☒ supporter    ☐ parents    ☐ official    ☒ other: Youth soccer psychologist

2) Age: 24 anos

3) Gender: ☐ male    ☒ female

4) Nationality: Portuguese

5) Historical period collocation of Hate Speech : 3 years ago (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☒ football    ☐ handball    ☐ volleyball    ☐ other....

7) Communication of hate-speech: ☒ face-to-face    ☐ general circulation

#### 8) Location/Platform of the hate-speech occurred:

☒ field of play    ☒ grandstand    ☐ online/web    ☐ social media/chat  
☐ press    ☐ public communication    ☒ other Locker rooms and outside when leaving the games

### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

<p><b>1. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?</b></p> <p><b>a. Who was the hate speaker :</b> (gender : <input checked="" type="checkbox"/> male    <input checked="" type="checkbox"/> female)</p> <p><input type="checkbox"/> player (peer)    <input type="checkbox"/> player (senior)    <input type="checkbox"/> coach/officials    <input checked="" type="checkbox"/> fans</p> <p><input type="checkbox"/> manager    <input checked="" type="checkbox"/> other Parents</p> <p><b>b. Who was the victim :</b> (gender : <input type="checkbox"/> male    <input type="checkbox"/> female)</p> <p><input checked="" type="checkbox"/> me    <input checked="" type="checkbox"/> third person    <input checked="" type="checkbox"/> group of people</p> <p><b>c. What was the role of the victim :</b></p> <p><input checked="" type="checkbox"/> coach    <input type="checkbox"/> manager    <input checked="" type="checkbox"/> player    <input type="checkbox"/> supporter    <input checked="" type="checkbox"/> parents    <input type="checkbox"/> official</p> <p><input checked="" type="checkbox"/> other</p>
<p><b>2. Which was the target of hate speech have you detected?</b></p> <p><input type="checkbox"/> race/ethnicity    <input type="checkbox"/> sex/gender identity    <input type="checkbox"/> social class    <input type="checkbox"/> religion    <input type="checkbox"/> political view</p> <p><input checked="" type="checkbox"/> physical (dis)ability    <input type="checkbox"/> colour    <input type="checkbox"/> age    <input checked="" type="checkbox"/> other Players abilities</p>
<p><b>3. Type of hate speech discourse/behavior?:</b></p> <p><input checked="" type="checkbox"/> swearing/insulting (i.e. any discourse containing swear or insulting discourse)</p> <p><input checked="" type="checkbox"/> exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)</p> <p><input checked="" type="checkbox"/> enmity/hostile (i.e. any hostile expression about a person or group)</p> <p><input checked="" type="checkbox"/> symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)</p>
<p><b>4. Possible cultural references. The interviewer has to take note of:</b></p> <p>- Specific statements (to be reported):</p> <p><i>"You black!" "Why wasn't my son chosen to play at the game?"</i></p> <p><i>"Don't be afraid - Kick their ass! Kill him!"</i></p> <p><i>"Your face it's disgusting, your face looks awful. You should die! Don't you feel ashamed of that?!".</i></p> <p><b>a.</b></p> <p>(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...): Disdain, indifference, sarcasm</p> <p>(If the case) Pauses/silence:</p>

For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted

**b. Non-verbal (to be reported) :**

- ☐ hand gestures    ☐ other gestures    ☐ kick    ☐ spit    ☐ push    ☐ face expressions    ☐ sounds  
☐ support of objects    ☐ reference to posture/distance    ☐ reference to clothes/uniforms  
☐ other The team was locked at the bathhouses to not get involved in physical violence. Fans were kicking at the locker room doors.

To Specify.....

For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.

**c. Specific (explicit or implicit) references to values:**

- ☐ family    ☐ religion    ☐ hierarchy    ☐ sex/sexual orientation    ☐ freedom  
☒ honesty/fair play    ☐ time    ☐ space    ☐ other .....

For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.

**5. Coping with the situation:**

- Have you tried to cope with this situation? Personally, in my first experience I have cried. I was overwhelmed and afraid of my personal integrity.
- What would have been possible to do? More police at the games and not only security guards. It's an inhibition factor to make parents behave well.
- What have you done? In the case of the teenage boy with acne, I've supported him, embrace him and was on his side, saying that he was right to feel like that. It was unfair from people to treat him like that. I've tried to give him tools to deal with the anger and frustration he was feeling.
- If you decided or you couldn't do anything: explain why
- Have you involved other people/organizations? Who? The coach.

**6. Which were the impact and consequences of this case of hate speech on your job?**

Impact:

- Children feel emotionally affected (sometimes crying), even though sometimes they try to pretend nothing occurred.
- Children feel embarrassed and worried because of their parents' behavior.
- Children can suffer from anxiety, less self-value, the need to be validated, low self-esteem, depression, pressure, stress.

Consequences:

- sports abandonment.

**7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:**

- ☒ discriminate    ☒ distress    ☒ put fear/threat    ☒ humiliation/vilification/denigration  
☐ physical damage    ☐ negative stereotyping    ☒ provoke violent/ offensive behavior  
☐ other feel superior and feel pleasure about it

**8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:**

- ☐ self-presentation/visibility    ☒ a trigger event/news    ☒ getting benefit  
☒ gain appreciation from a specific community    ☒ personal traits (narcissism, psychoticism, aggression...)  
☒ others

**9. End of the story.**

- What have you learned from this personal experience?

I've changed my perspective and started to see youth/ training soccer in a worse way. And as a fan, I don't want to see Football games anymore.

- b. What would you say to people who are living similar situations? Speak and ask for help if you need it. Don't pretend and don't suppress your emotions. Realize that they have the right to be themselves as they are. The problem is not on them.

#### 10. What is your opinion on required Skills to manage/counter hate speech?

- a. Did you feel you had the skills to manage this kind of situations? Not enough skills. I was not prepared.
- b. Which was the most difficult part of it? To think that my physical integrity could be in danger.
- c. Have you had any form of support? Yes, from the coach.
- d. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example, in terms of communication, psychology, leadership, negotiation, conflict management?  
Football coaches should have conflict management and communication training.
- e. Courses attended:.....

Which subjects would be interesting/useful for you?.....

### C. REFERRED TO A MORE GENERAL IDEA

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

Based on your experience in sport please answer the following questions.

#### -PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)

I think they are more present at the competition games (because the adversary is there also) and in local and smaller teams mostly. Unfortunately, in every age. Mostly in collective sports.

2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?

Everything is a reason for people to get their frustrations out. But maybe when a more aggressive fault is made or the team/kid has a bad performance.

#### -MAIN ACTORS:

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)

In my context of experience, parents are the most aggressive and the main actors regarding the use of hate speech and physiological pressure on their children.

One of the factors for children to leave sports is the pressure they feel from their parents to try them to be perfect and offer better results and performances. Some of them even contract football agents to represent them at their young age! They want their children to be the next Cristiano Ronaldo. They don't give them coping skills to deal with frustration, error, when being defeated and have bad results. On the other hand, after the games, they complain about their performance, they are too critical and demanding.

Instead of seeing the sport practice as a way to develop social, psychological, physical and character competences, they face football only as a competition. What only matters for them is to win. They teach children to be competitive (in a wrong way), to be aggressive and to have no fair play at all.

Children don't recognize that this type of speech is not normal. So, until they realize and accept something is wrong, I can't interfere. I do try to ask them general questions like, "How did your father react to your fault or to your missed goal?" and check how they feel about it and how they are

dealing with that. Some of them don't feel comfortable sharing their thoughts and emotions because they feel we would see them as weak persons (this happens especially in the masculine gender). There is also a prejudice about speaking and going to a psychologist (even from young ages).

4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)

Maybe mostly from parents (fathers) from bad social situations and low education but it is not a rule and is transversal to every social context.

I notice that there is more violence and bad behavior in the smallest sport associations, the ones with less resources. In the ones that have more conditions and are more well known, they easily cut the player from the team because of their father's bad behavior. This is a strong motive to do that. It's a way of punishment.

There is a municipal council in the north that cuts all the financial support to the associations that don't punish their fans.

5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?

Trying to affect their performance. They even see that as a way to support the team, even when it's made to their own team.

#### -TARGET GROUPS, TRENDS :

6. According to your opinion, which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)

Unfortunately, children, trainers, and referees.

7. Has this changed over the last few years?

I think that I had an innocent idea of training soccer. After I became part of it, I was shocked!

People are now more aware, but even so, there is still a lot to do, a lot to work on parental behaviour.

8. In your experience, what are the trends and changes in hate speech discourse over the last few years?

We should see sport as a way of children developing their different dimensions.

Verbal or physical violence in sports should be erased. It's not normal. We should focus on the positive things that sport can bring to the players and athletes.

People are now more aware of this problem. More projects and studies. We still need more data and statistical data about this problem.

#### -RECOMMENDATIONS :

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?

- More punishments, restrictions, sanctions to the clubs and people individually.
- Players should not be afraid to complain and expose these situations.
- More information and communication, sharing good practices. Every sport association should work on their communication to create more awareness. Rules of correct behaviour (10 rules to be at the grandstand). Speakers, videos with awareness campaigns. Working on social networks/media is also a good way (Campaigns "Let it play", "ACTIVE").
- Local governments should regulate the teams, create measures and legal proceedings.
- Big and well-known entities (Portuguese Federation) should implement more communication contents and training. With that, they could inform, change some behaviours, influence and inspire many people.
- We should have more statistics and studies about how frequent this happens, who are the victims and the aggressors and how this can influence and affect the children's personality.



What kind of wounds are left, how this affects the social and psychological development of the children?

- Give more emotional coping mechanisms training to children.
- Training to the parents given by the sport association every season. Parental training is necessary: Positive parenting and communication (there are some football leagues that provide sensibility campaigns and training regarding the behaviours at the field and support they should give at home to their children. Some sports associations have parent's schools (positive communication).

#### -OBSERVATIONS :

10. Any observations/impressions of the interviewer:

**1<sup>st</sup> situation:** When I was a trainee in a youth soccer association (14 years old) of one of the main teams.

**2<sup>nd</sup> situation:** Once, at a football game parents started to be physically aggressive and one of the players (one of the son could pay attention to the game anymore trying to check on his father. If he was ok.

**3<sup>rd</sup> situation:** During the games it was common for one of the boys to check for the father's approval instead of their coach signs or instructions.

**4<sup>th</sup> situation:** In one of my first game assists, I just closed the door of the locker rooms and was verbally assaulted and attacked by a mother of one of the children.

**5<sup>th</sup> situation:** Once, one of the mothers of an athlete came to me crying , saying *"Doctor. I feel desperate! Why wasn't my son chosen/called to play?"* If the parents don't not have adequate coping skills to deal with rejection, can you imagine how the kid should feel about it (how he must be disappointing his parents, and being rejected from them, not loved as he is)?

**6<sup>th</sup> situation:** One of the boys came from the game crying because he was a victim of hate speech from the parents because, as a teenager, he had bad acne on his face. *"Your face it's disgusting, your face looks awful. You should die! Don't you feel ashamed of that?!"*.

**7<sup>th</sup> situation:** A mother of a goalkeeper that wasn't called to play went to the back of the soccer goal and tried to destabilize the other athlete's performance and celebrated the goals against their team. Just to show and confirm that her son was a better choice and better player.



## PORTUGAL – STORY 8

### A. REFERRED TO A SPECIFIC EVENT

#### 1) Role of the Interviewed:

☐ coach ☐ manager ☐ player ☐ supporter ☐ parents ☐ official ☒ other referee

2) Age: 32 anos

3) Gender: ☐ male ☒ female

4) Nationality: Portuguese

5) Historical period collocation of Hate Speech : 6 years ago (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☐ football ☐ handball ☐ volleyball ☒ other Rugby

7) Communication of hate-speech: ☒ face-to-face ☐ general circulation

#### 8) Location/Platform of the hate-speech occurred:

☐ field of play ☒ grandstand ☐ online/web ☐ social media/chat  
☐ press ☐ public communication ☐ other

### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

<p><b>1. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?</b></p> <p><b>a. Who was the hate speaker:</b> (gender : <input type="checkbox"/> male <input checked="" type="checkbox"/> female)</p> <p><input type="checkbox"/> player (peer) <input type="checkbox"/> player (senior) <input type="checkbox"/> coach/officials <input checked="" type="checkbox"/> fans</p> <p><input type="checkbox"/> manager <input type="checkbox"/> other</p> <p><b>b. Who was the victim :</b> (gender : <input type="checkbox"/> male <input checked="" type="checkbox"/> female)</p> <p><input checked="" type="checkbox"/> me <input type="checkbox"/> third person <input type="checkbox"/> group of people</p> <p><b>c. What was the role of the victim :</b></p> <p><input type="checkbox"/> coach <input type="checkbox"/> manager <input type="checkbox"/> player <input type="checkbox"/> supporter <input type="checkbox"/> parents <input checked="" type="checkbox"/> official: referee</p> <p><input type="checkbox"/> other</p>
<p><b>2. Which was the target of hate speech have you detected?</b></p> <p><input type="checkbox"/> race/ethnicity <input checked="" type="checkbox"/> sex/gender identity <input type="checkbox"/> social class <input type="checkbox"/> religion <input type="checkbox"/> political view</p> <p><input type="checkbox"/> physical (dis)ability <input type="checkbox"/> colour <input type="checkbox"/> age <input type="checkbox"/> other</p>
<p><b>3. Type of hate speech discourse/behavior?:</b></p> <p><input checked="" type="checkbox"/> swearing/insulting (i.e. any discourse containing swear or insulting discourse)</p> <p><input type="checkbox"/> exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)</p> <p><input type="checkbox"/> enmity/hostile (i.e. any hostile expression about a person or group)</p> <p><input checked="" type="checkbox"/> symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)</p>
<p><b>4. Possible cultural references. The interviewer has to take note of:</b></p> <p>- Specific statements (to be reported):</p> <p><i>"You should be in the kitchen cooking and washing the dishes!"</i></p> <p>(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...): Disdain, indifference, sarcasm</p> <p>(If the case) Pauses/silence:</p> <p>For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted</p> <p>.....</p> <p><b>a. Non-verbal (to be reported) :</b></p> <p><input type="checkbox"/> hand gestures <input type="checkbox"/> other gestures <input type="checkbox"/> kick <input type="checkbox"/> spit <input type="checkbox"/> push <input type="checkbox"/> face expressions <input type="checkbox"/> sounds</p> <p><input type="checkbox"/> support of objects <input type="checkbox"/> reference to posture/distance <input type="checkbox"/> reference to clothes/uniforms</p>

<input type="checkbox"/> other To Specify..... For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted. .....
<b>b. Specific (explicit or implicit) references to values:</b> <input type="checkbox"/> family <input type="checkbox"/> religion <input type="checkbox"/> hierarchy <input checked="" type="checkbox"/> sex/sexual orientation <input type="checkbox"/> freedom <input checked="" type="checkbox"/> honesty/fair play <input type="checkbox"/> time <input type="checkbox"/> space <input type="checkbox"/> other ..... For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted. .....
<b>5. Coping with the situation:</b> a. Have you tried to cope with this situation? Yes, with indifference. b. What would have been possible to do? Nothing different. We can't stop the game because the insult comes from out of the field. The association solved the situation well (the manager and the captain of the team asked sorry for the fan). They took measures immediately and internally. c. What have you done? I pretended that I didn't hear and continued the game and with my decision. I felt sorry for him and for his female friends, sisters, and mother. d. If you decided or you couldn't do anything: explain why e. Have you involved other people/organizations? Who? The team managers expressed they were sorry for the fan and the situation. They reprimanded the fan and he immediately recognized he was wrong and said he was sorry too.
<b>6. Which were the impact and consequences of this case of hate speech on your job?</b> Impact: - I felt bad about it. Sorry for the fan. I was surprised that there are people that still think like this. I asked myself why he has so many issues with women. These types of situations happen frequently so I felt lucky that I only went through this kind of thing once. Consequences: - They reprimanded the fan and the fan immediately recognized he was wrong and said he was sorry too. The team managers of the rugby association formally expressed they were sorry for the fan and the situation.
<b>7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:</b> <input checked="" type="checkbox"/> discriminate <input checked="" type="checkbox"/> distress <input type="checkbox"/> put fear/threat <input checked="" type="checkbox"/> humiliation/vilification/denigration <input type="checkbox"/> physical damage <input type="checkbox"/> negative stereotyping <input checked="" type="checkbox"/> provoke violent/ offensive behavior <input type="checkbox"/> other
<b>8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:</b> <input checked="" type="checkbox"/> self-presentation/visibility <input checked="" type="checkbox"/> a trigger event/news <input checked="" type="checkbox"/> getting benefit <input checked="" type="checkbox"/> gain appreciation from a specific community <input checked="" type="checkbox"/> personal traits (narcissism, psychoticism, aggression...) <input type="checkbox"/> others
<b>9. End of the story.</b> What have you learned from this personal experience? I've learned that if there are people that still think like that, more and more feminine players should continue. This gives me strength to continue to work and be strong. I thought there is something wrong with these people for this bad conduct. We should identify these situations but shouldn't value them much.

<p>We must learn from our mistakes and correct them.</p> <p>a. What would you say to people who are living similar situations? Learn to see the right side of the coin. Have the strength to continue and work.</p>
<p><b>10. What is your opinion on required Skills to manage/counter hate speech?</b></p> <p>a. Did you feel you had the skills to manage this kind of situation? At that moment I felt sorry for him. I'm not the one who is wrong. Society needs to change their mentality.</p> <p>b. Which was the most difficult part of it? To recognize that this still happens and there still exists people that think like this. I felt sorry for him and for his female friends, sisters, and mother.</p> <p>c. Have you had any form of support? Yes, from friends and family but I didn't value much.</p> <p>d. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example, in terms of communication, psychology, leadership, negotiation, conflict management? Yes, this is crucial. Courses attended: Leadership, parental training. Which subjects would be interesting/useful for you?</p>

### C. REFERRED TO A MORE GENERAL IDEA

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

#### -PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)
I think this happens most in competitive contexts and in teams' sports. Most in the elite football contexts.
2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?
React to a referee decision, bad performance of the team.

#### -MAIN ACTORS:

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)
Mostly from fans.
4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)
I think there is no pattern.
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?
Themselves, In a way that reflects what they think.

#### -TARGET GROUPS, TRENDS :

6. According to your opinion, which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
Different nationalities, race and colour. Feminine gender and sexual orientation.
7. Has this changed over the last few years?

We are more tolerant and have more awareness, but we still have a long way to walk. There are more inclusive teams associations nowadays.

8. In your experience, what are the trends and changes in hate speech discourse over the last few years?

People speak more about these themes. We start to see more women in these contexts and showing great results.

#### **-RECOMMENDATIONS :**

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?

We all need to respect others. If we respect ourselves, we can/should respect others.

Players and managers should show the example first. Use well known players as good examples.

Have more awareness campaigns.

Bigger associations should bet and invest more in the feminine teams.

#### **-OBSERVATIONS :**

10. Any observations/impressions of the interviewer:

Feminine sports don't have much support and visibility. We should have more investment and be more valued in the sports context.

## PORTUGAL – STORY 9

### A. REFERRED TO A SPECIFIC EVENT

#### 1) Role of the Interviewed:

☒ coach
 ☐ manager
 ☐ player
 ☐ supporter
 ☐ parents
 ☐ official
 ☐ other

2) Age: 48 anos

3) Gender: ☒ male ☐ female

4) Nationality: Portuguese

5) Historical period collocation of Hate Speech : between 2-3 years ago (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☐ football ☐ handball ☐ volleyball ☒ other roller hockey

7) Communication of hate-speech: ☒ face-to-face ☒ general circulation

#### 8) Location/Platform of the hate-speech occurred:

☒ field of play
 ☒ grandstand
 ☒ online/web
 ☒ social media/chat  
☐ press
 ☐ public communication
 ☐ other

### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

<p><b>1. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?</b></p> <p><b>a. Who was the hate speaker:</b> (gender : <input checked="" type="checkbox"/> male <input type="checkbox"/> female)</p> <p> <input type="checkbox"/> player (peer)         <input type="checkbox"/> player (senior)         <input checked="" type="checkbox"/> coach/officials         <input checked="" type="checkbox"/> fans       </p> <p> <input type="checkbox"/> manager         <input type="checkbox"/> other       </p> <p><b>b. Who was the victim :</b> (gender : <input type="checkbox"/> male <input type="checkbox"/> female)</p> <p> <input checked="" type="checkbox"/> me         <input checked="" type="checkbox"/> third person         <input type="checkbox"/> group of people       </p> <p><b>c. What was the role of the victim :</b></p> <p> <input checked="" type="checkbox"/> coach         <input checked="" type="checkbox"/> manager         <input checked="" type="checkbox"/> player         <input type="checkbox"/> supporter         <input type="checkbox"/> parents         <input type="checkbox"/> official       </p> <p> <input type="checkbox"/> other       </p>
<p><b>2. Which was the target of hate speech have you detected?</b></p> <p> <input checked="" type="checkbox"/> race/ethnicity         <input checked="" type="checkbox"/> sex/gender identity         <input type="checkbox"/> social class         <input type="checkbox"/> religion         <input type="checkbox"/> political view       </p> <p> <input checked="" type="checkbox"/> physical (dis)ability         <input type="checkbox"/> colour         <input checked="" type="checkbox"/> age         <input checked="" type="checkbox"/> other       </p>
<p><b>3. Type of hate speech discourse/behavior?:</b></p> <p> <input checked="" type="checkbox"/> swearing/insulting (i.e. any discourse containing swear or insulting discourse)         <input checked="" type="checkbox"/> exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)         <input checked="" type="checkbox"/> enmity/hostile (i.e. any hostile expression about a person or group)         <input checked="" type="checkbox"/> symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)       </p>
<p><b>4. Possible cultural references. The interviewer has to take note of:</b></p> <ul style="list-style-type: none"> <li>- Specific statements (to be reported):</li> </ul> <p> <i>"You pig!"</i>  <i>"Son of a bitch!"</i>  <i>"You're fat!"</i>  <i>"You're too old for this!"</i>  <i>"Go home to wash the dishes and the clothes"</i> </p> <p>(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...): Disdain, indifference, sarcasm</p> <p>(If the case) Pauses/silence:</p>

For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted

**a. Non-verbal (to be reported) :**

- ☐ hand gestures    ☐ other gestures    ☐ kick    ☐ spit    ☐ push    ☐ face expressions    ☐ sounds  
☐ support of objects    ☐ reference to posture/distance    ☐ reference to clothes/uniforms  
☐ other

To Specify.....

For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.

**b. Specific (explicit or implicit) references to values:**

- ☐ family    ☐ religion    ☐ hierarchy    ☐ sex/sexual orientation    ☐ freedom  
☒ honesty/fair play    ☐ time    ☐ space    ☐ other .....

For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.

**5. Coping with the situation:**

- a. Have you tried to cope with this situation? Yes  
 b. What would have been possible to do? Not reply to the insult.  
 c. What have you done?  
     Social media: When someone writes insults and bad sentences about me I delete the comments.  
     At a game: I've replied to the insult in a wrong way.  
 d. If you decided or you couldn't do anything: explain why  
 e. Have you involved other people/organizations? Who? No.

**6. Which were the impact and consequences of this case of hate speech on your job?**

Impact:

- I reacted and replied in a bad way. I had to do an apologetic public declaration about it.

Consequences:

- Better deal with my emotions. Call the police if the aggression starts to be physical.

**7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:**

- ☒ discriminate    ☒ distress    ☒ put fear/threat    ☒ humiliation/vilification/denigration  
☐ physical damage    ☐ negative stereotyping    ☒ provoke violent/ offensive behavior  
☐ other

**8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:**

- ☐ self-presentation/visibility    ☒ a trigger event/news    ☒ getting benefit  
☒ gain appreciation from a specific community    ☒ personal traits (narcissism, psychoticism, aggression...)  
☒ others

**9. End of the story.**

- a. What have you learned from this personal experience?  
     In the game, the coach and sport agents should be prepared to deal and cope with these free insults.  
     To have strong emotional skills. Search for better strategies to deal with insults and my emotions.  
 b. What would you say to people who are living similar situations?  
     Be calm, try to respect others even if you're not being respected.  
     We should ignore and think that nothing can affect us.  
     People that belong to these contexts know that this is a cultural habit and they have to be prepared for these kinds of situations.

**10. What is your opinion on required Skills to manage/counter hate speech?**

- a. Did you feel you had the skills to manage this kind of situation?  
Even though I was prepared for this type of insult I got controlled by my emotions at that moment and I replied in the wrong way.  
I realized immediately that this should not happen from my side.
- b. Which was the most difficult part of it?  
To recognize that I was wrong and that I made a mistake. In my position I have an increased responsibility, so I must be extra careful about how I express myself. I have to give a good example and conduct.
- c. Have you had any form of support? No.
- d. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example, in terms of communication, psychology, leadership, negotiation, conflict management?  
At this sport level coaches already have this kind of training, but I think we should renovate and practice this knowledge in a cyclic way per season.  
This is good for sports actors (coaches, managers, athletes) to be more prepared to deal with these types of situations.
- e. Courses attended: Leadership, negotiation, conflict management.  
Which subjects would be interesting/useful for you? More communication skills

**C. REFERRED TO A MORE GENERAL IDEA**

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

**-PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:**

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)  
I think this happens most in competitive contexts and moments. In teams' sports. At the youth sports and elite context.  
Less in the individual sports.
2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?  
React to a referee decision, bad performance of the team or superior performance of the competitor's team and also bad faults.

**-MAIN ACTORS:**

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)  
From fans, but from coaches and managers also.
4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)  
I think this happens mostly in the north of Portugal and mainly made by men.
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?  
They try to reach the players and affect their performance.

**-TARGET GROUPS, TRENDS :**

6. According to your opinion, which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
At roller hockey I can't identify a specific group or profile. Maybe when the referee is a woman the fans use more discriminative insults (gender discrimination).
7. Has this changed over the last few years?
I think that in the old days fans had worse behaviours. People are now more aware and have more sensibility, although there is still a lot to do and to improve on society in sports and in general.
8. In your experience, what are the trends and changes in hate speech discourse over the last few years?
More children and women are coming to the stadium and this reveals that the sports environment is better and this is a safe place to be.

#### -RECOMMENDATIONS :

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?
Have a better union of the different national federations in awareness campaigns of this problem. Have more and more concern in communication and emotional management training at the different sport's categories and levels. Have more emotional preparation of the players in their insertion at the teams. Try to be better trainers, leaders and persons with more competencies to be able to extract the best of the athletes.

#### -OBSERVATIONS :

10. Any observations/impressions of the interviewer:
<b>1<sup>st</sup> situation:</b> People use the internet and social media to release their frustrations. There is a lot of freedom in social media to denigrate others and insult. <b>2nd situation:</b> I have to deal with verbal attacks and personal insults from the fans. Once, I lost my center and I couldn't be indifferent to what they were saying, so I replied in the wrong way too. <b>3rd situation:</b> I heard insults to players referring to their age and physical look.



**PORTUGAL – STORY 10**
**A. REFERRED TO A SPECIFIC EVENT**
**1) Role of the Interviewed:**

☒ coach
 ☐ manager
 ☐ player
 ☐ supporter
 ☐ parents
 ☐ official
 ☐ other .....

**2) Age:** 33

**3) Gender:** ☒ male ☐ female

**4) Nationality:** Portuguese

**5) Historical period collocation of Hate Speech :** april/may 2021

**6) Sport in which you witnessed hate speech:** ☐ football ☐ handball ☐ volleyball ☒ rugby

**7) Communication of hate-speech:** ☒ face-to-face ☐ general circulation

**8) Location/Platform of the hate-speech occurred:**

☐ field of play
 ☒ grandstand
 ☐ online/web
 ☐ social media/chat
 ☐ press
 ☐ public communication
 ☐ other .....

**B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE**

(Researcher summarizes the Interview by addressing each topic)

<p><b>1. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?</b></p> <p><b>a. Who was the hate speaker :</b> (gender : <input checked="" type="checkbox"/> male <input type="checkbox"/> female)</p> <p> <input type="checkbox"/> player (peer)         <input type="checkbox"/> player (senior)         <input type="checkbox"/> coach/officials         <input checked="" type="checkbox"/> fans         <input type="checkbox"/> manager         <input type="checkbox"/> other .....       </p> <p><b>b. Who was the victim :</b> (gender : <input checked="" type="checkbox"/> male <input checked="" type="checkbox"/> female)</p> <p> <input type="checkbox"/> me         <input checked="" type="checkbox"/> third person         <input type="checkbox"/> group of people       </p> <p><b>c. What was the role of the victim :</b></p> <p> <input type="checkbox"/> coach         <input type="checkbox"/> manager         <input checked="" type="checkbox"/> player         <input type="checkbox"/> supporter         <input type="checkbox"/> parents         <input type="checkbox"/> official         <input type="checkbox"/> other .....       </p>
<p><b>2. Which was the target of hate speech have you detected?</b></p> <p> <input type="checkbox"/> race/ethnicity         <input type="checkbox"/> sex/gender identity         <input type="checkbox"/> social class         <input type="checkbox"/> religion         <input type="checkbox"/> political view         <input type="checkbox"/> physical (dis)ability         <input checked="" type="checkbox"/> color         <input type="checkbox"/> age         <input type="checkbox"/> other .....       </p>
<p><b>3. Type of hate speech discourse/behavior?:</b></p> <p> <input checked="" type="checkbox"/> swearing/insulting (i.e. any discourse containing swear or insulting discourse)         <input type="checkbox"/> exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)         <input type="checkbox"/> enmity/hostile (i.e. any hostile expression about a person or group)         <input checked="" type="checkbox"/> symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)       </p>
<p><b>34. Possible cultural references. The interviewer has to take note of:</b></p> <p>a. Specific statements (to be reported): "Go back home, nigger!"</p> <p>(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...): disdain and sarcasm</p> <p>(If the case) Pauses/silence:</p> <p>For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted</p> <p><b>b. Non-verbal (to be reported) :</b></p> <p> <input type="checkbox"/> hand gestures         <input type="checkbox"/> other gestures         <input type="checkbox"/> kick         <input type="checkbox"/> spit         <input type="checkbox"/> push         <input type="checkbox"/> face expressions         <input type="checkbox"/> sounds       </p>

<input type="checkbox"/> support of objects <input type="checkbox"/> reference to posture/distance <input type="checkbox"/> reference to clothes/uniforms <input type="checkbox"/> other ..... To Specify..... For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.
<b>c. Specific (explicit or implicit) references to values:</b> <input type="checkbox"/> family <input type="checkbox"/> religion <input type="checkbox"/> hierarchy <input type="checkbox"/> sex/sexual orientation <input type="checkbox"/> freedom <input type="checkbox"/> honesty/fair play <input type="checkbox"/> time <input type="checkbox"/> space   x other: physical characteristics For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.
<b>35. Coping with the situation:</b> a. Have you tried to cope with this situation? Yes b. What would have been possible to do? To present charges c. What have you done? Tried to figure out what was happening and calm down my colleagues d. If you decided or you couldn't do anything: explain why e. Have you involved other people/organizations? Who? No, because it needed to be the attacked person choosing to do so since the police was called. Plus, the police tends to discredit this kind of situation.
<b>36. Which were the impact and consequences of this case of hate speech on your job?</b> Impact: Made me even more sure of how essential it is the training of the kids and for changes to happen. Consequences: practical, none.
<b>7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:</b> <input type="checkbox"/> discriminate   x distress <input type="checkbox"/> put fear/threat   x humiliation/vilification/denigration <input type="checkbox"/> physical damage <input type="checkbox"/> negative stereotyping <input type="checkbox"/> provoke violent/ offensive behavior <input type="checkbox"/> other.....
<b>8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:</b> <input type="checkbox"/> self-presentation/visibility <input type="checkbox"/> a trigger event/news <input type="checkbox"/> getting benefit <input type="checkbox"/> gain appreciation from a specific community   x personal traits (narcissism, psychoticism, aggression...) <input type="checkbox"/> other
<b>9. End of the story.</b> a. What have you learned from this personal experience? That the rugby structure needs some changes in Portugal. b. What would you say to people who are living similar situations? Don't ever stop fighting and say what happened. Silence doesn't solve anything, only postpones it. Be brave, because sometimes we need to face a whole system and that's the only way to make it a more correct and fair one.
<b>10. What is your opinion on required Skills to manage/counter hate speech?</b> a. Did you feel you had the skills to manage this kind of situations? Theoretically, yes. b. Which was the most difficult part of it? Putting theory into practice. a. Have you had any form of support? Not really, this kind of situation tends to be swept under the rug. b. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for

these events? For example, in terms of communication, psychology, leadership, negotiation, conflict management? Yes.  
 Courses attended: all of them are covered in the official training for rugby coaches, which I've taken until the last available level Which subjects would be interesting/useful for you?  
 How to apply theory into practice.

**C. REFERRED TO A MORE GENERAL IDEA** Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

**-PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:**

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)
In rugby it happens on whatever level, even when not competing.
2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?
No, I don't think any specific situation needs to happen for it to be triggered.

**-MAIN ACTORS:**

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)
In my experience, mostly from the audience, allowed by not punished examples from above (coaches, managers...)
4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)
Not much, honestly. From what I've seen, they come in all shapes. More man than women but the latter are less represented in sports as well.
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?
Everyone who seems different to them. I don't see any purpose on it, but internally we usually say people who do something like that must have many personal problems, using this to try to feel superior somehow. Even so, they succeed on disturbing the ones attacked and setting a very bad example for others to follow, in whatever position they are (in or out of the field).

**-TARGET GROUPS, TRENDS:**

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
I see a focus on "racial"/national origin, sex and gender.
7. Has this changed over the last few years?
Doesn't seem to.
8. In your experience, what are the trends and changes in hate speech discourse over the last few years?
It hasn't changed much, there are still some people doing it here and there and nothing much really happening in order to stop it once and for all.

**-RECOMMENDATIONS:**

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?
PREVENT by trying to teach new generations to be correct, to support each other, setting an example; have posters with the supporter's rules on the stadium to remind them on what it is to be a good supporter. REACT and set examples: have police on the stadiums, stop matches, identify however it is that does it (even if the best player or the manager / coach of the club), set consequences for it (prevent people

who don't follow that example to enter the stadiums not to influence others on the same behaviour), penalize the club for it to take responsibility over their actions.

#### **-OBSERVATIONS:**

##### **10. Any observations/impressions of the interviewer:**

B was a football, handball and then rugby player for a while, but at the age of 18/19 started coaching, from the youngest up to senior level, having a World Rugby level 3 degree (the maximum possible in Portugal so far).

The most recent situation recalled happened this year, around april/may, when a supporter, watching a match in which B was an assistant coach, from the outside of the field (because of COVID measures), started making comments on the match and ended up directing them to an African descent player from the adversary team who wasn't even on the field, but on the bench. The main coach of B's team, from the same descent as the previously mentioned, became visibly irritated and went on to talk to him. Many people gathered, police were called, but, as usual, didn't even take notice on the occurrence, which is what surely happens if one doesn't press charges.

Previously, B had participated, as a coach as well, on a national tournament in which a coach would name his players according to their physical characteristics ("Hey mixed race!", "mulatto!"). Even if not per se a hate speech situation, it would be noticed by the parents of the players, leading to an admonition by the coaches' evaluator and a consequent change of behaviour by the coach. This is a good example set both for people inside and outside the field, preventing other (worse) situations to happen.

He also mentions the "few rotten apples" that need to be taken away from the sport so that it can really become in Portugal what it is famous for (all over the world) and believed to be (in here): a gentlemen's game. One of those apples would be a club manager that tends to use offensive and discriminatory speech (particularly racist) against everyone in the sports field, who has many times been sanctioned but never forbidden to come back and keep on setting a bad example (namely of impunity) to all that play and follow rugby.

Plus, recalls the names of some female referees, one of them having left the position as a consequence of much pressure and offenses, and an all homosexual rugby club that has existed in Portugal, highlighting the reality in which being a sports man and an homosexual in sports in Portugal (even though, in general, in rugby it's usually easier) is better to be hidden.

**PORTUGAL – STORY 11**
**A. REFERRED TO A SPECIFIC EVENT**
**1) Role of the Interviewed:**
☐ coach    ☐ manager    ☐ player    ☒ supporter    ☐ parents    ☐ official    ☐ other .....

**2) Age:** 19

**3) Gender:** ☒ male    ☐ female

**4) Nationality:** Portuguese

**5) Historical period collocation of Hate Speech :** about 3 years ago

**6) Sport in which you witnessed hate speech:** ☒ football    ☐ handball    ☐ volleyball    ☐ other....

**7) Communication of hate-speech:** ☒ face-to-face    ☐ general circulation

**8) Location/Platform of the hate-speech occurred:**
☐ field of play    ☒ grandstand    ☐ online/web    ☐ social media/chat    ☐ press    ☐ public communication    ☐ other .....

**B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE**

(Researcher summarizes the Interview by addressing each topic)

<b>1. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?</b> <b>a. Who was the hate speaker :</b> (gender : <input checked="" type="checkbox"/> male <input type="checkbox"/> female) <input type="checkbox"/> player (peer) <input type="checkbox"/> player (senior) <input type="checkbox"/> coach/officials <input checked="" type="checkbox"/> fans <input type="checkbox"/> manager <input type="checkbox"/> other ..... <b>b. Who was the victim :</b> (gender : <input checked="" type="checkbox"/> male <input type="checkbox"/> female) <input type="checkbox"/> me <input checked="" type="checkbox"/> third person <input type="checkbox"/> group of people <b>c. What was the role of the victim :</b> <input type="checkbox"/> coach <input type="checkbox"/> manager <input checked="" type="checkbox"/> player <input type="checkbox"/> supporter <input type="checkbox"/> parents <input type="checkbox"/> official <input type="checkbox"/> other .....
<b>2. Which was the target of hate speech have you detected?</b> <input checked="" type="checkbox"/> race/ethnicity <input type="checkbox"/> sex/gender identity <input type="checkbox"/> social class <input type="checkbox"/> religion <input type="checkbox"/> political view <input type="checkbox"/> physical (dis)ability <input type="checkbox"/> color <input type="checkbox"/> age <input checked="" type="checkbox"/> other: (supposed) nationality
<b>3. Type of hate speech discourse/behavior?</b> <input checked="" type="checkbox"/> swearing/insulting (i.e. any discourse containing swear or insulting discourse) <input checked="" type="checkbox"/> exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event) <input checked="" type="checkbox"/> enmity/hostile (i.e. any hostile expression about a person or group) <input checked="" type="checkbox"/> symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)
<b>4. Possible cultural references. The interviewer has to take note of:</b> <b>a.</b> Specific statements (to be reported): "Rice eater, rag-eyed, go back to your country!" (If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...): disdain and sarcasm (If the case) Pauses/silence: For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted ..... <b>b. Non-verbal (to be reported) :</b> <input type="checkbox"/> hand gestures <input type="checkbox"/> other gestures <input type="checkbox"/> kick <input type="checkbox"/> spit <input type="checkbox"/> push <input type="checkbox"/> face expressions <input type="checkbox"/> sounds <input type="checkbox"/> support of objects <input type="checkbox"/> reference to posture/distance <input type="checkbox"/> reference to clothes/uniforms <input type="checkbox"/> other ..... To Specify.....

For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.

**c. Specific (explicit or implicit) references to values:**

- ☐ family ☐ religion ☐ hierarchy ☐ sex/sexual orientation ☐ freedom  
☐ honesty/fair play ☐ time ☐ space ☒ other: performance, physical characteristics

For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.

**5. Coping with the situation:**

- Have you tried to cope with this situation? No.
- What would have been possible to do? Talking to the hate speaker.
- What have you done? Nothing.
- If you decided or you couldn't do anything: explain why. Nobody did, maybe because it stopped right there.
- Have you involved other people/organizations? Who? No.

**6. Which were the impact and consequences of this case of hate speech on your job?**

Impact: Thinking about what I'd do if I was on the field and it happened with one of my colleagues: I'd talk to the person, if it wouldn't have solved it, with the coach, the referee, an elder, someone with more responsibility.

Consequences: Regarding my own attitude, more attention to this kind of situation, maybe.

**7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:**

- ☐ discriminate ☒ distress ☐ put fear/threat ☐ humiliation/vilification/denigration  
☐ physical damage  
☐ negative stereotyping ☐ provoke violent/ offensive behavior ☒ supporting his own team, even though not correctly

**8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:**

- ☐ self-presentation/visibility ☐ a trigger event/news ☐ getting benefit  
☐ gain appreciation from a specific community ☐ personal traits (narcissism, psychoticism, aggression...)

x other: closed mindset, bad manners, having learnt that at home and probably thinking it wasn't any incorrect

**9. End of the story.**

- What have you learned from this personal experience? It made clearer to me that supporting a cause never justifies acts of vilification.
- What would you say to people who are living similar situations? Saying "do not mind it" it's very easy, doing is not so, but remember that there will always be people that don't appreciate you, but there are many more others that do, and that's what matters the most.

**10. What is your opinion on required Skills to manage/counter hate speech?**

- Did you feel you had the skills to manage this kind of situations? Not really.
- Which was the most difficult part of it? Facing an elder.
- Have you had any form of support? In this specific situation no, but if needed I believe I can trust my coach, the management team...
- In case of PROFESSIONALS (coaches, manager...):

Courses attended:.....

Which subjects would be interesting/useful for you?.....

**C. REFERRED TO A MORE GENERAL IDEA**

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

#### **-PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:**

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)
As for as I see, competition in elite team sports
2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?
The will to support the team and not having a clear consciousness about how wrong it is to use such tools to do it.

#### **-MAIN ACTORS:**

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)
Probably more from supporters. Have never seen it coming from an athlete.
4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)
Anyone is capable of doing it as long as their raised to believe is not wrong to do so, I guess. n the only case I've witnessed, it was a 50/60 years old man... someone who probably learnt that it wasn't a big deal to say such things.
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?
I believe they do it as a way to support their team by disorienting the adversary. In this case he succeeded.

#### **-TARGET GROUPS, TRENDS:**

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
I believe the focus is on race and nationality, mainly.
7. Has this changed over the last few years?
Not that I've noticed, no, but at least now there are more campaigns promoting respect.
8. In your experience, what are the trends and changes in hate speech discourse over the last few years?
I only had contact with that type of speech that once, so, in what comes to my experience, it has diminished, but it's noticeable that all over the world it keeps on happening, not only in sports but everywhere, hence the BLM movement's existence.

#### **-RECOMMENDATIONS:**

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?
Training for sportsmen so that they'll be an example, creating rules to stop the match when there is a negative influence from the outside to highlight the responsibility of the attacker on his actions, positive communication on media, using posters displaying rights on the stadium might help as well.

#### **-OBSERVATIONS:**



10. Any observations/impressions of the interviewer:

E practiced track and field for 3 years and 5 years ago started playing football as a federate athlete for the local sports club.

About 3 years ago, watching a match of the senior local team against another (minor league) team, he witnessed as an apparently Asian player of the adversary team was attacked verbally by a supporter of the local team, a man of around 50/60 years old.

The attacked player acted visibly disturbed and ended up leaving the match a bit later, even though our interviewee is not sure whether it was for that specific reason. E was also disturbed personally, thinking how he'd react had he been playing on that moment. Neither him nor anyone around had any reaction at that point though, both because the verbal attacks were brief and because the man was an elderly, someone one supposes should already be responsible and conscious about his own words/actions and their effects.

On the pitch or among sports people in general he says never to have witnessed anything like it.



**PORTUGAL – STORY 12**
**A. REFERRED TO A SPECIFIC EVENT**
**1) Role of the Interviewed:**

☒ coach
 ☐ manager
 ☒ player
 ☐ supporter
 ☐ parents
 ☐ official
 ☐ other .....

**2) Age:** 28

**3) Gender:** ☐ male ☒ female

**4) Nationality:** Portuguese

**5) Historical period collocation of Hate Speech :** since around 10 years ago

**6) Sport in which you witnessed hate speech:** ☐ football ☒ handball ☒ volleyball ☐ other....

**7) Communication of hate-speech:** ☒ face-to-face ☐ general circulation

**8) Location/Platform of the hate-speech occurred:**

☐ field of play
 ☒ grandstand
 ☐ online/web
 ☐ social media/chat
 ☐ press
 ☐ public communication
 ☐ other .....

**B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE**

(Researcher summarizes the Interview by addressing each topic)

<p><b>1. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?</b></p> <p><b>a. Who was the hate speaker:</b> (gender : <input checked="" type="checkbox"/> male <input type="checkbox"/> female)</p> <p> <input type="checkbox"/> player (peer)         <input type="checkbox"/> player (senior)         <input type="checkbox"/> coach/officials         <input checked="" type="checkbox"/> fans         <input type="checkbox"/> manager         <input type="checkbox"/> other .....       </p> <p><b>b. Who was the victim:</b> (gender : <input type="checkbox"/> male <input checked="" type="checkbox"/> female)</p> <p> <input type="checkbox"/> me         <input checked="" type="checkbox"/> third person         <input type="checkbox"/> group of people       </p> <p><b>c. What was the role of the victim:</b></p> <p> <input type="checkbox"/> coach         <input type="checkbox"/> manager         <input checked="" type="checkbox"/> player         <input type="checkbox"/> supporter         <input type="checkbox"/> parents         <input checked="" type="checkbox"/> official         <input type="checkbox"/> other .....       </p>
<p><b>2. Which was the target of hate speech have you detected?</b></p> <p> <input checked="" type="checkbox"/> race/ethnicity         <input type="checkbox"/> sex/gender identity         <input type="checkbox"/> social class         <input type="checkbox"/> religion         <input type="checkbox"/> political view         <input type="checkbox"/> physical (dis)ability         <input checked="" type="checkbox"/> color         <input type="checkbox"/> age         <input type="checkbox"/> other .....       </p>
<p><b>3. Type of hate speech discourse/behavior?</b></p> <p> <input checked="" type="checkbox"/> swearing/insulting (i.e. any discourse containing swear or insulting discourse)         <input type="checkbox"/> exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)         <input type="checkbox"/> enmity/hostile (i.e. any hostile expression about a person or group)         <input checked="" type="checkbox"/> symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)       </p>
<p><b>4. Possible cultural references. The interviewer has to take note of:</b></p> <p><b>a.</b> Specific statements (to be reported): "F***ing nigger, you don't play sh**! Monkey!"</p> <p>(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...): aggressiveness, disdain</p> <p>(If the case) Pauses/silence:</p> <p>For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted</p> <p>.....</p> <p><b>b. Non-verbal (to be reported) :</b></p> <p> <input type="checkbox"/> hand gestures         <input type="checkbox"/> other gestures         <input type="checkbox"/> kick         <input type="checkbox"/> spit         <input type="checkbox"/> push         <input type="checkbox"/> face expressions         <input type="checkbox"/> sounds         <input type="checkbox"/> support of objects         <input type="checkbox"/> reference to posture/distance         <input type="checkbox"/> reference to clothes/uniforms         <input type="checkbox"/> other .....       </p> <p>To Specify.....</p> <p>For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.</p>

<p><b>c. Specific (explicit or implicit) references to values:</b></p> <p> <input type="checkbox"/> family           <input type="checkbox"/> religion           <input type="checkbox"/> hierarchy           <input type="checkbox"/> sex/sexual orientation           <input type="checkbox"/> freedom         </p> <p> <input type="checkbox"/> honesty/fair play           <input type="checkbox"/> time           <input type="checkbox"/> space           <input checked="" type="checkbox"/> other: performance, physical characteristics         </p> <p>For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.</p>
<p><b>5. Coping with the situation:</b></p> <p>a. Have you tried to cope with this situation? Yes.</p> <p>b. What would have been possible to do? My team captain talked with the attackers and managed to shut them up.</p> <p>c. What have you done? As a volleyball athlete, I told my adversaries to calm down and ignore the commentaries. As a handball athlete and a volleyball coach, no.</p> <p>d. If you decided or you couldn't do anything: explain why. On the handball field, I couldn't do anything, because I was about to enter my match and the racist comments about the referee were on the neighboring pitch, not on mine.</p> <p>As a coach, I've never witnessed hate speech specifically, but heard of situations in which couldn't really intervene.</p> <p>e. Have you involved other people/organizations? Who? No.</p>
<p><b>6. Which were the impact and consequences of this case of hate speech on your job?</b></p> <p>Impact: As an athlete, it made me more attentive and sure that if ever I was going to be a coach, I wouldn't let that happen on my team.</p> <p>Consequences: Became a coach, so far didn't have to deal with any situation of this type.</p>
<p><b>7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:</b></p> <p> <input type="checkbox"/> discriminate           <input checked="" type="checkbox"/> distress           <input type="checkbox"/> put fear/threat           <input checked="" type="checkbox"/> humiliation/vilification/denigration         </p> <p> <input type="checkbox"/> physical damage           <input type="checkbox"/> negative stereotyping           <input type="checkbox"/> provoke violent/ offensive behavior           <input type="checkbox"/> other.....         </p>
<p><b>8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:</b></p> <p> <input type="checkbox"/> self-presentation/visibility           <input type="checkbox"/> a trigger event/news           <input type="checkbox"/> getting benefit         </p> <p> <input type="checkbox"/> gain appreciation from a specific community           <input checked="" type="checkbox"/> personal traits (narcissism, psychoticism, aggression...)         </p> <p>x other: frustration about their own kid's performance</p>
<p><b>9. End of the story.</b></p> <p>a. What have you learned from this personal experience? That things need to be talked over. My coach would just ignore it as long as wasn't about his team, but he should have said that if ever one of us would have done that, there would be consequences.</p> <p>b. What would you say to people who are living similar situations? I haven't lived it so I can't know what it is, but don't shut up, don't isolate, talk to whomever you think you must. The coach must be a reference, if not, reach to the assistant coach. If you're a coach, make sure to talk with your team about these realities, to raise awareness about it. If you know a player who has already been there to talk with the kids about it, in case one of them is mistreated, bring that person on to help them overcome it. If it happens at school, talk to some responsible person.</p>
<p><b>10. What is your opinion on required Skills to manage/counter hate speech?</b></p> <p>a. Did you feel you had the skills to manage this kind of situations? Kind of.</p> <p>b. Which was the most difficult part of it? That sometimes we're talking about kids.</p> <p>c. Have you had any form of support? No.</p> <p>d. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management? Yes.</p>

Courses attended: in the coaches training we have psychology and conflict management training  
Which subjects would be interesting/useful for you? Feedbacks from people who have been through it and how did they cope

**C. REFERRED TO A MORE GENERAL IDEA** Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

**-PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:**

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)
Elite competition.
2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?
In the case of parents, the fact that their kids are not performing as they'd wish them to.

**-MAIN ACTORS:**

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)
Mostly, parents.
4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)
Worse when people are very involved in the sport (where I play, everybody has done it so they tend to be much more "hands on" everything that happens on the field, living it to the fullest) or supporting a "big" club.
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?
To express their frustration and get adversaries / referees to feel the same. Sometimes yes, but mostly when you're playing, you don't even hear what's happening out of the field.

**-TARGET GROUPS, TRENDS:**

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
In volleyball, since it's a very "feminine" sport (in Portugal), there's not much difference in terms of gender or sexuality. I believe the comments are mostly racist.
7. Has this changed over the last few years?
I believe what mostly changed was the answer given, because when I used to play we were much more quiet, nowadays people speak out a lot more, and that's good. I feel more prepared to handle any possible situation too.
8. In your experience, what are the trends and changes in hate speech discourse over the last few years?
When I played there weren't that many people from other origins, at least not playing where I did. Now there are, so maybe there is an increment on that specific focus. My point of view changed, from athlete to coach, and that's the main change for me. In any case, it's still mostly from people watching.

**-RECOMMENDATIONS:**

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?
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An athlete mirrors its coach and also its parents. We can't control what their parents teach them, but it's up to us to show them that there are more important things than a match, that it is important to admit their mistakes, to respect others. Sports exist to make better what may be needing intervention.

#### **-OBSERVATIONS:**

##### **10. Any observations/impressions of the interviewer:**

F started playing volleyball at the age of 13/14 (at her seaside hometown where it is a popular sport), up until she was 20. Then studied Sports in faculty, where she practiced handball, and has been a volleyball coach (6 to 12) for about 10 years.

In whatever position, she notices that "the worse comes from the outside", highlighting the fact that she never had any issue with any of her athletes, even though sometimes the parents tend to try to destabilize. As a coach she focuses mostly on the work with her pupils, as an athlete she refers two specific situations: one in which she was playing volleyball on the field and someone threw some ugly words towards an adversary; another one in which she was entering a handball match and on a neighbouring field the audience was attacking an African rooted referee. In the first case, as she was always told to do by her coach, she talked to the fellow player, trying to calm her down, while her captain asked the referee to go talk to the audience and told them to shut up (which they did), for which the adversary thanked her. In the second, she had no possibility to intervene and doesn't really know if the situation escalated to something else.

## PORTUGAL – STORY 13

### A. REFERRED TO A SPECIFIC EVENT

#### 1) Role of the Interviewed:

☐ coach ☐ manager ☒ player ☐ supporter ☐ parents ☐ official ☐ other .....

2) Age: 21

3) Gender: ☐ male ☒ female

4) Nationality: Portuguese

5) Historical period collocation of Hate Speech :

6) Sport in which you witnessed hate speech: ☒ football ☐ handball ☐ volleyball ☐ other....

7) Communication of hate-speech: ☒ face-to-face ☐ general circulation

#### 8) Location/Platform of the hate-speech occurred:

☐ field of play ☒ grandstand ☐ online/web ☐ social media/chat ☐ press ☐ public communication ☐ other .....

### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

<p><b>2. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?</b></p> <p><b>a. Who was the hate speaker:</b> (gender : <input checked="" type="checkbox"/> male <input type="checkbox"/> female)</p> <p><input type="checkbox"/> player (peer) <input type="checkbox"/> player (senior) <input type="checkbox"/> coach/officials <input checked="" type="checkbox"/> fans <input type="checkbox"/> manager <input type="checkbox"/> other .....</p> <p><b>b. Who was the victim:</b> (gender : <input type="checkbox"/> male <input checked="" type="checkbox"/> female)</p> <p><input checked="" type="checkbox"/> me <input type="checkbox"/> third person <input type="checkbox"/> group of people</p> <p><b>c. What was the role of the victim:</b></p> <p><input type="checkbox"/> coach <input type="checkbox"/> manager <input checked="" type="checkbox"/> player <input type="checkbox"/> supporter <input type="checkbox"/> parents <input checked="" type="checkbox"/> official: referee <input type="checkbox"/> other .....</p>
<p><b>2. Which was the target of hate speech have you detected?</b></p> <p><input type="checkbox"/> race/ethnicity <input checked="" type="checkbox"/> sex/gender identity <input type="checkbox"/> social class <input type="checkbox"/> religion <input type="checkbox"/> political view</p> <p><input type="checkbox"/> physical (dis)ability <input type="checkbox"/> color <input type="checkbox"/> age <input type="checkbox"/> other .....</p>
<p><b>3. Type of hate speech discourse/behavior:</b></p> <p><input type="checkbox"/> swearing/insulting (i.e. any discourse containing swear or insulting discourse)</p> <p><input type="checkbox"/> exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)</p> <p><input type="checkbox"/> enmity/hostile (i.e. any hostile expression about a person or group)</p> <p><input checked="" type="checkbox"/> symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)</p>
<p><b>7. Possible cultural references. The interviewer has to take note of:</b></p> <p>d. Specific statements (to be reported): "Get the girl out of there! What is she doing on the field?" /</p> <p>"Of course she's a woman: she doesn't know the rules! Bring a man for once, what are they doing here?"</p> <p>(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...):</p> <p>(If the case) Pauses/silence:</p> <p>For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted</p> <p><b>e. Non-verbal (to be reported) :</b></p> <p><input type="checkbox"/> hand gestures <input type="checkbox"/> other gestures <input type="checkbox"/> kick <input type="checkbox"/> spit <input type="checkbox"/> push <input type="checkbox"/> face expressions <input type="checkbox"/> sounds</p>

<input type="checkbox"/> support of objects <input type="checkbox"/> reference to posture/distance <input type="checkbox"/> reference to clothes/uniforms <input type="checkbox"/> other ..... To Specify..... For the interviewer: please explain/clarify, in case, the meaning of the gesture/expressions/sound etc. in the culture of reference, should it be culturally connoted.
<b>f. Specific (explicit or implicit) references to values:</b> <input type="checkbox"/> family <input type="checkbox"/> religion <input type="checkbox"/> hierarchy <input checked="" type="checkbox"/> sex/sexual orientation <input type="checkbox"/> freedom <input type="checkbox"/> honesty/fair play <input type="checkbox"/> time <input type="checkbox"/> space <input type="checkbox"/> other ..... For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.
<b>8. Coping with the situation:</b> a. Have you tried to cope with this situation? Regarding the first comment, aimed at me, it usually only gave me more strength to stay in and make them regret what they had said. That was always my motto: "You'll see!" That's what my coaches always told me when I played with the boys: "if someone says something, prove them they should keep quiet" and that's what I did, I answered them with goals. Once, on a choir international exchange, a football tournament was organized. Of course it was for the boys, but I wanted to be in. The ones who didn't know me didn't want a girl to play with them, so I was to find girls to do a tournament of our own (in the middle of the woods, while they had all the conditions), but I asked the adults and, since it wasn't a real thing, they let me in. I ended up being the best scorer in the tournament, and in the end the ones who mocked me came to me apologizing and congratulating me. I've been "the football girl" for them ever since. b. What would have been possible to do? I could have let it sink in, and make me feel bad about myself, but I was lucky enough to have people supporting me all the way, in my family, in my team, and that made me grow up in the game, and feel stronger. c. What have you done? As for the case of the female referee, it was one of those that doesn't make it easy on anyone, not even me, a girl among boys, and I love that! I was really appreciating the job she was doing, but some parents started criticizing, and making some really bothering comments about the place of women in sports and how unfair her choices were. When the match was finished approached them and told them: "how unfair is it for you, now?" I needed them to see that they were not just dealing with a grown up women who could fend for herself, they were also affecting me, a girl who was still in the learning process. My coach took me away, otherwise I would keep on... d. If you decided or you couldn't do anything: explain why e. Have you involved other people/organizations? Who? No.
<b>9. Which were the impact and consequences of this case of hate speech on your job?</b> Impact: when it comes to me, it only gives me more strength to get my job done the best way possible. Consequences: making more goals
<b>7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:</b> <input checked="" type="checkbox"/> discriminate <input checked="" type="checkbox"/> distress <input type="checkbox"/> put fear/threat <input type="checkbox"/> humiliation/vilification/denigration <input type="checkbox"/> physical damage <input checked="" type="checkbox"/> negative stereotyping <input type="checkbox"/> provoke violent/ offensive behavior <input type="checkbox"/> other.....
<b>8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:</b> <input type="checkbox"/> self-presentation/visibility <input checked="" type="checkbox"/> a trigger event/news <input type="checkbox"/> getting benefit

<input type="checkbox"/> gain appreciation from a specific community <input type="checkbox"/> personal traits (narcissism, psychoticism, aggression...) x other: closed mindedness, having learnt that way and thinking it's ok
<b>9. End of the story.</b> a. What have you learned from this personal experience? b. What would you say to people who are living similar situations?
<b>10. What is your opinion on required Skills to manage/counter hate speech?</b> a. Did you feel you had the skills to manage this kind of situations? Yes. b. Which was the most difficult part of it? The worst part is to deal with comments all the time, also outside the pitch. Having people asking me if I'm a lesbian or boys telling me they couldn't possibly be interested in me because I play football, because according to them, if you do it you become more masculine and may become a lesbian... Or stupid comments such as: "who's the boy?" If you're feeling down, that kind of comment may bring you even more under. Even though that kind of thing doesn't really happen inside the field, when playing with women, since there are indeed many LGBT members in women's football – there's no such thing as "man's football"! – and people who watch the matches are usually there because they know someone, so usually no one will make comments that may hurt people they know and care about. c. Have you had any form of support? Always, from my coaches and family. d. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management? Courses attended:..... Which subjects would be interesting/useful for you?.....

**C. REFERRED TO A MORE GENERAL IDEA** Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

**-PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:**

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)
From my experience I'd say it's worse with youth, in whatever context.
2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?
I think they do it out of frustration, with their lives in general, with their sons in particular, especially when a girl can play better than them... It might be their way to steam off but I don't think it doesn't justify anything.

**-MAIN ACTORS:**

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)
From my experience, parents.
4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)
I'm not sure there is a general definition...
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?



I don't think they're trying to reach anyone in particular, and usually we learn not to pay attention to comments that are clearly smaller minded than what our work deserves, but sometimes it's really bothering.

#### -TARGET GROUPS, TRENDS:

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc.?)

LGBT, women, black skinned people: basically, everyone who is not a white heterosexual man.

7. Has this changed over the last few years?

I believe this close minded mentality is changing, little by little.

8. In your experience, what are the trends and changes in hate speech discourse over the last few years?

I think the target groups above mentioned are getting more into the spotlight.

#### -RECOMMENDATIONS:

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?

If you don't feel respected wherever you are, change. If it's in the club where you're playing, look for another one. Check out the coach and the values in other places and go where they're more aligned with yours.

It all starts with the football school, with the people working on the field. The situations should not be fed but instead punished: if a kid does something wrong during a practice he needs to do push-ups, if he makes an offensive comment, the punishment should be clear too; if a coach is rude towards a referee he/she may be expelled from the bench, the same should happen to a parent/supporter who behaves badly towards anyone on the field, especially when we're talking about youth sports, it's absolutely necessary to set examples from an early age, for them to understand there are consequences.

#### -OBSERVATIONS:

10. Any observations/impressions of the interviewer:

D's sports path started when she was only 6 years old. She tried football, hockey, tennis, artistic gymnastics, but ended up going back to her first love, having played football (with some off periods) from 6 to 20 years old, becoming a federated athlete. Until she was about 12 years old, she played in mixed teams, in which, for most of the time, she was actually the only girl playing. Soon she's get the respect (and protection) of her team mates and also their parents. Comments about being a girl amidst boys in a sport that is predominantly "masculine" would be a constant during that period, though. She'd never stay silent, though, and even when playing in all girls teams, years later, she'd still stand for what she believes in. Once, she reveals, her coach referred to an adversary telling the team to be "careful with the gipsy". As she notices, "it wasn't about the fact that the girl was gipsy, it was about things she had done before, but still, there was no need to mention it, he could have used her name or number, so I went to him and told him to be careful with those comments, he understood, said he was sorry, and never did that again".





## O1 - D1.1 STORIES from SERBIA

Stories Collected By: GENTLEMAN

## SERBIA – STORY 1

### A. REFERRED TO A SPECIFIC EVENT

#### 1) Role of the Interviewed:

☐ coach      ☐ manager   ☐ player   ☐ supporter   ☐ parents   ☒ official   ☐ other

2) Age: 23

3) Gender: ☐ male      ☒ female

4) Nationality: Serbian

5) Historical period collocation of the hate speech : in the last 5 years

6) Sport in which you witnessed hate speech: ☒ football      ☐ handball      ☐ volleyball   ☐ other....

7) Communication of hate-speech: ☒ face-to-face   ☐ general circulation

#### 8) Location/Platform of the hate-speech occurred:

☒ field of play      ☐ grandstand      ☐ online/web      ☐ social media/chat

☐ press      ☐ public communication      ☐ other .....

### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

#### 17. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

a. Who was the hate speaker : (gender : ☒ male      ☐ female)

☐ player (peer)      ☐ player (senior)      ☐ coach/officials      ☒ fans

☐ manager      ☐ other .....

b. Who was the victim : (gender : ☐ male      ☒ female)

☒ me      ☐ third person      ☐ group of people

c. What was the role of the victim :

☐ coach      ☐ manager   ☐ player   ☒ supporter   ☐ parents   ☐ official

☐ other .....

#### 2. Which was the target of hate speech have you detected?

☐ race/ethnicity   ☒ sex/gender identity      ☐ social class   ☐ religion      ☐ political view

☐ physical (dis)ability   ☐ colour      ☐ age   ☐ other .....

#### 3. Type of hate speech discourse/behavior?:

☒ swearing/insulting (i.e. any discourse containing swear or insulting discourse)

x exaggeration/distortion (i.e. **negative generalization targeting** a community based on a specific individual or an event)

x enmity/hostile (i.e. any hostile expression about a person or group)

x symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)

**37. Possible cultural references. The interviewer has to take note of:**

bbb. Specific statements (to be reported): "I will rape you in all three holes even when you die"

(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...):

(If the case) Pauses/silence:

For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted

.....

**ccc. Non-verbal (to be reported) :**

x hand gestures    ☐ other gestures    ☐ kick    ☐ spit    ☐ push    ☐ face expressions    ☐ sounds

☐ support of objects    x reference to posture/distance    ☐ reference to clothes/uniforms    ☐  
other .....

To Specify.....

For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.

.....

**ddd. Specific (explicit or implicit) references to values:**

☐ family    ☐ religion    ☐ hierarchy    x sex/sexual orientation    ☐ freedom

☐ honesty/fair play    ☐ time    ☐ space    ☐ other .....

For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.

.....

**38. Coping with the situation:**

oo. Have you tried to cope with this situation? - Yes

pp. What would have been possible to do? - To ignore the whole situation

qq. What have you done? – Nothing

rr. If you decided or you couldn't do anything: explain why. - Because I was an official

ss. Have you involved other people/organizations? Who? - No

**39. Which were the impact and consequences of this case of hate speech on your job?**

Impact: My feelings were hurt

Consequences: No consequences

**7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:**

<input type="checkbox"/> discriminate	<input type="checkbox"/> distress	<input checked="" type="checkbox"/> put fear/threat	<input checked="" type="checkbox"/> humiliation/vilification/denigration
<input type="checkbox"/> physical damage	<input checked="" type="checkbox"/> negative stereotyping	<input checked="" type="checkbox"/> provoke violent/ offensive behavior	
<input type="checkbox"/> other.....			

**8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:**

☐ self-presentation/visibility    ☐ a trigger event/news    ☐ getting benefit

☐ gain appreciation from a specific community    ☒ personal traits (narcissism, psychoticism, aggression...)

☐ other .....

**9. End of the story.**

m. What have you learned from this personal experience? –To show restraint in the situation.

n. What would you say to people who are living similar situations? – To stay strong, nothing is impossible to overcome

**10. What is your opinion on required Skills to manage/counter hate speech?**

y. Did you feel you had the skills to manage this kind of situations? –Yes.

z. Which was the most difficult part of it? – The scene itself .

aa. Have you had any form of support? – Yes I had.

bb. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?

Courses attended:.....

Which subjects would be interesting/useful for you?.....

### C. REFERRED TO A MORE GENERAL IDEA

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

#### -PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)
individual/team sports
2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?
Yes, if there was injustice present in previous situations.

#### -MAIN ACTORS:

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)
---

Parents and supporters
4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)
Men 50-60 years of age (middle aged)
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?
Ones they don't like in some way. Usually they are unsuccessful.

#### -TARGET GROUPS, TRENDS :

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
Men and girls 18-35 years old.
7. Has this changed over the last few years?
No
8. In your experience, what are the trends and changes in hate speech discourse over the last few years?
More violence is expressed now.

#### -RECOMMENDATIONS :

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?
Education of the young and punitive sanctions toward the older individuals.

#### -OBSERVATIONS :

10. Any observations/impressions of the interviewer:
Maria is a football referee in amateur leagues. Since she is one of the few women referees, she constantly suffers from hate speech on a sexual basis. At every game, her fans throw all kinds of insults and even threats at her.

## SERBIA – STORY 2

### A. REFERRED TO A SPECIFIC EVENT

#### 1) Role of the Interviewed:

☐ coach
 ☐ manager
 ☒ player
 ☐ supporter
 ☐ parents
 ☐ official
 ☐ other

2) Age: 18

3) Gender: ☒ male ☐ female

4) Nationality: Serbian

5) Historical period collocation of Hate Speech : 2 years ago (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☐ football ☒ handball ☐ volleyball ☐ other....

7) Communication of hate-speech: ☒ face-to-face ☐ general circulation

#### 8) Location/Platform of the hate-speech occurred:

☐ field of play
 ☐ grandstand
 ☐ online/web
 ☐ social media/chat

☐ press
 ☐ public communication
 ☒ other locker room

### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

#### 18. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

a. Who was the hate speaker : (gender : ☒ male ☐ female)

☐ player (peer)
 ☐ player (senior)
 ☒ coach/officials
 ☐ fans

☐ manager
 ☐ other .....

b. Who was the victim : (gender : ☐ male ☐ female)

☒ me
 ☐ third person
 ☐ group of people

c. What was the role of the victim :

☐ coach
 ☐ manager
 ☒ player
 ☐ supporter
 ☐ parents
 ☐ official

☐ other .....

#### 2. Which was the target of hate speech have you detected?

☐ race/ethnicity
 ☐ sex/gender identity
 ☐ social class
 ☐ religion
 ☐ political view

☐ physical (dis)ability
 ☐ colour
 ☒ age
 ☐ other .....

#### 3. Type of hate speech discourse/behavior?:

☒ swearing/insulting (i.e. any discourse containing swear or insulting discourse)

☐ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)

x enmity/hostile (i.e. any hostile expression about a person or group) <input type="checkbox"/> symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)
<b>40. Possible cultural references. The interviewer has to take note of:</b> eee.            Specific statements (to be reported): " I 'il break your arms and legs so you' il never play again." (If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...): (If the case) Pauses/silence: For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted .....  <b>fff. Non-verbal (to be reported) :</b> <input type="checkbox"/> hand gestures <input type="checkbox"/> other gestures    x kick <input type="checkbox"/> spit    x push <input type="checkbox"/> face expressions <input type="checkbox"/> sounds <input type="checkbox"/> support of objects <input type="checkbox"/> reference to posture/distance <input type="checkbox"/> reference to clothes/uniforms <input type="checkbox"/> other .....  To Specify – He was kicking me and hitting with his hands.  For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted. ..... <b>ggg.    Specific (explicit or implicit) references to values:</b> x family <input type="checkbox"/> religion <input type="checkbox"/> hierarchy <input type="checkbox"/> sex/sexual orientation            x freedom <input type="checkbox"/> honesty/fair play <input type="checkbox"/> time <input type="checkbox"/> space <input type="checkbox"/> other .....  For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted. .....
<b>41. Coping with the situation:</b> tt. Have you tried to cope with this situation? – Yes uu. What would have been possible to do? - Nothing vv. What have you done? – I reported the incident ww. If you decided or you couldn't do anything: explain why xx. Have you involved other people/organizations? Who? – The club, my parents, police,
<b>42. Which were the impact and consequences of this case of hate speech on your job?</b> Impact: I didn't feel safe in the club. Consequences: I had to change the club.
<b>7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:</b> <input type="checkbox"/> discriminate            x distress            x put fear/threat            x humiliation/vilification/denigration x physical damage <input type="checkbox"/> negative stereotyping            x provoke violent/ offensive behavior

<input type="checkbox"/> other.....
<b>8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:</b> <input type="checkbox"/> self-presentation/visibility <input type="checkbox"/> a trigger event/news <input type="checkbox"/> getting benefit <input type="checkbox"/> gain appreciation from a specific community x personal traits (narcissism, psychoticism, aggression...) <input type="checkbox"/> other .....
<b>9. End of the story.</b> <p>o. What have you learned from this personal experience? – Coaches and sport officials have to undertake medical examinations like sportsmen.</p> <p>p. What would you say to people who are living similar situations? Stay strong report all unpleasant situations.</p>

<b>10. What is your opinion on required Skills to manage/counter hate speech?</b> <p>cc. Did you feel you had the skills to manage this kind of situations? – No</p> <p>dd. Which was the most difficult part of it? – Feeling of helplessness and loneliness.</p> <p>ee. Have you had any form of support? – No</p> <p>ff. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?</p> <p>Courses attended:.....</p> <p>Which subjects would be interesting/useful for you?.....</p>
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### C. REFERRED TO A MORE GENERAL IDEA

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

#### -PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)
Youth/elite sports
2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?
Events, position loosing, bad performance.

#### -MAIN ACTORS:

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)
---



Coaches, parents, fans.
4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)
Both genders, all ages.
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?
Those who are subordinate to them. They are partially successful.

#### -TARGET GROUPS, TRENDS :

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
Usually young people of both genders.
7. Has this changed over the last few years?
It is becoming even worst
8. In your experience, what are the trends and changes in hate speech discourse over the last few years?
School education

#### -RECOMMENDATIONS :

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?

#### -OBSERVATIONS :

10. Any observations/impressions of the interviewer:
Milos was beaten by the coach in the locker room after the game. Because of that, he had to leave the club. He reported the bully but there was no reaction to the report because someone powerful was behind the club / coach.

### SERBIA – STORY 3

#### A. REFERRED TO A SPECIFIC EVENT

##### 1) Role of the Interviewed:

☐ coach
 ☐ manager
 ☐ player
 ☐ supporter
 ☐ parents
 ☒ official
 ☐ other

2) Age: 21

3) Gender: ☐ male ☒ female

4) Nationality: Serbian

5) Historical period collocation of Hate Speech : 5 years ago (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☐ football ☐ handball ☐ volleyball ☒ other....

7) Communication of hate-speech: ☒ face-to-face ☐ general circulation

##### 8) Location/Platform of the hate-speech occurred:

☒ field of play
 ☐ grandstand
 ☐ online/web
 ☐ social media/chat

☐ press
 ☐ public communication
 ☐ other .....

#### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

##### 19. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

a. Who was the hate speaker : (gender : ☐ male ☒ female)

☐ player (peer)
 ☐ player (senior)
 ☐ coach/officials
 ☒ fans

☐ manager
 ☐ other .....

b. Who was the victim : (gender : ☐ male ☐ female)

☒ me
 ☐ third person
 ☐ group of people

c. What was the role of the victim :

☐ coach
 ☐ manager
 ☒ player
 ☐ supporter
 ☐ parents
 ☐ official

☐ other .....

##### 2. Which was the target of hate speech have you detected?

☐ race/ethnicity
 ☐ sex/gender identity
 ☒ social class
 ☐ religion
 ☐ political view

☐ physical (dis)ability
 ☐ colour
 ☐ age
 ☐ other .....

##### 3. Type of hate speech discourse/behavior?:

☒ swearing/insulting (i.e. any discourse containing swear or insulting discourse)

☐ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)

☐ enmity/hostile (i.e. any hostile expression about a person or group)

x symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)

**43. Possible cultural references. The interviewer has to take note of:**

hhh. Specific statements (to be reported):" I can buy all of you poor people. You don't belong in sports. "

(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...):

(If the case) Pauses/silence:

For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted

.....

**iii. Non-verbal (to be reported) :**

x hand gestures ☐ other gestures ☐ kick ☐ spit ☐ push x face expressions ☐ sounds

☐ support of objects ☐ reference to posture/distance x reference to clothes/uniforms ☐  
other .....

To Specify - The gestures showed that I was poorly dressed, that I had no looks for someone to perform this job.

For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.

.....

**jjj. Specific (explicit or implicit) references to values:**

☐ family ☐ religion x hierarchy ☐ sex/sexual orientation ☐ freedom

x honesty/fair play ☐ time ☐ space ☐ other .....

For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.

.....

**44. Coping with the situation:**

yy. Have you tried to cope with this situation? – No

zz. What would have been possible to do? – Nothing

aaa. What have you done? – Nothing

bbb. If you decided or you couldn't do anything: explain why – It was an influential person.

ccc. Have you involved other people/organizations? Who? – Yes, management of the club.

**45. Which were the impact and consequences of this case of hate speech on your job?**

Impact: None.

Consequences: I was transferred to another training group

**7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:**

<input type="checkbox"/> discriminate <input type="checkbox"/> physical damage <input type="checkbox"/> other.....	<input type="checkbox"/> distress <input checked="" type="checkbox"/> negative stereotyping	<input checked="" type="checkbox"/> put fear/threat <input checked="" type="checkbox"/> humiliation/vilification/denigration <input type="checkbox"/> provoke violent/ offensive behavior
--	--	---

**8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:**

☒ self-presentation/visibility   
 ☐ a trigger event/news   
 ☐ getting benefit  
☐ gain appreciation from a specific community   
☒ personal traits (narcissism, psychoticism, aggression...)  
☐ other .....

**9. End of the story.**

q. What have you learned from this personal experience? – The parents have most prejudices.  
 r. What would you say to people who are living similar situations? – Stay calm.

**10. What is your opinion on required Skills to manage/counter hate speech?**

gg. Did you feel you had the skills to manage this kind of situations? – No.  
 hh. Which was the most difficult part of it? – Helplessness.  
 ii. Have you had any form of support? – No.  
 jj. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?  
 Courses attended:.....  
 Which subjects would be interesting/useful for you?.....

### C. REFERRED TO A MORE GENERAL IDEA

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

#### -PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)
Training/competition
2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?
Personal benefit. Yes they can if it is personal benefit at stake.

#### -MAIN ACTORS:

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)
---

Mostly parents.
4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)
Cant generalize.
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?
All that they have interest to reach. Mostly successful.

#### -TARGET GROUPS, TRENDS :

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
Young, minors.
7. Has this changed over the last few years?
No, same over the years.
8. In your experience, what are the trends and changes in hate speech discourse over the last few years?
Violence is omnipresent.

#### -RECOMMENDATIONS :

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?
Punitive sanctions, These people should be banned from coming to sport events.

#### -OBSERVATIONS :

10. Any observations/impressions of the interviewer:

## SERBIA – STORY4

### A. REFERRED TO A SPECIFIC EVENT

#### 1) Role of the Interviewed:

☐ coach      ☐ manager    ☒ player    ☐ supporter    ☐ parents    ☐ official    ☐ other .....

2) Age: 23

3) Gender: ☒ male      ☐ female

4) Nationality: Serbian

5) Historical period collocation of Hate Speech : Few years ago (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☒ football      ☐ handball      ☐ volleyball    ☐ other....

7) Communication of hate-speech: ☒ face-to-face    ☐ general circulation

#### 8) Location/Platform of the hate-speech occurred:

☒ field of play      ☐ grandstand      ☐ online/web      ☐ social media/chat

☐ press      ☐ public communication      ☐ other .....

### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

#### 20. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

a. Who was the hate speaker : (gender : ☒ male      ☐ female)

☐ player (peer)      ☐ player (senior)      ☐ coach/officials      ☒ fans

☐ manager      ☐ other .....

b. Who was the victim : (gender : ☒ male      ☐ female)

☒ me      ☐ third person      ☐ group of people

c. What was the role of the victim :

☐ coach      ☐ manager    ☒ player    ☐ supporter    ☐ parents    ☐ official

☐ other .....

#### 2. Which was the target of hate speech have you detected?

☒ race/ethnicity    ☐ sex/gender identity    ☐ social class    ☐ religion    ☐ political view

☐ physical (dis)ability    ☐ colour      ☐ age    ☐ other .....

#### 3. Type of hate speech discourse/behavior?:

- x swearing/insulting (i.e. any discourse containing swear or insulting discourse)
- x exaggeration/distortion (i.e. **negative generalization targeting** a community based on a specific individual or an event)
- x enmity/hostile (i.e. any hostile expression about a person or group)
- x symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)

**46. Possible cultural references. The interviewer has to take note of:**

kkk. Specific statements (to be reported): "Get out of Serbia, go back to Croatia."

(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...):

(If the case) Pauses/silence:

For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted

.....

**III. Non-verbal (to be reported) :**

x hand gestures    x other gestures    x kick    x spit    x push    x face expressions    ☐ sounds

x support of objects    ☐ reference to posture/distance    ☐ reference to clothes/uniforms    ☐  
other .....

To Specify.....

For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.

.....

**mmm. Specific (explicit or implicit) references to values:**

☐ family    x religion    ☐ hierarchy    ☐ sex/sexual orientation    ☐ freedom

x honesty/fair play    ☐ time    ☐ space    ☐ other .....

For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.

.....

**47. Coping with the situation:**

ddd. Have you tried to cope with this situation? – No.

eee. What would have been possible to do? – To run away.

fff. What have you done? – I ran away.

ggg. If you decided or you couldn't do anything: explain why – There were too many perpetrators.

hhh. Have you involved other people/organizations? Who? – No.

**48. Which were the impact and consequences of this case of hate speech on your job?**

Impact: None

Consequences: Injuries, several weeks' absence from job.

**7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:**

<input checked="" type="checkbox"/> discriminate <input checked="" type="checkbox"/> physical damage <input type="checkbox"/> other.....	<input checked="" type="checkbox"/> distress <input type="checkbox"/> negative stereotyping	<input checked="" type="checkbox"/> put fear/threat <input type="checkbox"/> provoke violent/ offensive behavior	<input checked="" type="checkbox"/> humiliation/vilification/denigration
--	--	---	--

**8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:**

☐ self-presentation/visibility    ☒ a trigger event/news    ☐ getting benefit  
☒ gain appreciation from a specific community    ☒ personal traits (narcissism, psychoticism, aggression...)  
☐ other .....

**9. End of the story.**

s. What have you learned from this personal experience? - That grass-roots competitions can be very dangerous and are with low level of security.  
 t. What would you say to people who are living similar situations? – Not to provoke.

**10. What is your opinion on required Skills to manage/counter hate speech?**

kk. Did you feel you had the skills to manage this kind of situations? – No.  
 ll. Which was the most difficult part of it? – Fear.  
 mm. Have you had any form of support? – No.  
 nn. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?  
 Courses attended:.....  
 Which subjects would be interesting/useful for you?.....

### C. REFERRED TO A MORE GENERAL IDEA

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

#### -PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)
youth/elite sports
2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?
Specific events and interests.

#### -MAIN ACTORS:



3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)
Mostly fans.
4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)
Mostly men, middle-aged, usually unemployed.
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?
They are attacking everyone that is different. Mostly successful.

#### -TARGET GROUPS, TRENDS :

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
Usually young, women, minorities, who are not orthodox Christians.
7. Has this changed over the last few years?
No.
8. In your experience, what are the trends and changes in hate speech discourse over the last few years?
It is getting worse.

#### -RECOMMENDATIONS :

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?
To make punitive politics and harsher.

#### -OBSERVATIONS :

10. Any observations/impressions of the interviewer:

**SERBIA – STORY 5**
**A. REFERRED TO A SPECIFIC EVENT**
**1) Role of the Interviewed:**

☐ coach      ☐ manager    ☒ player      ☐ supporter      ☐ parents      ☐ official      ☐ other

**2) Age:**      25

**3) Gender:**      ☐ male      ☒ female

**4) Nationality:** Serbian, Spanish

**5) Historical period collocation of Hate Speech :** few years ago (ex. present; '90s, 5 year ago, and so on...)

**6) Sport in which you witnessed hate speech:** ☐ football      ☐ handball      ☒ volleyball      ☐ other....

**7) Communication of hate-speech:**      ☒ face-to-face      ☐ general circulation

**8) Location/Platform of the hate-speech occurred:**

☒ field of play      ☐ grandstand      ☐ online/web      ☐ social media/chat

☐ press      ☐ public communication      ☐ other .....

**B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE**

(Researcher summarizes the Interview by addressing each topic)

**21. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?**

**a. Who was the hate speaker :** (gender : ☒ male      ☐ female)

☐ player (peer)      ☐ player (senior)      ☐ coach/officials      ☒ fans

☐ manager      ☐ other .....

**b. Who was the victim :** (gender : ☐ male      ☐ female)

☒ me      ☐ third person      ☐ group of people

**c. What was the role of the victim :**

☐ coach      ☐ manager    ☒ player      ☐ supporter      ☐ parents      ☐ official

☐ other .....

**2. Which was the target of hate speech have you detected?**

☐ race/ethnicity      ☒ sex/gender identity      ☐ social class      ☐ religion      ☐ political view

☐ physical (dis)ability      ☐ colour      ☐ age      ☐ other .....

**3. Type of hate speech discourse/behavior?:**

☒ swearing/insulting (i.e. any discourse containing swear or insulting discourse)

☐ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)

- ☐ enmity/hostile (i.e. any hostile expression about a person or group)
- x symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)

**49. Possible cultural references. The interviewer has to take note of:**

nnn. Specific statements (to be reported): "I dream of you every night, you are my desire; you are beautiful; To walk you home..."

(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...):

(If the case) Pauses/silence:

For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted

.....

**ooo. Non-verbal (to be reported) :**

☐ hand gestures ☐ other gestures ☐ kick ☐ spit ☐ push ☐ face expressions ☐ sounds

☐ support of objects ☐ reference to posture/distance ☐ reference to clothes/uniforms ☐

other .....

To Specify.....

For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.

**ppp. Specific (explicit or implicit) references to values:**

☐ family ☐ religion ☐ hierarchy x sex/sexual orientation ☐ freedom

☐ honesty/fair play ☐ time ☐ space ☐ other .....

For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.

.....

**50. Coping with the situation:**

iii. Have you tried to cope with this situation? – Yes.

jjj. What would have been possible to do? – To show I am not interested

kkk. What have you done? – I threatened to call the police

lll. If you decided or you couldn't do anything: explain why

mmm. Have you involved other people/organizations? Who? – Yes, parents, the club.

**51. Which were the impact and consequences of this case of hate speech on your job?**

Impact: None

Consequences: None

**7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:**

x discriminate ☐ distress x put fear/threat ☐ humiliation/vilification/denigration

☐ physical damage ☐ negative stereotyping ☐ provoke violent/ offensive behavior

<input type="checkbox"/> other.....
<b>8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:</b> <input type="checkbox"/> self-presentation/visibility <input type="checkbox"/> a trigger event/news <input checked="" type="checkbox"/> getting benefit <input type="checkbox"/> gain appreciation from a specific community <input checked="" type="checkbox"/> personal traits (narcissism, psychoticism, aggression...) <input type="checkbox"/> other .....
<b>9. End of the story.</b> u. What have you learned from this personal experience? – There's a lot of prejudice against women in our society. v. What would you say to people who are living similar situations? – Not to hide it from close relatives.

<b>10. What is your opinion on required Skills to manage/counter hate speech?</b> oo. Did you feel you had the skills to manage this kind of situations? – Partially. pp. Which was the most difficult part of it? – Fear. qq. Have you had any form of support? – Yes. rr. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management? Courses attended:..... Which subjects would be interesting/useful for you?.....
---

### C. REFERRED TO A MORE GENERAL IDEA

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

#### -PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)
Training/competition
2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?
Personal gain. Yes.

#### -MAIN ACTORS:

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)
---

Mostly parents and fans.
4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)
Mostly men.
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?
Sometimes they are successful. There are no rules.

#### -TARGET GROUPS, TRENDS :

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
Young women, minorities.
7. Has this changed over the last few years?
No.
8. In your experience, what are the trends and changes in hate speech discourse over the last few years?
Situation is becoming worse.

#### -RECOMMENDATIONS :

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?
Educations and harsher punitive penalties.

#### -OBSERVATIONS :

10. Any observations/impressions of the interviewer:

## SERBIA – STORY 6

### A. REFERRED TO A SPECIFIC EVENT

#### 1) Role of the Interviewed:

☐ coach      ☐ manager    ☒ player      ☐ supporter      ☐ parents      ☐ official      ☐ other

2) Age: 19

3) Gender: ☐ male      ☒ female

4) Nationality: Serbian

5) Historical period collocation of Hate Speech : present (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☐ football      ☐ handball      ☐ volleyball    ☒ other....

7) Communication of hate-speech: ☐ face-to-face    ☒ general circulation

#### 8) Location/Platform of the hate-speech occurred:

☐ field of play      ☐ grandstand      ☒ online/web      ☒ social media/chat

☐ press      ☒ public communication      ☐ other .....

### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

#### 22. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

a. Who was the hate speaker : (gender : ☐ male      ☒ female)

☒ player (peer)      ☐ player (senior)      ☐ coach/officials      ☐ fans

☐ manager      ☐ other .....

b. Who was the victim : (gender : ☐ male      ☐ female)

☒ me      ☐ third person      ☐ group of people

c. What was the role of the victim :

☐ coach      ☐ manager    ☒ player      ☐ supporter      ☐ parents      ☐ official

☐ other .....

#### 2. Which was the target of hate speech have you detected?

☒ race/ethnicity      ☐ sex/gender identity      ☐ social class      ☐ religion      ☐ political view

☐ physical (dis)ability      ☐ colour      ☐ age      ☐ other .....

#### 3. Type of hate speech discourse/behavior?:

☐ swearing/insulting (i.e. any discourse containing swear or insulting discourse)

x exaggeration/distortion (i.e. **negative generalization targeting a community based on a specific individual or an event**)

- ☐ enmity/hostile (i.e. any hostile expression about a person or group)
- ☐ symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)

**52. Possible cultural references. The interviewer has to take note of:**

qqq. Specific statements (to be reported):"....."

(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...):

(If the case) Pauses/silence:

For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted

.....

**rrr. Non-verbal (to be reported) :**

- ☐ hand gestures    ☐ other gestures    ☐ kick    ☐ spit    ☐ push    ☐ face expressions    ☐ sounds
- ☐ support of objects    ☐ reference to posture/distance    ☐ reference to clothes/uniforms    ☐
- other .....

To Specify.....

For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.

**sss. Specific (explicit or implicit) references to values:**

- ☐ family                      x religion    ☐ hierarchy    ☐ sex/sexual orientation    ☐ freedom
- ☐ honesty/fair play    ☐ time            ☐ space            ☐ other .....

For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.

.....

**53. Coping with the situation:**

nnn. Have you tried to cope with this situation? – No.

ooo. What would have been possible to do? – Nothing.

ppp. What have you done? – Nothing.

qqq. If you decided or you couldn't do anything: explain why – I didn't have possibilities.

rrr. Have you involved other people/organizations? Who? No. Which ones?

**54. Which were the impact and consequences of this case of hate speech on your job?**

Impact: None.

Consequences: None.

**7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:**

<input type="checkbox"/> discriminate	<input type="checkbox"/> distress	<input type="checkbox"/> put fear/threat	<input type="checkbox"/> humiliation/vilification/denigration
<input type="checkbox"/> physical damage	<input type="checkbox"/> negative stereotyping	<input type="checkbox"/> provoke violent/ offensive behavior	
<input type="checkbox"/> other.....			

**8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:**

☐ self-presentation/visibility    ☐ a trigger event/news    ☐ getting benefit

☐ gain appreciation from a specific community x personal traits (narcissism, psychoticism, aggression...)

☐ other .....

**9. End of the story.**

w. What have you learned from this personal experience? – National hatred is not rooted out.

x. What would you say to people who are living similar situations? – Not to provoke.

**10. What is your opinion on required Skills to manage/counter hate speech?**

ss. Did you feel you had the skills to manage this kind of situations? No.

tt. Which was the most difficult part of it? – inability to react.

uu. Have you had any form of support? – No.

vv. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?

Courses attended:.....

Which subjects would be interesting/useful for you?.....

### C. REFERRED TO A MORE GENERAL IDEA

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

#### -PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)
individual/team sports
2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?
Hate speech is triggered by poor education. No.

#### -MAIN ACTORS:

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)
---



We live in such society.
4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)
Wide range of gender and age.
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?
Ones that are weaker and different. Partially successful.

#### -TARGET GROUPS, TRENDS :

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
National and sexual minorities.
7. Has this changed over the last few years?
No.
8. In your experience, what are the trends and changes in hate speech discourse over the last few years?
Presence of hate speech is more frequent, and can be found everywhere.

#### -RECOMMENDATIONS :

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?
People need to grow, educate themselves.

#### -OBSERVATIONS :

10. Any observations/impressions of the interviewer:
Bobana is a member of a national minority to whom her teammate prepared a negative campaign on social networks. The driver was that they play in the same positions, but there was also a clear intolerance on ethnic / national grounds.

## SERBIA – STORY 7

### A. REFERRED TO A SPECIFIC EVENT

#### 1) Role of the Interviewed:

☐ coach
 ☐ manager
 ☐ player
 ☐ supporter
 ☐ parents
 ☒ official
 ☐ other

2) Age: 43

3) Gender: ☒ male ☐ female

4) Nationality: Serbian

5) Historical period collocation of Hate Speech : Present (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☐ football ☐ handball ☐ volleyball ☒ other....

7) Communication of hate-speech: ☒ face-to-face ☐ general circulation

#### 8) Location/Platform of the hate-speech occurred:

☒ field of play
 ☐ grandstand
 ☐ online/web
 ☐ social media/chat

☐ press
 ☐ public communication
 ☐ other .....

### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

#### 23. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

a. Who was the hate speaker : (gender : ☒ male ☐ female)

☐ player (peer)
 ☐ player (senior)
 ☐ coach/officials
 ☒ fans

☐ manager
 ☐ other .....

b. Who was the victim : (gender : ☐ male ☐ female)

☒ me
 ☐ third person
 ☐ group of people

c. What was the role of the victim :

☐ coach
 ☐ manager
 ☒ player
 ☐ supporter
 ☐ parents
 ☐ official

☐ other .....

#### 2. Which was the target of hate speech have you detected?

☒ race/ethnicity
 ☐ sex/gender identity
 ☐ social class
 ☐ religion
 ☐ political view

☐ physical (dis)ability
 ☐ colour
 ☐ age
 ☐ other .....

#### 3. Type of hate speech discourse/behavior?:

☒ swearing/insulting (i.e. any discourse containing swear or insulting discourse)

☐ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)

☐ enmity/hostile (i.e. any hostile expression about a person or group)

☐ symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)

**55. Possible cultural references. The interviewer has to take note of:**

ttt. Specific statements (to be reported): "....."

(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...):

(If the case) Pauses/silence:

For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted

.....

**uuu. Non-verbal (to be reported) :**

x hand gestures    x other gestures    ☐ kick    ☐ spit    ☐ push    x face expressions    ☐ sounds

☐ support of objects    ☐ reference to posture/distance    ☐ reference to clothes/uniforms    ☐  
other .....

To Specify – Middle finger, expressing slaughter gestaculation....

For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.

**vvv. Specific (explicit or implicit) references to values:**

x family    x religion    ☐ hierarchy    x sex/sexual orientation    ☐ freedom

☐ honesty/fair play    ☐ time    ☐ space    ☐ other .....

For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.

.....

**56. Coping with the situation:**

sss. Have you tried to cope with this situation? – Yes.

ttt. What would have been possible to do? – Call the security.

uuu. What have you done? – I called the security.

vvv. If you decided or you couldn't do anything: explain why

www. Have you involved other people/organizations? Who? – Yes, the police.

**57. Which were the impact and consequences of this case of hate speech on your job?**

Impact: None

Consequences: None

**7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:**

<input checked="" type="checkbox"/> discriminate <input type="checkbox"/> physical damage <input type="checkbox"/> other.....	<input type="checkbox"/> distress <input checked="" type="checkbox"/> negative stereotyping	<input type="checkbox"/> put fear/threat <input type="checkbox"/> provoke violent/ offensive behavior	<input checked="" type="checkbox"/> humiliation/vilification/denigration
---	--	--	--

**8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:**

☒ self-presentation/visibility    ☐ a trigger event/news    ☐ getting benefit  
☐ gain appreciation from a specific community    ☐ personal traits (narcissism, psychoticism, aggression...)  
☐ other .....

**9. End of the story.**

y. What have you learned from this personal experience? – The society needs to be educated more concerning the diversities.  
z. What would you say to people who are living similar situations? – To be strong, and to report all of the possible situations.

**10. What is your opinion on required Skills to manage/counter hate speech?**

ww. Did you feel you had the skills to manage this kind of situations? – Yes, to a certain level.  
xx. Which was the most difficult part of it? – Fear for others around me.  
yy. Have you had any form of support? – Yes.  
zz. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?  
Courses attended:.....  
Which subjects would be interesting/useful for you?.....

### C. REFERRED TO A MORE GENERAL IDEA

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

#### -PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)
In all spheres of sport.
2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?
Dim and vague borderline between permitted and forbidden types of expression is leading to hate speech.

#### -MAIN ACTORS:

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)
There are different discourses in sport, all of the actors are equally guilty.
4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)
There is no specific group.
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?
The trend is to speak against all who think or look differently. They're successful because society allows it.

#### -TARGET GROUPS, TRENDS :

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
The Roma people, LGBT, minorities, women.
7. Has this changed over the last few years?
No.
8. In your experience, what are the trends and changes in hate speech discourse over the last few years?
There is more violence and disqualification of others.

#### -RECOMMENDATIONS :

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?
Education and sactions.

#### -OBSERVATIONS :

10. Any observations/impressions of the interviewer:

## SERBIA – STORY 8

### A. REFERRED TO A SPECIFIC EVENT

#### 1) Role of the Interviewed:

☒ coach
 ☐ manager
 ☐ player
 ☐ supporter
 ☐ parents
 ☐ official
 ☐ other .....

2) Age: 32

3) Gender: ☐ male ☒ female

4) Nationality: Serbian

5) Historical period collocation of Hate Speech : Present (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☐ football ☐ handball ☒ volleyball ☐ other....

7) Communication of hate-speech: ☒ face-to-face ☐ general circulation

#### 8) Location/Platform of the hate-speech occurred:

☒ field of play
 ☐ grandstand
 ☐ online/web
 ☐ social media/chat

☐ press
 ☐ public communication
 ☐ other .....

### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

#### 24. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

a. Who was the hate speaker : (gender : ☒ male ☐ female)

☐ player (peer)
 ☐ player (senior)
 ☐ coach/officials
 ☒ fans

☐ manager
 ☐ other .....

b. Who was the victim : (gender : ☐ male ☐ female)

☐ me
 ☒ third person
 ☐ group of people

c. What was the role of the victim :

☐ coach
 ☐ manager
 ☒ player
 ☐ supporter
 ☐ parents
 ☐ official

☐ other .....

#### 2. Which was the target of hate speech have you detected?

☐ race/ethnicity
 ☒ sex/gender identity
 ☐ social class
 ☐ religion
 ☐ political view

☐ physical (dis)ability
 ☐ colour
 ☐ age
 ☐ other .....

#### 3. Type of hate speech discourse/behavior?:

☒ swearing/insulting (i.e. any discourse containing swear or insulting discourse)

x exaggeration/distortion (i.e. **negative generalization targeting** a community based on a specific individual or an event)

☐ enmity/hostile (i.e. any hostile expression about a person or group)

☐ symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)

**58. Possible cultural references. The interviewer has to take note of:**

www. Specific statements (to be reported):" You play like you don't have arms and legs, you 'd better be in the kitchen, you' d better study, women aren't for sports"

(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...):

(If the case) Pauses/silence:

For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted

.....

**xxx. Non-verbal (to be reported) :**

☐ hand gestures ☐ other gestures ☐ kick ☐ spit ☐ push ☐ face expressions ☐ sounds

☐ support of objects ☐ reference to posture/distance ☐ reference to clothes/uniforms ☐ other .....

To Specify.....

For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.

**yyy. Specific (explicit or implicit) references to values:**

☐ family ☐ religion ☐ hierarchy ☒ sex/sexual orientation ☐ freedom

☒ honesty/fair play ☐ time ☐ space ☐ other .....

For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.

.....

**59. Coping with the situation:**

xxx. Have you tried to cope with this situation? – Yes.

yyy. What would have been possible to do? – I initiated the expulsion of the fans from the match.

zzz. What have you done? – I called upon the delegate to solve the situation.

aaaa. If you decided or you couldn't do anything: explain why

bbbb. Have you involved other people/organizations? Who? – Yes the officials at the match.

**60. Which were the impact and consequences of this case of hate speech on your job?**

Impact: None

Consequences: None

**7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:**

<input checked="" type="checkbox"/> discriminate <input type="checkbox"/> physical damage <input type="checkbox"/> other.....	<input type="checkbox"/> distress <input type="checkbox"/> negative stereotyping	<input type="checkbox"/> put fear/threat <input type="checkbox"/> provoke violent/ offensive behavior	<input checked="" type="checkbox"/> humiliation/vilification/denigration
---	---	--	--

**8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:**

☒ self-presentation/visibility    ☐ a trigger event/news    ☐ getting benefit  
☐ gain appreciation from a specific community    ☒ personal traits (narcissism, psychoticism, aggression...)  
☐ other .....

**9. End of the story.**

aa. What have you learned from this personal experience? - Hate speech is omnipresent.  
 bb. What would you say to people who are living similar situations? - To remain persistent in the sport they play

**10. What is your opinion on required Skills to manage/counter hate speech?**

aaa. Did you feel you had the skills to manage this kind of situations? – No.  
 bbb. Which was the most difficult part of it? Violability of those who suffer from hate speech  
 ccc. Have you had any form of support? – Yes.  
 ddd. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?  
 Courses attended:.....  
 Which subjects would be interesting/useful for you?.....

### C. REFERRED TO A MORE GENERAL IDEA

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

#### -PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)
Hate speech is most present on the grand stands.
2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?
Desire for domination.

#### -MAIN ACTORS:



3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)
Fans and parents.
4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)
Most often older men.
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?
Weaker ones, desire for domination.

#### -TARGET GROUPS, TRENDS :

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
Women, LGBT, national minorities.
7. Has this changed over the last few years?
No.
8. In your experience, what are the trends and changes in hate speech discourse over the last few years?
Hate speech can be seen as a means by which certain groups and individuals fight for dominance,

#### -RECOMMENDATIONS :

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?
To determine specifically what hate speech is and sanction it publicly.

#### -OBSERVATIONS :

10. Any observations/impressions of the interviewer:

## SERBIA – STORY 9

### A. REFERRED TO A SPECIFIC EVENT

#### 1) Role of the Interviewed:

☐ coach
 ☐ manager
 ☒ player
 ☐ supporter
 ☐ parents
 ☐ official
 ☐ other .....

2) Age: 18

3) Gender: ☒ male ☐ female

4) Nationality: Serbian

5) Historical period collocation of Hate Speech : Present (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☐ football ☐ handball ☐ volleyball ☒ other....

7) Communication of hate-speech: ☒ face-to-face ☐ general circulation

#### 8) Location/Platform of the hate-speech occurred:

☐ field of play
 ☒ grandstand
 ☐ online/web
 ☐ social media/chat

☐ press
 ☐ public communication
 ☐ other .....

### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

#### 25. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

a. Who was the hate speaker : (gender : ☒ male ☐ female)

☐ player (peer)
 ☐ player (senior)
 ☐ coach/officials
 ☒ fans

☐ manager
 ☐ other .....

b. Who was the victim : (gender : ☐ male ☐ female)

☒ me
 ☐ third person
 ☐ group of people

c. What was the role of the victim :

☐ coach
 ☐ manager
 ☒ player
 ☐ supporter
 ☐ parents
 ☐ official

☐ other .....

#### 2. Which was the target of hate speech have you detected?

☒ race/ethnicity
 ☐ sex/gender identity
 ☐ social class
 ☐ religion
 ☐ political view

☐ physical (dis)ability
 ☐ colour
 ☐ age
 ☐ other .....

#### 3. Type of hate speech discourse/behavior?:

☒ swearing/insulting (i.e. any discourse containing swear or insulting discourse)

☐ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)

x enmity/hostile (i.e. any hostile expression about a person or group)

x symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)

**61. Possible cultural references. The interviewer has to take note of:**

zzz. Specific statements (to be reported):" Get out from Serbia, half Hungarian, half Ustasha"

(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...):

(If the case) Pauses/silence:

For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted

.....

**aaaa. Non-verbal (to be reported) :**

☐ hand gestures ☐ other gestures ☐ kick ☐ spit ☐ push ☐ face expressions ☐ sounds

☐ support of objects ☐ reference to posture/distance ☐ reference to clothes/uniforms ☐

other .....

To Specify.....

For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.

.....

**bbbb. Specific (explicit or implicit) references to values:**

x family ☐ religion ☐ hierarchy ☐ sex/sexual orientation ☐ freedom

☐ honesty/fair play ☐ time ☐ space ☐ other .....

For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.

.....

**62. Coping with the situation:**

cccc. Have you tried to cope with this situation? No.

dddd. What would have been possible to do? Nothing.

eeee. What have you done? Nothing.

ffff. If you decided or you couldn't do anything: explain why- I couldn't do nothing.

gggg. Have you involved other people/organizations? Who? – No.

**63. Which were the impact and consequences of this case of hate speech on your job?**

Impact: None.

Consequences: None.

**7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:**

<input checked="" type="checkbox"/> discriminate <input type="checkbox"/> physical damage <input type="checkbox"/> other.....	<input type="checkbox"/> distress <input type="checkbox"/> negative stereotyping	<input type="checkbox"/> put fear/threat <input type="checkbox"/> x humiliation/vilification/denigration <input checked="" type="checkbox"/> x provoke violent/ offensive behavior
---	---	--

**8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:**

☐ self-presentation/visibility    ☐ a trigger event/news    ☐ getting benefit  
☐ gain appreciation from a specific community    ☒ personal traits (narcissism, psychoticism, aggression...)  
☐ other .....

**9. End of the story.**

cc. What have you learned from this personal experience? - All negative stereotypes towards a group can affect the sense of identity of that group.

dd. What would you say to people who are living similar situations? – To be aware of their intrinsic value.

**10. What is your opinion on required Skills to manage/counter hate speech?**

eee. Did you feel you had the skills to manage this kind of situations? – No.

fff. Which was the most difficult part of it? – Sense of shame.

ggg. Have you had any form of support? – Yes.

hhh. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?

Courses attended:.....

Which subjects would be interesting/useful for you?.....

### C. REFERRED TO A MORE GENERAL IDEA

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

#### -PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)
Training/competition
2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?
Events where heightened emotions are present can trigger hate speech.

#### -MAIN ACTORS:

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)
Fans, parents, media
4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)
In my experience, there are different people who use hate speech, off all ages and both genders.
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?
Stereotypes motivate them to attack those who think differently, they're successful because the state allows them to.

#### -TARGET GROUPS, TRENDS :

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
National minorities, women, young.
7. Has this changed over the last few years?
No.
8. In your experience, what are the trends and changes in hate speech discourse over the last few years?
The hatred toward migrants is increasingly obvious.

#### -RECOMMENDATIONS :

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?
The state needs to react more promptly.

#### -OBSERVATIONS :

10. Any observations/impressions of the interviewer:

## SERBIA – STORY 10

### A. REFERRED TO A SPECIFIC EVENT

#### 1) Role of the Interviewed:

☐ coach
 ☐ manager
 ☐ player
 ☐ supporter
 ☒ parents
 ☐ official
 ☐ other .....

2) Age: 42

3) Gender: ☒ male ☐ female

4) Nationality: Serbian

5) Historical period collocation of Hate Speech : Last 15 Years (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☐ football ☐ handball ☐ volleyball ☒ other....

7) Communication of hate-speech: ☒ face-to-face ☐ general circulation

#### 8) Location/Platform of the hate-speech occurred:

☐ field of play
 ☒ grandstand
 ☐ online/web
 ☐ social media/chat

☐ press
 ☐ public communication
 ☐ other .....

### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

#### 26. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

a. Who was the hate speaker : (gender : ☒ male ☐ female)

☐ player (peer)
 ☐ player (senior)
 ☐ coach/officials
 ☒ fans

☐ manager
 ☐ other .....

b. Who was the victim : (gender : ☒ male ☐ female)

☐ me
 ☒ third person
 ☐ group of people

c. What was the role of the victim :

☐ coach
 ☐ manager
 ☒ player
 ☐ supporter
 ☐ parents
 ☐ official

☐ other .....

#### 2. Which was the target of hate speech have you detected?

☐ race/ethnicity
 ☐ sex/gender identity
 ☐ social class
 ☐ religion
 ☐ political view

☐ physical (dis)ability
 ☐ colour
 ☐ age
 ☒ other .....

#### 3. Type of hate speech discourse/behavior?:

☒ swearing/insulting (i.e. any discourse containing swear or insulting discourse)

☐ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)

☐ enmity/hostile (i.e. any hostile expression about a person or group)

☐ symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)

**64. Possible cultural references. The interviewer has to take note of:**

cccc. Specific statements (to be reported):"....."

(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...):

(If the case) Pauses/silence:

For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted

.....

**dddd. Non-verbal (to be reported) :**

x hand gestures ☐ other gestures ☐ kick ☐ spit x push ☐ face expressions ☐ sounds

☐ support of objects ☐ reference to posture/distance ☐ reference to clothes/uniforms ☐

other .....

To Specify.....

For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.

**eeee. Specific (explicit or implicit) references to values:**

x family ☐ religion ☐ hierarchy ☐ sex/sexual orientation ☐ freedom

☐ honesty/fair play ☐ time ☐ space ☐ other .....

For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.

.....

**65. Coping with the situation:**

hhhh. Have you tried to cope with this situation? The children are older and are used to this.

iiii. What would have been possible to do? – I warned Coaches and judges.

jjjj. What have you done?

kkkk. If you decided or you couldn't do anything: explain why

llll. Have you involved other people/organizations? Who?

**66. Which were the impact and consequences of this case of hate speech on your job?**

Impact: None, except sometimes journalists write about the issue.

Consequences: The bad attitude of everyone in sports about its essence.

**7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:**

<input type="checkbox"/> discriminate	<input type="checkbox"/> distress	<input checked="" type="checkbox"/> put fear/threat	<input checked="" type="checkbox"/> humiliation/vilification/denigration
<input type="checkbox"/> physical damage	<input type="checkbox"/> negative stereotyping	<input type="checkbox"/> provoke violent/ offensive behavior	
<input type="checkbox"/> other.....			

**8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:**

☒ self-presentation/visibility    ☐ a trigger event/news    ☐ getting benefit

☐ gain appreciation from a specific community    ☐ personal traits (narcissism, psychoticism, aggression...)

☐ other .....

**9. End of the story.**

ee. What have you learned from this personal experience? – You always have to be prepared for everything.

ff. What would you say to people who are living similar situations? – Don't give up.

**10. What is your opinion on required Skills to manage/counter hate speech?**

iii. Did you feel you had the skills to manage this kind of situations? – Yes.

jjj. Which was the most difficult part of it? – Protecting the children.

kkk. Have you had any form of support? – Yes.

lll. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?

Courses attended: No

Which subjects would be interesting/useful for you?.....

### C. REFERRED TO A MORE GENERAL IDEA

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

#### -PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)
There are no rules; it starts from the earliest contacts with the sport.
2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?
Frustration and unfulfilled ambitions of parents.

#### -MAIN ACTORS:



3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)
Parents, fans and media that reports it.
4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)
Different personality profiles, both genders.
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?
Opponents, judges, even team-mates of their own children.

#### -TARGET GROUPS, TRENDS :

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
It can 't be measured by these parameters, because it's not directed toward it, but mainly in the first place, the motive is sport.
7. Has this changed over the last few years?
It escalated!
8. In your experience, what are the trends and changes in hate speech discourse over the last few years?
Unfortunately, it's a difficult situation, and it's getting harder,

#### -RECOMMENDATIONS :

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?
Education from earliest ages, organized by schools, starting with the importance of sports, through history of sports and conduct in it!

#### -OBSERVATIONS :

10. Any observations/impressions of the interviewer:
Nenad is a person with a disability, and his son is often insulted by other athletes due to this fact

## SERBIA – STORY 11

### A. REFERRED TO A SPECIFIC EVENT

#### 1) Role of the Interviewed:

☐ coach
 ☐ manager
 ☒ player
 ☐ supporter
 ☐ parents
 ☐ official
 ☐ other .....

2) Age: .....

3) Gender: ☐ male ☒ female

4) Nationality: .....

5) Historical period collocation of Hate Speech : 3 years ago (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☐ football ☐ handball ☐ volleyball ☒ other....

7) Communication of hate-speech: ☒ face-to-face ☐ general circulation

#### 8) Location/Platform of the hate-speech occurred:

☒ field of play
 ☐ grandstand
 ☐ online/web
 ☐ social media/chat

☐ press
 ☐ public communication
 ☐ other .....

### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

#### 27. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

a. Who was the hate speaker : (gender : ☐ male ☒ female)

☒ player (peer)
 ☐ player (senior)
 ☐ coach/officials
 ☐ fans

☐ manager
 ☐ other .....

b. Who was the victim : (gender : ☐ male ☐ female)

☐ me
 ☒ third person
 ☐ group of people

c. What was the role of the victim :

☐ coach
 ☐ manager
 ☒ player
 ☐ supporter
 ☐ parents
 ☐ official

☐ other .....

#### 2. Which was the target of hate speech have you detected?

☐ race/ethnicity
 ☐ sex/gender identity
 ☐ social class
 ☒ religion
 ☐ political view

☐ physical (dis)ability
 ☐ colour
 ☐ age
 ☐ other .....

#### 3. Type of hate speech discourse/behavior?:

☒ swearing/insulting (i.e. any discourse containing swear or insulting discourse)

☐ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)

☐ enmity/hostile (i.e. any hostile expression about a person or group)

☐ symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)

**67. Possible cultural references. The interviewer has to take note of:**

ffff. Specific statements (to be reported):” Shiptars, Musims...”

(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...):

(If the case) Pauses/silence:

For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted

**gggg. Non-verbal (to be reported) :**

☐ hand gestures    x other gestures    ☐ kick    ☐ spit    ☐ push    ☐ face expressions    ☐ sounds

☐ support of objects    x reference to posture/distance    ☐ reference to clothes/uniforms    ☐ other .....

To Specify - arguing during the training session, and cursing.

For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.

**hhhh. Specific (explicit or implicit) references to values:**

☐ family    x religion    ☐ hierarchy    ☐ sex/sexual orientation    ☐ freedom

☐ honesty/fair play    ☐ time    ☐ space    ☐ other .....

For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.

**68. Coping with the situation:**

mmmm. Have you tried to cope with this situation? – Yes I talked to both of them, trying to solve the situation.

nnnn. What would have been possible to do? – ta talk to them and try to calm them down.

oooo. What have you done? – I talked to them and explained them that conduct on the field has to be different then outside it.

pppp. If you decided or you couldn’t do anything: explain why

qqqq. Have you involved other people/organizations? Who? – No, only the coaches.

**69. Which were the impact and consequences of this case of hate speech on your job?**

Impact: They realized that offending someone on religious grounds is not allowed.

Consequences: None

**7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:**

<input type="checkbox"/> discriminate	<input checked="" type="checkbox"/> distress	<input type="checkbox"/> put fear/threat	<input checked="" type="checkbox"/> humiliation/vilification/denigration
<input type="checkbox"/> physical damage	<input type="checkbox"/> negative stereotyping	<input type="checkbox"/> provoke violent/ offensive behavior	
<input type="checkbox"/> other.....			

**8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:**

☐ self-presentation/visibility    ☒ a trigger event/news    ☐ getting benefit

☐ gain appreciation from a specific community    ☐ personal traits (narcissism, psychoticism, aggression...)

☐ other .....

**9. End of the story.**

gg. What have you learned from this personal experience? Huge personal negative experience.

hh. What would you say to people who are living similar situations? – There is no reason for such behavior, since we are all the same.

**10. What is your opinion on required Skills to manage/counter hate speech?**

mmm. Did you feel you had the skills to manage this kind of situations? – Not really.

nnn. Which was the most difficult part of it? – When everything was over, and when these two became best friends afterwards.

ooo. Have you had any form of support? – Yes, from teammates and from the coaches.

ppp. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?

Courses attended: None

Which subjects would be interesting/useful for you? Absolutely, psychology.

### C. REFERRED TO A MORE GENERAL IDEA

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

#### -PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)
Professional sports because of the competition and jealousy.
2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?
It is rooted in personal dissatisfaction that occurs outside of the field and jealousy.

#### -MAIN ACTORS:

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)
Parents, media.
4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)
Not much.
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?
Weaker ones. They are not always succesfull.

#### -TARGET GROUPS, TRENDS :

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
Gender-male, but there is a lot of incidents based upon the religious affiliation.
7. Has this changed over the last few years?
NO, it is getting worse
8. In your experience, what are the trends and changes in hate speech discourse over the last few years?
I don't know.

#### -RECOMMENDATIONS :

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?
No.

#### -OBSERVATIONS :

10. Any observations/impressions of the interviewer:

## SERBIA – STORY 12

### A. REFERRED TO A SPECIFIC EVENT

#### 1) Role of the Interviewed:

☐ coach
 ☐ manager
 ☒ player
 ☐ supporter
 ☐ parents
 ☐ official
 ☐ other

2) Age: .....19.....

3) Gender: ☐ male ☒ female

4) Nationality: Serbian

5) Historical period collocation of Hate Speech : Present (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☒ football ☐ handball ☐ volleyball ☐ other....

7) Communication of hate-speech: ☒ face-to-face ☐ general circulation

#### 8) Location/Platform of the hate-speech occurred:

☐ field of play
 ☒ grandstand
 ☐ online/web
 ☐ social media/chat

☐ press
 ☐ public communication
 ☐ other .....

### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

#### 1. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

a. Who was the hate speaker : (gender : ☒ male ☐ female)

☐ player (peer)
 ☐ player (senior)
 ☐ coach/officials
 ☐ fans

☒ manager
 ☐ other .....

b. Who was the victim : (gender : ☐ male ☐ female)

☒ me
 ☐ third person
 ☐ group of people

c. What was the role of the victim :

☐ coach
 ☐ manager
 ☒ player
 ☐ supporter
 ☐ parents
 ☐ official

☐ other .....

#### 2. Which was the target of hate speech have you detected?

☐ race/ethnicity
 ☒ sex/gender identity
 ☐ social class
 ☐ religion
 ☐ political view

☐ physical (dis)ability
 ☐ colour
 ☐ age
 ☐ other .....

#### 3. Type of hate speech discourse/behavior?:

☒ swearing/insulting (i.e. any discourse containing swear or insulting discourse)

☐ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)

☐ enmity/hostile (i.e. any hostile expression about a person or group)

☐ symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)

#### 4. Possible cultural references. The interviewer has to take note of:

iiii. Specific statements (to be reported) "Women are definitely not for football"

(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...):

(If the case) Pauses/silence:

For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted

.....

#### jjjj. Non-verbal (to be reported) :

☒ hand gestures ☐ other gestures ☐ kick ☐ spit ☐ push ☐ face expressions ☐ sounds

☐ support of objects ☐ reference to posture/distance ☐ reference to clothes/uniforms ☐ other .....

To Specify.....

For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.

.....

#### kkkk. Specific (explicit or implicit) references to values:

☒ family ☐ religion ☐ hierarchy ☐ sex/sexual orientation ☐ freedom

☐ honesty/fair play ☐ time ☐ space ☐ other .....

For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.

.....

#### 5. Coping with the situation:

Have you tried to cope with this situation? No

What would have been possible to do? Nothing

What have you done? Nothing

If you decided or you couldn't do anything: explain why - Fear from consequences

Have you involved other people/organizations? Who? No

#### 6. Which were the impact and consequences of this case of hate speech on your job?

Impact: None

Consequences: No

**7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:**

- ☒ discriminate      ☐ distress      ☐ put fear/threat      ☐ humiliation/vilification/denigration  
☐ physical damage      ☐ negative stereotyping      ☐ provoke violent/ offensive behavior  
☐ other.....

**8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:**

- ☐ self-presentation/visibility      ☐ a trigger event/news      ☐ getting benefit  
☐ gain appreciation from a specific community      ☒ personal traits (narcissism, psychoticism, aggression...)  
☐ other .....

**9. End of the story.**

- a. What have you learned from this personal experience? There are powerful persons which are above the law.  
 b. What would you say to people who are living similar situations? To stay strong

**10. What is your opinion on required Skills to manage/counter hate speech?**

- qq. Did you feel you had the skills to manage this kind of situations? No  
 rr. Which was the most difficult part of it? Belittling  
 ss. Have you had any form of support? No  
 tt. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?

Courses attended:.....

Which subjects would be interesting/useful for you?.....

**C. REFERRED TO A MORE GENERAL IDEA**

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

**-PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:**

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)

Training / Competitions

2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?

personal satisfaction, lack of education. Yes they can.



**-MAIN ACTORS:**

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)
Coaches, parents, fans, club managers
4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)
No specific difference, all ages and genders.
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?
All the ones who do not share the same opinion. They mostly succeed.

**-TARGET GROUPS, TRENDS :**

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
National minorities.
7. Has this changed over the last few years?
No. It is even worse
8. In your experience, what are the trends and changes in hate speech discourse over the last few years?
All trends are negative.

**-RECOMMENDATIONS :**

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?
Public authorities have to be included. Education

**-OBSERVATIONS :**

10. Any observations/impressions of the interviewer:



## O1 - D1.1 STORIES from TURKEY

Stories Collected By: HACETTEPE UNIVERSITY

## TURKEY – STORY 1

**To be filled by the interviewer:** (if relevant you can check multiple items)

### A. REFERRED TO A SPECIFIC EVENT

#### 1) Role of the Interviewed:

☐ coach ☐ manager ☒ player ☐ supporter ☐ parents ☐ official ☐ other .....

2) Age: 22

3) Gender: ☐ male ☒ female

4) Nationality: Turkish

5) Historical period collocation of Hate Speech : 2014 (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☐ football ☒ handball ☐ volleyball ☐ other....

7) Communication of hate-speech: ☒ face-to-face ☐ general circulation

#### 8) Location/Platform of the hate-speech occurred:

☒ field of play ☒ grandstand ☐ online/web ☐ social media/chat  
☐ press ☐ public communication ☐ other .....

### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

**28. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?**

**a. Who was the hate speaker :** (gender : ☒ male ☐ female)

☐ player (peer) ☐ player (senior) ☒ coach/officials ☐ fans  
☐ manager ☐ other .....

**b. Who was the victim :** (gender : ☐ male ☐ female)

☒ me ☒ third person ☐ group of people

**c. What was the role of the victim :**

☒ coach ☐ manager ☐ player ☐ supporter ☐ parents ☐ official  
☐ other .....

**2. Which was the target of hate speech have you detected?**

☐ race/ethnicity ☐ sex/gender identity ☒ social class ☐ religion ☐ political view  
☐ physical (dis)ability ☐ colour ☐ age ☒ other (Performance of the players and personality)

**3. Type of hate speech discourse/behavior?:**

- swearing/insulting (i.e. any discourse containing swear or insulting discourse)
- exaggeration/distortion (i.e. **negative generalization targeting** a community based on a specific individual or an event)
- enmity/hostile (i.e. any hostile expression about a person or group)
- symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)

## 70. Possible cultural references. The interviewer has to take note of:

III. Specific statements (to be reported):"....."

metaphors and accusations about physical appearance

(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...):

(If the case) Pauses/silence:

For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted

sarcasm, contempt, and self-deprecating insults

### mmmm. Non-verbal (to be reported) :

■ hand gestures    ■ other gestures    □ kick    □ spit    □ push    ■ face expressions    ■ sounds

□ support of objects    □ reference to posture/distance    ■ reference to clothes/uniforms    □  
other .....

To Specify.....

For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.

### nnnn. Specific (explicit or implicit) references to values:

□ family    □ religion    ■ hierarchy    □ sex/sexual orientation    ■ freedom

■ honesty/fair play    □ time    □ space    □ other .....

For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.

## 71. Coping with the situation:

rrrr. Have you tried to cope with this situation?

No, I couldn't do much because I was young. I thought I would not be exposed to bad rhetoric by performing better in my sport.

ssss. What would have been possible to do?

I could have asked my coach to be more sensitive by stating that I was sorry, but I couldn't.

tttt. What have you done?

I didn't respond.

<p>uuuu. If you decided or you couldn't do anything: explain why I thought this was what it was supposed to be. There was a misconception in my mind that the coach always had the right to raise his voice and say whatever he wanted.</p> <p>vvvv. Have you involved other people/organizations? Who? Only my family knew the situation.</p>
<p><b>72. Which were the impact and consequences of this case of hate speech on your job?</b> Impact: I got away from handball and got emotionally worn out. Consequences: I quit handball because of my lack of self-confidence.</p>
<p><b>7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:</b></p> <p> <input checked="" type="checkbox"/> discriminate      <input checked="" type="checkbox"/> distress      <input checked="" type="checkbox"/> put fear/threat      <input checked="" type="checkbox"/> humiliation/vilification/denigration  <input type="checkbox"/> physical damage      <input checked="" type="checkbox"/> negative stereotyping      <input checked="" type="checkbox"/> provoke violent/ offensive behavior  <input type="checkbox"/> other..... </p>
<p><b>8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:</b></p> <p> <input checked="" type="checkbox"/> self-presentation/visibility      <input type="checkbox"/> a trigger event/news      <input type="checkbox"/> getting benefit  <input checked="" type="checkbox"/> gain appreciation from a specific community      <input checked="" type="checkbox"/> personal traits (narcissism, psychoticism, aggression...)  <input type="checkbox"/> other ..... </p>
<p><b>9. End of the story.</b></p> <p>ii. What have you learned from this personal experience? I learned that such an unhealthy relationship between athletes and coaches will alienate future talents from sports, and they may have self-confidence problems.</p> <p>jj. What would you say to people who are living similar situations? In such cases, my suggestion is to share the disturbing issues and seek solutions on behalf of the team. If the opposing party (coach, manager) is not willing to find a solution, the athlete can change his/her team.</p>
<p><b>10. What is your opinion on required Skills to manage/counter hate speech?</b></p> <p>uuu. Did you feel you had the skills to manage this kind of situations? -No I do not think</p> <p>vvv. Which was the most difficult part of it? Being exposed to this situation in public, like my teammates, embarrassed me.</p> <p>www. Have you had any form of support? My teammates and family supported me.</p> <p>xxx. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management? No</p> <p>Courses attended:.....</p> <p>Which subjects would be interesting/useful for you?.....</p>

### C. REFERRED TO A MORE GENERAL IDEA

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

#### -PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)
I see it more behaviorally in youth teams and infrastructures. But at the elite level, there is more verbal and implicit bad discourse.
2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?
I think that financial problems, impatient and hasty behaviors, as well as the lack of education are common problems for sports officials and authorized persons such as trainers and managers.

#### -MAIN ACTORS:

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)
In general, coaches put pressure on their athletes. Managers put pressure on athletes in the same way as coaches. As such, there are such problematic dialogues in communications.
4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)
I usually observe hate speech in male coaches. I see that there are people who are older and find it difficult to keep up with the new generation. These types of people are usually impatient and intolerant.
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?
In this way, he can recover the situation with bad speech/behaviors. Sometimes it can be tolerated when the tension increases in different emotional states during the match. However, the situation is different when it is done willfully and with bad intentions. I generally like to build positive relationships. Of course, there may be people who think the opposite.

#### -TARGET GROUPS, TRENDS :

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
In general, I think that people who are young, new to the team or have self-confidence problems are exposed to bad words.
7. Has this changed over the last few years?
No I do not think.

8. In your experience, what are the trends and changes in hate speech discourse over the last few years?

In recent years, young coaches approach their athletes by establishing more professional relationships in the light of up-to-date information.

#### **-RECOMMENDATIONS :**

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?

Regardless of what happens, the victim should defend their rights and do what is necessary in a respectful manner. If this is not the case, the environment can be changed. It would be logical to work with people with whom you can communicate more professionally and comfortably.

#### **-OBSERVATIONS :**

10. Any observations/impressions of the interviewer:

The details of the event are as follows. The female handball athlete is exposed to negative statements by her trainer due to her poor performance during the match. By shouting loudly, pointing and tugging at his jersey, his coach scolds the athlete in front of his teammates, the stands and his opponents. He warns harshly with insults, profanity and sarcasm. There are insults to the athlete's appearance, intelligence and social life. After this incident, the performance of the athlete in the match is getting worse. but when I asked the athlete, she said that she did not find this behavior right, but that such an attitude could work in some cases. No sanction was imposed on this coach, who treated other athletes with the same attitude. This female athlete faced such negative behaviors in other teams she went to.

## TURKEY – STORY 2

### A. REFERRED TO A SPECIFIC EVENT

#### 1) Role of the Interviewed:

☐ coach    ☐ manager    ☒ player    ☐ supporter    ☐ parents    ☐ official    ☐ other .....

2) Age: 22

3) Gender: ☐ male    ☒ female

4) Nationality: .....

5) Historical period collocation of Hate Speech : 2014 (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☐ football    ☒ handball    ☐ volleyball    ☐ other....

7) Communication of hate-speech:    ☒ face-to-face    ☐ general circulation

#### 8) Location/Platform of the hate-speech occurred:

☒ field of play    ☒ grandstand    ☐ online/web    ☐ social media/chat  
☐ press    ☐ public communication    ☐ other .....

### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

#### 1. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

a. Who was the hate speaker : (gender : ☒ male    ☐ female)

☐ player (peer)    ☐ player (senior)    ☒ coach/officials    ☐ fans  
☐ manager    ☐ other .....

b. Who was the victim : (gender : ☐ male    ☐ female)

☒ me    ☐ third person    ☐ group of people

c. What was the role of the victim :

☐ coach    ☐ manager    ☒ player    ☐ supporter    ☐ parents    ☐ official  
☐ other .....

#### 2. Which was the target of hate speech have you detected?

☐ race/ethnicity    ☐ sex/gender identity    ☒ social class    ☐ religion    ☐ political view  
☐ physical (dis)ability    ☐ colour    ☒ age    ☒ other..performance

#### 3. Type of hate speech discourse/behavior?:

☒ swearing/insulting (i.e. any discourse containing swear or insulting discourse)



☒ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)

☐ enmity/hostile (i.e. any hostile expression about a person or group)

☒ symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)

**73. Possible cultural references. The interviewer has to take note of:**

a. Specific statements (to be reported): "....."

(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...):

(If the case) Pauses/silence:

For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted

.....  
Sarcastic and condescending attitude, attitudes against the spirit of fairplay.

**b. Non-verbal (to be reported) :**

☒ hand gestures ☐ other gestures ☐ kick ☐ spit ☐ push ☒ face expressions ☐ sounds

☐ support of objects ☒ reference to posture/distance ☒ reference to clothes/uniforms ☐  
other .....

To Specify.....

For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.

**c. Specific (explicit or implicit) references to values:**

☒ family ☐ religion ☒ hierarchy ☐ sex/sexual orientation ☒ freedom

☒ honesty/fair play ☐ time ☐ space ☐ other .....

For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.

**74. Coping with the situation:**

a. Have you tried to cope with this situation?

I didn't try to cope. I just tried to adapt.

b. What would have been possible to do?

I could tell my discomfort to higher level managers.

c. What have you done?

I did not respond

d. If you decided or you couldn't do anything: explain why?

I didn't respond because I was young and worried about my future.

e. Have you involved other people/organizations? Who?

no i didn't tell anyone

**75. Which were the impact and consequences of this case of hate speech on your job?**

Impact: fear and anxiety negatively affected my performance Consequences: My athletic development progressed slowly at that time. Afterwards, I managed to get rid of the negative effect of this situation.
<b>7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:</b> <div style="display: flex; flex-wrap: wrap;"> <div style="width: 50%;"><input type="checkbox"/> discriminate</div> <div style="width: 50%;"><input type="checkbox"/> distress</div> <div style="width: 50%;"><input type="checkbox"/> put fear/threat</div> <div style="width: 50%;"><input type="checkbox"/> humiliation/vilification/denigration</div> <div style="width: 50%;"><input type="checkbox"/> physical damage</div> <div style="width: 50%;"><input type="checkbox"/> negative stereotyping</div> <div style="width: 50%;"><input type="checkbox"/> provoke violent/ offensive behavior</div> <div style="width: 50%;"><input type="checkbox"/> other.....</div> </div>
<b>8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:</b> <div style="display: flex; flex-wrap: wrap;"> <div style="width: 50%;"><input type="checkbox"/> self-presentation/visibility</div> <div style="width: 50%;"><input type="checkbox"/> a trigger event/news</div> <div style="width: 50%;"><input type="checkbox"/> getting benefit</div> <div style="width: 50%;"><input type="checkbox"/> gain appreciation from a specific community</div> <div style="width: 50%;"><input type="checkbox"/> personal traits (narcissism, psychoticism, aggression...)</div> <div style="width: 50%;"><input type="checkbox"/> other .....</div> </div>
<b>9. End of the story.</b> <div style="margin-left: 20px;"> <p>a. What have you learned from this personal experience?            At an early age, I realized that the coach-athlete relationship greatly affects the athlete's performance and psychology, and the importance of the right approach. I learned through a live example how important it is for coaches to exhibit behaviors that will be role models for athletes.</p> <p>b. What would you say to people who are living similar situations?            Athletes, even if they are young, should be taught to defend their rights. Athletes need to learn to protect themselves from bad rhetoric targeting their personalities. This kind of bad discourse can be encountered in every part of life, remembering that we should pursue our goals strictly.</p> </div>
<b>10. What is your opinion on required Skills to manage/counter hate speech?</b> <div style="margin-left: 20px;"> <p>a. Did you feel you had the skills to manage this kind of situations?            I have this skill now, but I didn't before.</p> <p>b. Which was the most difficult part of it?            I felt like I was at an impasse.</p> <p>c. Have you had any form of support?            No, except for my teammates or close friends.</p> <p>d. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?</p> </div> <p>Courses attended:.....</p> <p>Which subjects would be interesting/useful for you?.....</p>

### C. REFERRED TO A MORE GENERAL IDEA

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

#### -PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)
I usually witness it in matches of young and junior teams.
2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?
I think Problems are caused by management's lack of discipline and lack of education or sanctions against these behaviors

#### -MAIN ACTORS:

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)
There are many factors, only the leading roles change from event to event. In general, I think it is among individuals who have communication problems.
4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)
I think it's gender-neutral. I think it is generally caused by people who try to prove themselves in society and are in ego wars.
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?
I think it is done by people who aim to prove themselves to the society and hide their deficiencies. In some cases, these people achieve their goals, even if they follow the wrong path.

#### -TARGET GROUPS, TRENDS :

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
Genelde genç ve alanında tecrübesiz kişilerin maruz kaldığını düşünüyorum. Başka ülkelerdeki sporcular ırklarından dolayı dışlanma ve kötü söylemlere maruz kalabiliyor.
7. Has this changed over the last few years?
In recent years, young people have become more comfortable defending and expressing themselves. This gives me hope in the fight against such bullying people and situations.
8. In your experience, what are the trends and changes in hate speech discourse over the last few years?
I observe that coaches with good education levels are on the rise in the sports community.

#### -RECOMMENDATIONS :

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?
---

Athletes and trainers should be made aware of this issue. Seminars should be organized in the field of communication and sports psychology. I think that the information on this subject should stay fresh and its importance should not be forgotten over time.

**-OBSERVATIONS :**

10. Any observations/impressions of the interviewer:

In this incident, a female handball player receives a harsh warning from her trainer during training. Despite the low performance of the whole team in the training, the coach only warns this female athlete and scolds her by keeping her separate from her teammates. The coach, who is more tolerant when someone else makes the same mistake, causes the athlete to have self-confidence problems. This female athlete, who has been doing this sport for many years, has been victimized by this incident and similar events, so she moves away from handball and quits the sport. The coach, who constantly criticizes this female athlete's performance negatively, prefers to ignore the athlete's positive behavior. He creates problematic communications that will harm the athlete-coach relationship by taking every behavior he does in a negative direction. My view on this case is as follows; This female athlete admits she's sensitive. Still, I don't think his trainer's actions are right. I do not think that he does not take into account the emotional characteristics of his athlete and has no idea what to do to keep this athlete in the sport. I think this problem stemmed from the fact that the trainer did not have enough coaching qualifications.

**TURKEY – STORY 3**
**A. REFERRED TO A SPECIFIC EVENT**
**1) Role of the Interviewed:**

☒ coach
 ☐ manager
 ☐ player
 ☐ supporter
 ☐ parents
 ☐ official
 ☐ other
 .....

**2) Age: 40**

**3) Gender:**
☒ male
 ☐ female

**4) Nationality:** Turkish

**5) Historical period collocation of Hate Speech :** 1994 (ex. present; '90s, 5 year ago, and so on...)

**6) Sport in which you witnessed hate speech:**
☐ football
 ☐ handball
 ☒ volleyball
 ☐ other....

**7) Communication of hate-speech:**
☒ face-to-face
 ☐ general circulation

**8) Location/Platform of the hate-speech occurred:**

☒ field of play
 ☒ grandstand
 ☐ online/web
 ☐ social media/chat
   
☒ press
 ☐ public communication
 ☐ other .....

**B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE**

(Researcher summarizes the Interview by addressing each topic)

**2. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?**

**a. Who was the hate speaker :** (gender : ☒ male ☐ female)

☒ player (peer)
 ☒ player (senior)
 ☒ coach/officials
 ☐ fans
   
☐ manager
 ☐ other .....

**b. Who was the victim :** (gender : ☒ male ☐ female)

☒ me
 ☒ third person
 ☐ group of people

**c. What was the role of the victim :**

☒ coach
 ☒ manager
 ☒ player
 ☐ supporter
 ☒ parents
 ☐ official
   
☐ other .....

**2. Which was the target of hate speech have you detected?**

☐ race/ethnicity
 ☐ sex/gender identity
 ☒ social class
 ☐ religion
 ☐ political view
   
☐ physical (dis)ability
 ☐ colour
 ☐ age
 ☐ other .....

**3. Type of hate speech discourse/behavior?:**

☒ swearing/insulting (i.e. any discourse containing swear or insulting discourse)

■ exaggeration/distortion (i.e. **negative generalization targeting** a community based on a specific individual or an event)

■ enmity/hostile (i.e. any hostile expression about a person or group)

■ symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)

#### 76. Possible cultural references. The interviewer has to take note of:

a. Specific statements (to be reported): "....."

(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...):

(If the case) Pauses/silence:

For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted

.....

#### b. Non-verbal (to be reported) :

■ hand gestures    ■ other gestures    □ kick    □ spit    □ push    ■ face expressions    ■ sounds

□ support of objects    □ reference to posture/distance    ■ reference to clothes/uniforms    □ other .....

To Specify.....

For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.

.....

#### c. Specific (explicit or implicit) references to values:

■ family    □ religion    □ hierarchy    □ sex/sexual orientation    ■ freedom

■ honesty/fair play    □ time    □ space    □ other .....

For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.

.....

#### 77. Coping with the situation:

a. Have you tried to cope with this situation?

Yes, I tried to mentally calm myself, my teammates and my coach. I did not respond. I tried not to lower the performance level in the game.

b. What would have been possible to do?

I think we did what needed to be done as all team members.

c. What have you done?

I did not respond, I tried to keep the whole team calm because I was the team captain. This incident happened in the final match. We did not allow this event to adversely affect the atmosphere.

d. If you decided or you couldn't do anything: explain why

I think it is wrong to accept such negative behaviors without reaction.

e. Have you involved other people/organizations? Who?

Complaints were made to the police, security guards, federation officials and other necessary units.

**78. Which were the impact and consequences of this case of hate speech on your job?**

Impact: It remained an unforgettable bad memory from my sports life. deterioration of motivation and harmony within the team, negative behaviors of our coach.

Consequences: Our team coaches and managers were suspended, although we won the match, we could not experience the joy we deserve. The negative behavior of our coach, who has been a role model for us until that day, broke our trust in him.

**7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:**

- ☒ discriminate      ☒ distress      ☒ put fear/threat      ☒ humiliation/vilification/denigration  
☐ physical damage      ☐ negative stereotyping      ☒ provoke violent/ offensive behavior  
☐ other.....

**8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:**

- ☒ self-presentation/visibility      ☐ a trigger event/news      ☒ getting benefit  
☒ gain appreciation from a specific community      ☐ personal traits (narcissism, psychoticism, aggression...)  
☐ other .....

**9. End of the story.**

a. What have you learned from this personal experience?

I tell athletes of all ages and levels that I work with that anger management is very important. If the coaches are insufficient in this regard, I think that they should get support from a sports psychologist, which I gave anger management training to my own players in the national team. I've seen this problem in many people. That's why I learned from the courses I took and my experiences that the coach should be equipped in all respects and show a professional approach in such incidents involving bad/hate speech.

b. What would you say to people who are living similar situations?

Especially young athletes should be trained in this regard. Such negative behaviors can be prevented with the help of a sports psychologist or a well-equipped trainer. I have developed a method to prevent bad/hate speech behavior in my own athletes. I gave him a social penalty when I saw a negative attitude in practice or in the match. For example; When an athlete exhibits negative behavior, as a punishment, I made it compulsory for that athlete to read a poem or a useful article in the field. and I checked. Or I asked his friend who was a victim to buy a book. I applied such a sanction of my own decision.

**10. What is your opinion on required Skills to manage/counter hate speech?**

a. Did you feel you had the skills to manage this kind of situations?

<p>Yes I think so</p> <p>b. Which was the most difficult part of it? I think it is very important what kind of childhood the athletes go through. Family love and care is very important. It is a difficult process to train young Athletes in this field and patiently wait for the results. I myself was struggling at that age.</p> <p>c. Have you had any form of support? Yes. I got help from yoga and breathing exercises to cope with anger management in my own athletes.</p> <p>d. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?</p> <p>Courses attended: Courses/courses you have taken in this direction: pedagogical formation, coaching seminars, courses we take within the university.</p> <p>Which subjects would be interesting/useful for you? Which topic particularly contributed: knowing about mental preparation and pedagogical formation</p>
--

### C. REFERRED TO A MORE GENERAL IDEA

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

#### -PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)
I attribute this issue to the individual characteristics of the Athletes. When we look at the examples in the world, I think that such events are less common in beach volleyball than in indoor volleyball. But I usually witness bad/hate speeches around me, between the coach and the athlete. I think it is seen more among the coach-athlete, and the coach-manager.
2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?
We can say social factors, pressure, ego, ambition, self-disclosure, self-interest, self-proving instincts.

#### -MAIN ACTORS:

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)
First of all, the family structure, then the pressure of the society we live in on the coaches, the management staff, the coaching staff. When all of these elements come together, there is a pressure reflected on the athlete inevitably. Continuous success is expected from the athlete. In such situations, the group that cannot cope with the pressure exhibits such negative behaviors, I think.
4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)



It is more common in athletes during adolescence. It can be seen in athletes who are worried about the future, and in professional athletes who are under pressure. I think it doesn't matter if it's male or female. It is more common in non-institutional sports clubs because there is no organized club structure.

5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?

In general, these behaviors are ignored and covered up in society. Therefore, the person who speaks badly may think that he has achieved his goal.

#### -TARGET GROUPS, TRENDS :

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)

I think they are targeted in terms of gender, ethnicity, belief.

7. Has this changed over the last few years?

I don't have any observations on this subject, we generally encounter similar incidents for years.

8. In your experience, what are the trends and changes in hate speech discourse over the last few years?

I see a significant decrease in negative behaviors in professional leagues. However, it is seen more frequently in lower leagues due to the amateurism of the fans and athletes.

#### -RECOMMENDATIONS :

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?

First of all, the club structure is very important. The board's perspective on sports, the sports vision and the goals of that club. In the athlete's development process, it is very important to determine the goal to be achieved. The coaches in the team and the criteria they are selected are also very important. Coaches should receive professional training appropriate to the age and level of the athletes in the team they train. It is important that coaches can guide athletes in this regard. Athletes can make mistakes, but the coach must know where to react. In this way, if the coach is with the athlete during the development process and supports him, he becomes an athlete with the spirit of fairplay. Naturally, athletes and coaches who have received the right guidance and training in this regard will reduce these negative discourses.

#### -OBSERVATIONS :

10. Any observations/impressions of the interviewer:

The male Participant we interviewed is currently a trainer. When he was a young Athlete, a conflict broke out between him and the opposing team in a final match. A few players on the opposing team are trying to demoralize this male player by pointing to the team and himself with gestures and facial expressions. Opposing team players swearing and insulting. The event grows and reflects on the

coaches and managers of the teams. The coach makes threatening sentences by provoking the Athlete, implying what will happen to him at the end of the match. These negative statements are also reflected in the referee's decisions and the emotional state of the stands. At that time, families are involved in the event with a protective attitude, since the athletes are young. The thing that caught my attention in this incident is that our participant thinks that his trainer is also wrong. He said that although he tried to protect his team, he damaged the relationship of trust between the athlete and the coach by displaying behaviors contrary to what he taught them. At the end of the event, the managers and coaches of both sides are penalized by the federation. The event is reflected in the press, but the federation intervenes and prevents it from being published in the newspaper.

## TURKEY – STORY 4

### A. REFERRED TO A SPECIFIC EVENT

#### 1) Role of the Interviewed:

☒ coach
 ☒ manager
 ☐ player
 ☐ supporter
 ☐ parents
 ☐ official
 ☐ other .....

2) Age: 30

3) Gender: ☒ male ☐ female

4) Nationality: Turkish

5) Historical period collocation of Hate Speech : 2003 (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☐ football ☒ handball ☐ volleyball ☐ other....

7) Communication of hate-speech: ☒ face-to-face ☒ general circulation

#### 8) Location/Platform of the hate-speech occurred:

☐ field of play
 ☐ grandstand
 ☐ online/web
 ☐ social media/chat  
☐ press
 ☐ public communication
 ☒ other : changing room

### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

#### 1. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

a. Who was the hate speaker : (gender : ☒ male ☐ female)

☐ player (peer)
 ☐ player (senior)
 ☒ coach/officials
 ☐ fans

☐ manager
 ☐ other .....

b. Who was the victim : (gender : ☐ male ☐ female)

☐ me
 ☒ third person
 ☐ group of people

c. What was the role of the victim :

☐ coach
 ☐ manager
 ☒ player
 ☐ supporter
 ☐ parents
 ☐ official

☐ other .....

#### 2. Which was the target of hate speech have you detected?

☐ race/ethnicity
 ☐ sex/gender identity
 ☐ social class
 ☐ religion
 ☐ political view

☐ physical (dis)ability
 ☐ colour
 ☐ age
 ☐ other .....

#### 3. Type of hate speech discourse/behavior?:

☐ swearing/insulting (i.e. any discourse containing swear or insulting discourse)

■ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)

□ enmity/hostile (i.e. any hostile expression about a person or group)

■ symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)

#### 4. Possible cultural references. The interviewer has to take note of:

a. Specific statements (to be reported): "....."

(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...): sarcastic and condescending speech, high tone of voice.

(If the case) Pauses/silence:

For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted

.....

#### b. Non-verbal (to be reported) :

■ hand gestures    ■ other gestures    □ kick    □ spit    ■ push    ■ face expressions    ■ sounds

□ support of objects    □ reference to posture/distance    ■ reference to clothes/uniforms    □ other .....

To Specify.....

For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.

.....

#### c. Specific (explicit or implicit) references to values:

□ family    □ religion    □ hierarchy    □ sex/sexual orientation    □ freedom

□ honesty/fair play    □ time    □ space    □ other : performance and personality traits

For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.

.....

#### 5. Coping with the situation:

a. Have you tried to cope with this situation?

No, at that time I did not have the courage to react to such events.

<p>b. What would have been possible to do?</p> <p>Families could get involved. But we didn't tell them.</p> <p>c. What have you done?</p> <p>Nothing. I just listened.</p> <p>d. If you decided or you couldn't do anything: explain why</p> <p>No, the cultural characteristics of that time did not allow this. we were young. In such cases, we would be reluctant to go to training, and that was considered normal.</p> <p>e. Have you involved other people/organizations? Who?</p> <p>No. we did not inform anybody else</p>
<p><b>6. Which were the impact and consequences of this case of hate speech on your job?</b></p> <p>Impact: It made me move away from sports, handball.</p> <p>Consequences: I quit handball. After that incident, I switched to basketball branch. I am currently working as both a trainer and a manager. I played basketball for many years.</p>
<p><b>7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:</b></p> <p> <input checked="" type="checkbox"/> discriminate              <input type="checkbox"/> distress              <input checked="" type="checkbox"/> put fear/threat              <input type="checkbox"/> humiliation/vilification/denigration  <input type="checkbox"/> physical damage              <input checked="" type="checkbox"/> negative stereotyping              <input type="checkbox"/> provoke violent/ offensive behavior  <input type="checkbox"/> other.....       </p>
<p><b>8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:</b></p> <p> <input type="checkbox"/> self-presentation/visibility              <input checked="" type="checkbox"/> a trigger event/news              <input checked="" type="checkbox"/> getting benefit  <input type="checkbox"/> gain appreciation from a specific community              <input checked="" type="checkbox"/> personal traits (narcissism, psychoticism, aggression...)  <input type="checkbox"/> other .....       </p>
<p><b>9. End of the story.</b></p> <p>a. What have you learned from this personal experience?</p> <p>This is what I learned from this event. as a coach not to come into contact with the athlete whatsoever. Because in this level of tense match atmosphere it can be difficult to adjust where you should stand. The athlete may not like such contact. Verbal warning should also have a limit. A coach should know where his athlete is motivated and what his limits are. I drew these conclusions from this event. This is something that I pay attention to in my own coaching journey.</p> <p>b. What would you say to people who are living similar situations?</p> <p>If we look at the issue from the perspective of a trainer, I advise my colleagues to approach the athletes by considering their age and personality traits. Everyone's personality traits are different. It is very likely to lose the athlete by misbehaving. For this reason, I think it is very important to</p>

establish a respectful bond with the athlete, taking into account age, cultural characteristics, gender and similar factors. If there is mutual respect in the relationship between the athlete and the coach, loudness during communication can be tolerated in some cases. In fact, the athlete may feel that his coach values him. This sensitive setting needs to be adjusted very well. Coaches can be successful to some extent, but working with a sports psychologist is much more professional.

#### 10. What is your opinion on required Skills to manage/counter hate speech?

- a. Did you feel you had the skills to manage this kind of situations?

Yes

- b. Which was the most difficult part of it?

The fact that we experienced this event with a depressed mood after the defeat.

- c. Have you had any form of support?

No

- d. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?

Courses attended: Coaching seminars, pedagogical formations, university education

Which subjects would be interesting/useful for you? I think that the advice and observations I received from successful and experienced coaches, rather than these trainings, carried me further.

#### C. REFERRED TO A MORE GENERAL IDEA

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

##### -PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)

First of all, everything goes through family education. Unfortunately, when the desire to win becomes excessive, we can see such negative behaviors in athletes, managers and coaches at all levels. In such situations, people have to have features such as anger control, calming down, knowing where to act. If this is not the case, we will continue to see such negative behaviors.

2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?

Items such as the desire to win, coach pressure, manager and family pressure, desire to prove oneself, and poor social communication skills can be listed.

#### -MAIN ACTORS:

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)

As I mentioned before, if the desire to win cannot be controlled, unfortunately, everyone in the sport encounters this problem. Occasionally, we can see unexpected behaviors from educated people with the personality we never expected. It is necessary to raise awareness of the society on this issue and, above all, to be sensitive about such issues in child development.

4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)

In general, we see it in people who pay great attention to their body language, carefully examine it and interact more with the people around them. More introverted athletes are more interested in their own games. We observe bad speech and negative behaviors in more extroverted athletes, coaches, in short, individuals involved in sports.

5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?

Unfortunately, from time to time, they achieve their goals with their bad rhetoric. Because the sanctions on this issue are very weak and insufficient.

#### -TARGET GROUPS, TRENDS :

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)

I don't think there is a significant difference in this regard. I think it can happen to anyone.

7. Has this changed over the last few years?

In recent years, athletes have become more confident, ready to respond and have more say. It wasn't like this before. We did what our coach said. But the situation is different now, families and athletes are more sensitive about this issue, but I think negative events are more common than before.

8. In your experience, what are the trends and changes in hate speech discourse over the last few years?

In recent years, I have seen an increase in negative behaviors. This is due to the increasing population and increasing interest in sports.

#### -RECOMMENDATIONS :

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?

Trainers should be made aware of this. Unhealthy communication should not be included in the triangle of parents, trainers and athletes. Especially parents should be made aware of this issue. Sports officials must have received the necessary training and experienced. Because one mistake they make can cost the life of a child. Being aware of this, they should do this job.

**-OBSERVATIONS :**

10. Any observations/impressions of the interviewer:

In his own words, the event takes place as follows; "Our coach came to our locker room after a game we lost. He lifted me and two of my friends to their feet, pulling on our jerseys and saying, "You see, these friends were running and sweating the whole game. This sweat is their labor. You didn't do anything, you just stared blankly. Be ashamed of yourself. You have to be like these friends, or you will be nothing. You are nothing." Even though our coach didn't say anything bad to me, I felt sorry for my friends who worked hard the whole match and were scolded like this at the end. Afterwards, these insulting speeches were never mentioned again. I think my teammates were negatively affected at that moment because we were young. After this and similar events, I quit handball. I switched to basketball. After playing there, I worked in coach and manager positions and I still continue."



## TURKEY – STORY 5

### A. REFERRED TO A SPECIFIC EVENT

#### 1) Role of the Interviewed:

☒ coach
 ☒ manager
 ☐ player
 ☐ supporter
 ☐ parents
 ☐ official
 ☐ other .....

2) Age: 46

3) Gender: ☒ male ☐ female

4) Nationality: Turkish

5) Historical period collocation of Hate Speech : 2001 (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☐ football ☐ handball ☐ volleyball ☒ basketball

7) Communication of hate-speech: ☒ face-to-face ☐ general circulation

#### 8) Location/Platform of the hate-speech occurred:

☒ field of play
 ☐ grandstand
 ☐ online/web
 ☐ social media/chat

☐ press
 ☐ public communication
 ☐ other .....

### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

#### 1. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

a. Who was the hate speaker : (gender : ☒ male ☐ female)

☐ player (peer)
 ☐ player (senior)
 ☒ coach/officials
 ☐ fans

☐ manager
 ☐ other .....

b. Who was the victim : (gender : ☐ male ☒ female)

☐ me
 ☒ third person
 ☐ group of people

c. What was the role of the victim :

☐ coach
 ☐ manager
 ☒ player
 ☐ supporter
 ☐ parents
 ☐ official

☐ other .....

#### 2. Which was the target of hate speech have you detected?

☐ race/ethnicity
 ☐ sex/gender identity
 ☐ social class
 ☐ religion
 ☐ political view

☐ physical (dis)ability
 ☐ colour
 ☐ age
 ☒ sport performance

#### 3. Type of hate speech discourse/behavior?:

☐ swearing/insulting (i.e. any discourse containing swear or insulting discourse)

☐ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)

- ☐ enmity/hostile (i.e. any hostile expression about a person or group)
- ☐ symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)

**4. Possible cultural references. The interviewer has to take note of:**

- a. Specific statements (to be reported): "....."

(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...):

(If the case) Pauses/silence:

For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted

.....

**b. Non-verbal (to be reported) :**

■ hand gestures   ■ other gestures   ☐ kick   ☐ spit   ☐ push   ■ face expressions   ■ sounds

☐ support of objects   ☐ reference to posture/distance   ☐ reference to clothes/uniforms   ☐  
other .....

To Specify.....

For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.

**c. Specific (explicit or implicit) references to values:**

☐ family   ☐ religion   ☐ hierarchy   ☐ sex/sexual orientation   ☐ freedom  
☐ honesty/fair play   ☐ time   ☐ space   ■ sports performance

For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.

.....

**5. Coping with the situation:**

- a. Have you tried to cope with this situation?

Yes, as a coach, I gave the necessary warning to my other colleague.

- b. What would have been possible to do?

I think my response and warning is correct. My colleague could have been more careful about this and could have approached more calmly.

- c. What have you done?

Since there was no negative behavior done directly to me, I made the warning that I needed to do after the event. My colleague also gave a very positive reaction and said I was right.

- d. If you decided or you couldn't do anything: explain why

- e. Have you involved other people/organizations? Who?

We did not inform anyone else

**6. Which were the impact and consequences of this case of hate speech on your job?**

Impact: none

Consequences: none
<b>7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:</b> <input type="checkbox"/> discriminate <input type="checkbox"/> distress <input type="checkbox"/> put fear/threat <input type="checkbox"/> humiliation/vilification/denigration <input type="checkbox"/> physical damage <input type="checkbox"/> negative stereotyping <input type="checkbox"/> provoke violent/ offensive behavior <input checked="" type="checkbox"/> other : to motivate to perform better
<b>8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:</b> <input type="checkbox"/> self-presentation/visibility <input type="checkbox"/> a trigger event/news <input type="checkbox"/> getting benefit <input checked="" type="checkbox"/> gain appreciation from a specific community <input type="checkbox"/> personal traits (narcissism, psychoticism, aggression...) <input checked="" type="checkbox"/> other : to be successful
<b>9. End of the story.</b> c. What have you learned from this personal experience? d. What would you say to people who are living similar situations?
<b>10. What is your opinion on required Skills to manage/counter hate speech?</b> a. Did you feel you had the skills to manage this kind of situations? Anger control is very important. Private life and professionalism should not mix, and I think I balance it. b. Which was the most difficult part of it? not being able to react as soon as an incident occurs during the match. c. Have you had any form of support? no d. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management? Courses attended: I am a physical education teacher. We organized youth camps. We invited many successful professors to these camps and raised awareness of both ourselves and the youth. Which subjects would be interesting/useful for you? We did a lot of interactive training in the youth camps we organized. The fact that this training was interactive was more beneficial for me in terms of both retention and comprehension. The trainings were related to the psychology of athletes and young individuals.

### C. REFERRED TO A MORE GENERAL IDEA

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

#### -PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)

Such incidents are more common in training and competition environments. Since athletes in the junior and youth category are in the transition period to adulthood, negative/bad behaviors are more common due to more complicated relationships.

2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?

Bringing the coaches to the head of the team without having sufficient professional qualifications. In sports development groups, problems arise due to the fact that equal importance is not given to trainers, athletes and managers both financially and in terms of respect. For this reason, people may exhibit inappropriate behavior in order to prove themselves.

#### -MAIN ACTORS:

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)

It may vary depending on the situation. In this case, the education level of people is a serious determining factor.

4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)

I usually see these behaviors in people who can't think multidimensionally and are not open to criticism.

5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?

It may be to hide their own lack of professional qualifications. Or they may be trying to be visible and show superiority to others. I would say ego wars.

#### -TARGET GROUPS, TRENDS :

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)

When I look at basketball, I have not heard any bad discourse in terms of age, gender, ethnicity, belief group, etc. It is generally done for the purpose of increasing the sportive performance, so no matter what their job is, people with low performance are victims in this regard. This is the attitude of coaches who focus only on success, not on athlete development.

7. Has this changed over the last few years?

Like the ones mentioned above, I keep this question dependent on the person's performance and discipline.

8. In your experience, what are the trends and changes in hate speech discourse over the last few years?

I think the situation is getting worse. When we look at the upper leagues in basketball, the competitive environment has increased as serious financial income is provided. Parents, children, coaches who

want to be successful may have conflicts on this issue. Children cannot live their childhood. They are in intense training and matches and only success is expected.

#### **-RECOMMENDATIONS :**

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?

Each team should have a sports psychologist and should be followed regularly.

Task distribution should be done well. Persons who can fulfill the assigned task should be on duty.

#### **-OBSERVATIONS :**

10. Any observations/impressions of the interviewer:

This is how it happens. While our participant was a coach in a club, another coach and his friend who is responsible from athletes aged between 10-12 showed a negative approach to his athlete by shouting, gestures, mimics and movements in public during the match due to poor sports performance. After the match, the interviewee, who witnessed this incident, tells his colleague, who behaved negatively, that he was wrong in this regard, in an appropriate language. The coach who exhibits negative behavior admits his mistake.

## TURKEY – STORY 6

### A. REFERRED TO A SPECIFIC EVENT

#### 1) Role of the Interviewed:

☐ coach
 ☐ manager
 ☐ player
 ☐ supporter
 ☐ parents
 ☐ official
 ☒ other referee

2) Age: 26

3) Gender: ☒ male ☐ female

4) Nationality: Turkish

5) Historical period collocation of Hate Speech : 2010 (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☐ football ☐ handball ☐ volleyball ☒ basketball

7) Communication of hate-speech: ☒ face-to-face ☐ general circulation

#### 8) Location/Platform of the hate-speech occurred:

☒ field of play
 ☒ grandstand
 ☐ online/web
 ☐ social media/chat

☐ press
 ☐ public communication
 ☐ other .....

### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

#### 2. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

a. Who was the hate speaker : (gender : ☒ male ☐ female)

☒ player (peer)
 ☐ player (senior)
 ☐ coach/officials
 ☒ fans

☐ manager
 ☒ other : parents

b. Who was the victim : (gender : ☒ male ☐ female)

☒ me
 ☐ third person
 ☒ group of people

c. What was the role of the victim :

☒ coach
 ☐ manager
 ☒ player
 ☐ supporter
 ☐ parents
 ☐ official

☐ other .....

#### 2. Which was the target of hate speech have you detected?

☐ race/ethnicity
 ☐ sex/gender identity
 ☒ social class
 ☐ religion
 ☐ political view

☐ physical (dis)ability
 ☐ colour
 ☐ age
 ☒ other : personality

#### 3. Type of hate speech discourse/behavior?:

☒ swearing/insulting (i.e. any discourse containing swear or insulting discourse)

☒ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)

<div style="margin-bottom: 10px;"> <input type="checkbox"/> enmity/hostile (i.e. any hostile expression about a person or group)         </div> <div> <input type="checkbox"/> symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)         </div>
<p><b>7. Possible cultural references. The interviewer has to take note of:</b></p> <p>a. Specific statements (to be reported):"....."</p> <p>(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...):</p> <p>(If the case) Pauses/silence:</p> <p style="margin-left: 20px;">For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted</p> <p>.....</p> <p>Hostile attitudes, loud sarcasm and angry approach.</p> <p><b>b. Non-verbal (to be reported) :</b></p> <div style="margin-bottom: 10px;"> <input type="checkbox"/> hand gestures    <input type="checkbox"/> other gestures    <input type="checkbox"/> kick    <input type="checkbox"/> spit    <input type="checkbox"/> push    <input type="checkbox"/> face expressions    <input type="checkbox"/> sounds         </div> <div style="margin-bottom: 10px;"> <input type="checkbox"/> support of objects    <input type="checkbox"/> reference to posture/distance    <input type="checkbox"/> reference to clothes/uniforms         </div> <div> <input type="checkbox"/> other .....         </div> <p style="margin-left: 20px;">To Specify.....</p> <p style="margin-left: 20px;">For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.</p> <p>.....</p> <p><b>c. Specific (explicit or implicit) references to values:</b></p> <div style="margin-bottom: 10px;"> <input type="checkbox"/> family                      <input type="checkbox"/> religion    <input type="checkbox"/> hierarchy    <input type="checkbox"/> sex/sexual orientation    <input type="checkbox"/> freedom         </div> <div> <input type="checkbox"/> honesty/fair play    <input type="checkbox"/> time    <input type="checkbox"/> space    <input type="checkbox"/> other .....         </div> <p style="margin-left: 20px;">For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.</p> <p>.....</p>
<p><b>8. Coping with the situation:</b></p> <p>a. Have you tried to cope with this situation?</p> <p style="margin-left: 20px;">No. because we were told to end the discussion.</p> <p>b. What would have been possible to do?</p> <p style="margin-left: 20px;">Security and game control could have been better.</p> <p>c. What have you done?</p> <p style="margin-left: 20px;">Nothing</p> <p>d. If you decided or you couldn't do anything: explain why</p> <p>e. Have you involved other people/organizations? Who? none</p>
<p><b>9. Which were the impact and consequences of this case of hate speech on your job?</b></p> <p style="margin-left: 20px;">Impact: The team was penalized. We couldn't go to the field for 5-6 weeks</p> <p style="margin-left: 20px;">Consequences: We stayed away from sports.</p>

**7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:**

- ☐ discriminate      ☒ distress      ☒ put fear/threat      ☒ humiliation/vilification/denigration  
☐ physical damage      ☐ negative stereotyping      ☒ provoke violent/ offensive behavior  
☐ other.....

**8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:**

- ☒ self-presentation/visibility      ☒ a trigger event/news      ☒ getting benefit  
☒ gain appreciation from a specific community ☐ personal traits (narcissism, psychoticism, aggression...)  
☐ other .....

**9. End of the story.**

- a. What have you learned from this personal experience?  
At that age, I realized how unnecessary and bad such negative behaviors were. In other situations, I tried harder to control myself when I was angry.
- b. What would you say to people who are living similar situations?  
I think those who have experienced similar situations should remain unresponsive to such provocative behaviors for the moment. Because we have always met and will meet these types of people. If you do not change your own stance, that person will be less likely to harm you or blame you. Events should not turn into mutual negative behaviors. Necessary precautions should be taken at that moment so that something we do not want does not happen.

**10. What is your opinion on required Skills to manage/counter hate speech?**

- a. Did you feel you had the skills to manage this kind of situations?  
Yes I think you have the necessary skill. As I am currently the referee, I consider myself competent to stay calm and do whatever needs to be done when faced with such negative behavior. Otherwise, I would have a hard time doing this job. Because every game I encounter similar incidents. Because I love and care about my job, I do not allow such behavior to affect me negatively.
- b. Which was the most difficult part of it?  
To be away from the game
- c. Have you had any form of support?  
Only my coach would talk to us to keep the team together. This was helpful for us to get through this situation.
- d. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?

Courses attended: Seminars are held every year to raise the awareness of the referees in this sense. I think the federation is doing its best in this regard.

Which subjects would be interesting/useful for you? Did not mention specific course name.

**C. REFERRED TO A MORE GENERAL IDEA**



Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

**-PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:**

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)
I see it more in team sports and in grassroots(U10-U18).
2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?
It's often triggered by fans and families. I think it is the desire to win and to stand out by proving oneself.

**-MAIN ACTORS:**

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)
Even though we thought that all the trouble was grandstand, when I started refereeing, my opinion completely changed. I think that the responsible for this is the coaches and referees. If both coaches and referees do not do their job and do not compromise, we will continue to see such bad example
4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)
I don't think it's gender related. One of the reasons may be that these people think that they have been treated unfairly. Although they do not know much about the sport they do, they claim the opposite. They think that the other party is behaving inappropriately towards them.
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?
Unfortunately, they sometimes achieve their goals.

**-TARGET GROUPS, TRENDS :**

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
Some players may engage in behaviors that may provoke the opposing side. As a result, we can see negative behaviors when the other party gets angry.
7. Has this changed over the last few years?
no
8. In your experience, what are the trends and changes in hate speech discourse over the last few years?
Yes, such negative examples have increased. But I think the events and cause-effect relationships are the same.

**-RECOMMENDATIONS :**

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?

First of all, there should be deterrent penalties on behalf of the grandstand. Especially at grassroots level, there are no security guards on the fields. An adjustment can be made to this. Families may exhibit negative behaviors in order to defend their children. Families should be trained in this regard. It should be explained that their children have to deal with such situations on the field, that they can fall and be injured, and that such things are normal. public service announcements can be made. awareness should be created.

**-OBSERVATIONS :**

10. Any observations/impressions of the interviewer:

"This is how it happens. We were playing Division 1 in the U16 basketball game. It was an important match, it was breaking through. Everyone was very nervous. There were occasional verbal provocations with the opposing team players. But they were all friends we knew. In the 8th minute of the 3rd quarter of the match, a friend from our team and a friend from the opposite team started to argue with each other in the corner of the field. To protect our friend, we ran to that side with the team players who saw this. Although we do not want such events to be seen in sports, it was a situation that could be considered normal in terms of age until that time. The real problem was that a lot of parents booed the players at the time. As we learned later, two parents were highly educated people themselves. One was a doctor and the other a lecturer at a university. These people made unspeakable insults. While our coach was trying to calm the parties in the face of the events, a parent standing in the grandstand pushed me. Our coach got very angry when he saw the parent's behavior towards me. Our coach came out to the tribune and could not control his anger. When there are parents who want to harm us."

## TURKEY – STORY 7

### A. REFERRED TO A SPECIFIC EVENT

#### 1) Role of the Interviewed:

☒ coach
 ☐ manager
 ☒ player
 ☐ supporter
 ☐ parents
 ☐ official
 ☒ other: sport commentator TV

2) Age: 45

3) Gender: ☒ male ☐ female

4) Nationality: Turkish

5) Historical period collocation of Hate Speech : 25 years ago (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☒ football ☐ handball ☐ volleyball ☐ other....

7) Communication of hate-speech: ☒ face-to-face ☐ general circulation

#### 8) Location/Platform of the hate-speech occurred:

☐ field of play
 ☐ grandstand
 ☐ online/web
 ☐ social media/chat

☐ press
 ☐ public communication
 ☒ other : outside the stadium after a match

### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

#### 1. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

a. Who was the hate speaker : (gender : ☒ male ☐ female)

☐ player (peer)
 ☐ player (senior)
 ☐ coach/officials
 ☒ fans

☐ manager
 ☐ other .....

b. Who was the victim : (gender : ☐ male ☐ female)

☐ me
 ☒ third person
 ☒ group of people

c. What was the role of the victim :

☐ coach
 ☐ manager
 ☐ player
 ☒ supporter
 ☐ parents
 ☐ official

☐ other .....

#### 2. Which was the target of hate speech have you detected?

☐ race/ethnicity
 ☐ sex/gender identity
 ☐ social class
 ☐ religion
 ☐ political view

☐ physical (dis)ability
 ☐ colour
 ☐ age
 ☒ other : opposite team

#### 3. Type of hate speech discourse/behavior?:

☒ swearing/insulting (i.e. any discourse containing swear or insulting discourse)

☒ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)

<div style="margin-bottom: 10px;"> <input type="checkbox"/> enmity/hostile (i.e. any hostile expression about a person or group)         </div> <div> <input type="checkbox"/> symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)         </div>
<p><b>4. Possible cultural references. The interviewer has to take note of:</b></p> <p>a. Specific statements (to be reported):"....."</p> <p>(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...): Loud tone of hate</p> <p>(If the case) Pauses/silence:</p> <p>For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted</p> <p>.....</p> <p><b>b. Non-verbal (to be reported) :</b></p> <div style="display: flex; justify-content: space-between; margin-bottom: 10px;"> <span><input type="checkbox"/> hand gestures    <input type="checkbox"/> other gestures    <input type="checkbox"/> kick    <input type="checkbox"/> spit    <input type="checkbox"/> push    <input type="checkbox"/> face expressions    <input type="checkbox"/> sounds</span> </div> <div style="display: flex; justify-content: space-between; margin-bottom: 10px;"> <span><input type="checkbox"/> support of objects    <input type="checkbox"/> reference to posture/distance    <input type="checkbox"/> reference to clothes/uniforms</span> </div> <div> <input type="checkbox"/> other : attacking team bus         </div> <p>To Specify.....</p> <p>For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.</p> <p>.....</p> <p><b>c. Specific (explicit or implicit) references to values:</b></p> <div style="display: flex; justify-content: space-between; margin-bottom: 10px;"> <span><input type="checkbox"/> family    <input type="checkbox"/> religion    <input type="checkbox"/> hierarchy    <input type="checkbox"/> sex/sexual orientation    <input type="checkbox"/> freedom</span> </div> <div style="display: flex; justify-content: space-between; margin-bottom: 10px;"> <span><input type="checkbox"/> honesty/fair play    <input type="checkbox"/> time    <input type="checkbox"/> space    <input type="checkbox"/> other: decision on choosing team to support</span> </div> <p>For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.</p> <p>.....</p>
<p><b>5. Coping with the situation:</b></p> <p>a. Have you tried to cope with this situation? Yes, I did my best.</p> <p>b. What would have been possible to do? The police could have been called, but worse could have happened before they came. For this reason, people around reacted to the event. Because it was very crowded.</p> <p>c. What have you done? Yes, I had to warn those people harshly so that the child would not be afraid any more.</p> <p>d. If you decided or you couldn't do anything: explain why</p> <p>e. Have you involved other people/organizations? Who? At that moment, the crowd nearby reacted. Faced with this reaction, the attackers quickly left.</p>
<p><b>6. Which were the impact and consequences of this case of hate speech on your job?</b></p> <p>Impact : As a result of this behavior, the child's sadness and crying affected me a lot. I didn't think about it for a long time.</p>

<p>Consequences: I always told people around me about this incident, especially to young people. I hope they learned their lesson.</p>
<p><b>7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:</b></p> <p> <input type="checkbox"/> discriminate      <input checked="" type="checkbox"/> distress      <input checked="" type="checkbox"/> put fear/threat      <input type="checkbox"/> humiliation/vilification/denigration  <input type="checkbox"/> physical damage      <input type="checkbox"/> negative stereotyping      <input checked="" type="checkbox"/> provoke violent/ offensive behavior  <input type="checkbox"/> other.....         </p>
<p><b>8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:</b></p> <p> <input type="checkbox"/> self-presentation/visibility      <input type="checkbox"/> a trigger event/news      <input type="checkbox"/> getting benefit  <input type="checkbox"/> gain appreciation from a specific community      <input checked="" type="checkbox"/> personal traits (narcissism, psychoticism, aggression...)  <input type="checkbox"/> other .....         </p>
<p><b>9. End of the story.</b></p> <p>a. What have you learned from this personal experience? When I was an athlete, I played matches where the atmosphere was very tense. But I have never encountered such a bad incident. When I saw it from the outside, I realized once again how sad it was.</p> <p>b. What would you say to people who are living similar situations? In such crowded environments, you should always be careful. Unfortunately, even going to a game with your child can be dangerous sometimes.</p>
<p><b>10. What is your opinion on required Skills to manage/counter hate speech?</b></p> <p>a. Did you feel you had the skills to manage this kind of situations? Yes I think so</p> <p>b. Which was the most difficult part of it? To be witnessed child's emotions</p> <p>c. Have you had any form of support? No</p> <p>d. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?</p> <p>Courses attended: But I did not receive training. I developed myself by reading and researching in these areas.</p> <p>Which subjects would be interesting/useful for you? What I read about sports ethics and psychology was helpful. I am still reading and researching.</p>

### C. REFERRED TO A MORE GENERAL IDEA

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

#### -PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)
Among fans, young athletes and team sports
2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?
I think external factors and fans are very effective in this regard. The expectations of the fans from the athletes turn into bad rhetoric over time. It would be beneficial for people on and off the field to be more positive towards each other in this regard. The attitudes of the players can also affect the fans.

#### -MAIN ACTORS:

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)
I think different people indirectly influence bad discourse. Some can be the source of bad behavior under different conditions, some directly, some indirectly, some by creating a perception. Managers or athletes trigger a certain group of bad rhetoric with their statements to the media. In sports, small groups can trigger each other with certain behaviors, especially at grassroots. I think in this situation, each individual should be honest with himself. He should review what he's done.
4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)
We can see unexpected behavior from people we never expected, it seems impossible to distinguish such characteristic features in my opinion. Some people may have adopted bad rhetoric and negative behaviors in their daily lives, and we can clearly observe them. We can see it in people who have anger control problems or hyperactive people.
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?
If we look at it from the fans' point of view, it may be to relax by expressing the stress or negative emotions in his daily life, or he may face anger problems when he cannot get his expectations from the team. From the point of view of the athletes and the management, all kinds of problems that occur in the grandstands and elite levels in the team will cause this problem, and the athletes and managers may be trying to cope with this situation by showing their discomfort with negative and bad words.

#### -TARGET GROUPS, TRENDS :

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
I don't think it's aimed at a specific audience. Especially with the fans. It can be seen in competing clubs. It continues like an old tradition. Since athletes, coaches and fans grew up in this culture and learned this from their elders, we can witness negative behaviors and bad discourses between clubs that compete with each other, even for no reason.

7. Has this changed over the last few years?
No I don't think it changed over time
8. In your experience, what are the trends and changes in hate speech discourse over the last few years?
I think the rapid growth of the football market with the increasing population and the serious gains made people more aggressive and intolerant in this regard.

#### -RECOMMENDATIONS :

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?
There have been serious sanctions made by federations for a very long time, especially to solve the problems of grandstands. but not preventive enough. I think the important thing is to educate the new generation in the right way. If the number of people who know that such behavior is wrong increases, I think the source of bad speech will remain as a minority and it will be easier for us to fight. Those who act right and have good intentions should be rewarded. Just punishing bad/negative behavior is not enough. Giving positive messages to their supporters in their teams will be an example for both grassroot athletes and the next generation. Athletes who are in the spotlight become serious role models for young people.

#### -OBSERVATIONS :

10. Any observations/impressions of the interviewer:
"My football grasroot period was in Galatasaray. We received a regular education at that time, and we never encountered such bad behavior. I want to tell an event that I witnessed. I was still playing in Galatasaray when I was 17-18 years old. I was playing in the youth team at the same time. There was a Galatasaray-Beşiktaş match at Ali Sami Yen Stadium. The fans were coming out of different doors, but they had to meet at the minibus bus stops. At the exit, a father and son were waiting to get on the Beşiktaş bus. He was wearing Beşiktaş jerseys. A group of Fanatics passing by, mentioned Father and son verbal abuse, gestures, gestures and behaviors. They harassed the father and son by banging on the window of the minibus they were getting on and shouting. They seriously shouted at the boy. The child was between the ages of 10-12. At that moment, I witnessed the facial expression of the child, he was really scared and crying. His father was trying to calm him down, but the boy was terrified. People around who saw this reacted with me . They tried to drive the fanatic group away from there. The people there reacted by saying, "What are you doing, is a child treated this way?" Father and son left by minibus. And they drove the group away from there."

## TURKEY – STORY 8

### A. REFERRED TO A SPECIFIC EVENT

#### 1) Role of the Interviewed:

☐ coach
 ☐ manager
 ☐ player
 ☐ supporter
 ☒ parents
 ☐ official
 ☐ other .....

2) Age: 45

3) Gender: ☐ male ☒ female

4) Nationality: Turkish

5) Historical period collocation of Hate Speech : 2020 (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☒ football ☐ handball ☐ volleyball ☐ other....

7) Communication of hate-speech: ☒ face-to-face ☐ general circulation

#### 8) Location/Platform of the hate-speech occurred:

☒ field of play
 ☒ grandstand
 ☐ online/web
 ☐ social media/chat  
☐ press
 ☐ public communication
 ☐ other .....

### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

#### 1. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

a. Who was the hate speaker : (gender : ☒ male ☒ female)

☐ player (peer)
 ☐ player (senior)
 ☐ coach/officials
 ☒ fans (parents)  
☐ manager
 ☐ other .....

b. Who was the victim : (gender : ☒ male ☒ female)

☐ me
 ☐ third person
 ☒ group of people (parents)

c. What was the role of the victim :

☐ coach
 ☐ manager
 ☐ player
 ☐ supporter
 ☐ parents
 ☐ official  
☐ other .....

#### 2. Which was the target of hate speech have you detected?

☐ race/ethnicity
 ☐ sex/gender identity
 ☒ social class
 ☐ religion
 ☐ political view  
☐ physical (dis)ability
 ☐ colour
 ☐ age
 ☐ other .....

#### 3. Type of hate speech discourse/behavior?:

☒ swearing/insulting (i.e. any discourse containing swear or insulting discourse)



☐ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)

☒ enmity/hostile (i.e. any hostile expression about a person or group)

☐ symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)

**4. Possible cultural references. The interviewer has to take note of:**

a. Specific statements (to be reported): "....."

(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...):

(If the case) Pauses/silence:

For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted

.....

**b. Non-verbal (to be reported) :**

☐ hand gestures    ☐ other gestures    ☐ kick    ☐ spit    ☒ push    ☒ face expressions    ☒ sounds

☐ support of objects    ☐ reference to posture/distance    ☐ reference to clothes/uniforms    ☐ other .....

To Specify.....

For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.

.....

**c. Specific (explicit or implicit) references to values:**

☐ family    ☐ religion    ☐ hierarchy    ☐ sex/sexual orientation    ☐ freedom

☐ honesty/fair play    ☐ time    ☐ space    ☐ other .....

For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.

.....

**5. Coping with the situation:**

a. Have you tried to cope with this situation?

At that moment, I reacted to the event and expressed my ideas. I tried to intervene and stop it.

b. What would have been possible to do?

I did my best, at that moment there was nothing else that could be done to calm the situation.

c. What have you done?

Yes, I warned those who made bad speech at that moment and said that the situation was wrong.

d. If you decided or you couldn't do anything: explain why --

e. Have you involved other people/organizations? Who? --

**6. Which were the impact and consequences of this case of hate speech on your job?**

Impact: This incident increased my prejudices about football. negatively affected children

Consequences:.....
<b>7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:</b> <input type="checkbox"/> discriminate <input checked="" type="checkbox"/> distress <input checked="" type="checkbox"/> put fear/threat <input checked="" type="checkbox"/> humiliation/vilification/denigration <input type="checkbox"/> physical damage <input type="checkbox"/> negative stereotyping <input type="checkbox"/> provoke violent/ offensive behavior <input type="checkbox"/> other.....
<b>8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:</b> <input type="checkbox"/> self-presentation/visibility <input type="checkbox"/> a trigger event/news <input checked="" type="checkbox"/> getting benefit <input checked="" type="checkbox"/> gain appreciation from a specific community <input checked="" type="checkbox"/> personal traits (narcissism, psychoticism, aggression...) <input checked="" type="checkbox"/> other to stand up against injustice
<b>9. End of the story.</b>  a. What have you learned from this personal experience? Here's what I learned from this event: how important a role the athletes' families play in the athlete's upbringing. How important is family education? I think this type of bad discourse is about character, regardless of the type of sport. People should educate themselves first. b. What would you say to people who are living similar situations? Such negative events can happen in sports. We all know that such people exist. But this should not cause us to keep our children away from sports. We must teach our children to distinguish between good and bad.
<b>10. What is your opinion on required Skills to manage/counter hate speech?</b>  a. Did you feel you had the skills to manage this kind of situations? Yes I think I have. b. Which was the most difficult part of it? To see children witness this event. c. Have you had any form of support? d. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?  Courses attended: coaching courses in general ,and classes in my university years  Which subjects would be interesting/useful for you?.....

### C. REFERRED TO A MORE GENERAL IDEA

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

#### -PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:

1. In your experience, which would you say are the contexts where hate speech is more
---

present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)
In competitions, team sports and individual sports, young athletes.
2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?
desire to win, desire to prove oneself,

#### -MAIN ACTORS:

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)
Families, media, coaches, athletes. Depending on the situation, anyone can engage in these negative behaviors.
4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)
There are usually selfish and ambitious people.
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?
desire to win, and to succeed

#### -TARGET GROUPS, TRENDS :

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
I don't think the targeted people have any particular characteristics. It can happen to anyone at any time.
7. Has this changed over the last few years?
I don't think that it has changed
8. In your experience, what are the trends and changes in hate speech discourse over the last few years?
Human relations have become more disrespectful in recent years. He does what he wants, however he wants. I think there is a discipline problem.

#### -RECOMMENDATIONS :

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?
We can encourage more people to do sports. It's always easy to criticize from the outside. Ensuring that people who have not done sports can also experience this can improve the aspect of empathy. What is sport and how is it done? Can anyone be an athlete? How do

athletes train, how do they become athletes? People generally have no idea about these issues. I think it is very important to raise public awareness on these issues.

#### **-OBSERVATIONS :**

10. Any observations/impressions of the interviewer:

The mother, with whom we spoke, told the incident that happened to her 11-year-old son. As a result of the football match, there were tense moments in the grandstand against the referee's decision and the coach's attitude. The families of the athletes of the teams had a fight with each other due to the result of the match, they made physical contact such as pushing and made bad statements.

## TURKEY – STORY 9

### A. REFERRED TO A SPECIFIC EVENT

#### 1) Role of the Interviewed:

☐ coach
 ☐ manager
 ☒ player
 ☐ supporter
 ☐ parents
 ☐ official
 ☐ other .....

2) Age: 29

3) Gender: ☐ male ☒ female

4) Nationality: Turkish

5) Historical period collocation of Hate Speech : 15 years ago (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☐ football ☐ handball ☒ volleyball ☐ other....

7) Communication of hate-speech: ☒ face-to-face ☐ general circulation

#### 8) Location/Platform of the hate-speech occurred:

☒ field of play
 ☐ grandstand
 ☐ online/web
 ☐ social media/chat

☐ press
 ☐ public communication
 ☐ other .....

### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

#### 1. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

a. Who was the hate speaker : (gender : ☐ male ☒ female)

☒ player (peer)
 ☐ player (senior)
 ☐ coach/officials
 ☐ fans

☐ manager
 ☐ other .....

b. Who was the victim : (gender : ☐ male ☒ female)

☒ me
 ☐ third person
 ☐ group of people

c. What was the role of the victim :

☐ coach
 ☐ manager
 ☒ player
 ☐ supporter
 ☐ parents
 ☐ official

☐ other .....

#### 2. Which was the target of hate speech have you detected?

☐ race/ethnicity
 ☐ sex/gender identity
 ☒ social class
 ☐ religion
 ☐ political view

☐ physical (dis)ability
 ☐ colour
 ☐ age
 ☐ other .....

#### 3. Type of hate speech discourse/behavior?:

☐ swearing/insulting (i.e. any discourse containing swear or insulting discourse)

☐ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)

<div style="margin-bottom: 10px;"> <input checked="" type="checkbox"/> enmity/hostile (i.e. any hostile expression about a person or group)         </div> <div> <input type="checkbox"/> symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)         </div>
<p><b>4. Possible cultural references. The interviewer has to take note of:</b></p> <p>a. Specific statements (to be reported):"....."</p> <p>(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...): distancing, cutting off communication, bad and sarcastic looks</p> <p>(If the case) Pauses/silence:</p> <p>For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted</p> <p>.....</p> <p><b>b. Non-verbal (to be reported) :</b></p> <p> <input type="checkbox"/> hand gestures    <input checked="" type="checkbox"/> other gestures    <input type="checkbox"/> kick    <input type="checkbox"/> spit    <input type="checkbox"/> push    <input checked="" type="checkbox"/> face expressions    <input type="checkbox"/> sounds  <input type="checkbox"/> support of objects    <input type="checkbox"/> reference to posture/distance    <input type="checkbox"/> reference to clothes/uniforms    <input type="checkbox"/>            other .....         </p> <p>To Specify.....</p> <p>For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.</p> <p>.....</p> <p><b>c. Specific (explicit or implicit) references to values:</b></p> <p> <input type="checkbox"/> family    <input type="checkbox"/> religion    <input type="checkbox"/> hierarchy    <input type="checkbox"/> sex/sexual orientation    <input type="checkbox"/> freedom  <input checked="" type="checkbox"/> honesty/fair play    <input type="checkbox"/> time    <input type="checkbox"/> space    <input type="checkbox"/> other .....         </p> <p>For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.</p> <p>.....</p>
<p><b>5. Coping with the situation:</b></p> <p>a. Have you tried to cope with this situation? No, I didn't try to cope. I distanced myself from that environment.</p> <p>b. What would have been possible to do? We could talk to each other and figure it out.</p> <p>c. What have you done? I did not respond</p> <p>d. If you decided or you couldn't do anything: explain why There was no particular reason. I didn't want to take a step towards solving the problem for my teammates who treated me badly. Because I wasn't wrong about that. It was an honor to be in the national team.</p> <p>e. Have you involved other people/organizations? Who? No. others did not involve</p>
<p><b>6. Which were the impact and consequences of this case of hate speech on your job?</b></p>

Impact:..... Consequences:.....
<b>7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:</b> <div style="display: flex; flex-wrap: wrap;"> <div style="width: 50%;"><input checked="" type="checkbox"/> discriminate</div> <div style="width: 50%;"><input checked="" type="checkbox"/> distress</div> <div style="width: 50%;"><input type="checkbox"/> put fear/threat</div> <div style="width: 50%;"><input type="checkbox"/> humiliation/vilification/denigration</div> <div style="width: 50%;"><input type="checkbox"/> physical damage</div> <div style="width: 50%;"><input checked="" type="checkbox"/> negative stereotyping</div> <div style="width: 50%;"><input type="checkbox"/> provoke violent/ offensive behavior</div> </div> <input type="checkbox"/> other.....
<b>8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:</b> <div style="display: flex; flex-wrap: wrap;"> <div style="width: 50%;"><input checked="" type="checkbox"/> self-presentation/visibility</div> <div style="width: 50%;"><input type="checkbox"/> a trigger event/news</div> <div style="width: 50%;"><input checked="" type="checkbox"/> getting benefit</div> </div> <input checked="" type="checkbox"/> gain appreciation from a specific community <input type="checkbox"/> personal traits (narcissism, psychoticism, aggression...) <input type="checkbox"/> other .....
<b>9. End of the story.</b> <div style="margin-left: 20px;"> <p>a. What have you learned from this personal experience?</p> <p>For my future professional career, I learned that I should keep my distance with some people, even if they are your teammates, and that not everyone should be trusted in such a competitive environment.</p> </div> <div style="margin-left: 20px;"> <p>b. What would you say to people who are living similar situations?</p> <p>Unfortunately, you can't always trust the people around you. Sometimes your achievements or achievements may disturb others. If they want to do this job professionally, I can advise them not to take such negative behaviors too much attention. You have to trust yourself and do what you have to do. You should not consider such negative behavior.</p> </div>

### 10. What is your opinion on required Skills to manage/counter hate speech?

- Did you feel you had the skills to manage this kind of situations?  
I think yes
- Which was the most difficult part of it?  
It was hard for me to feel alone in the team
- Have you had any form of support?  
no
- In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?

Courses attended:.....

Which subjects would be interesting/useful for you?.....

### C. REFERRED TO A MORE GENERAL IDEA

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

#### -PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)
I think we see negative behaviors in team sports, junior and youth teams, regardless of training and competition.
2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?
Jealousy, attributing one's own failure to someone else, wanting to stand out with their success

#### -MAIN ACTORS:

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)
I think all of them are effective from time to time.
4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)
Those who feel themselves to be members of a lower social class, those who see themselves as inadequate
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?
These people, who see themselves as inadequate, express their feelings with negative behaviors and think that they cover their deficiencies in this way, and think that they have a say and are visible.

#### -TARGET GROUPS, TRENDS :



6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
I think that the number of athletes and coaches exposed to bad language has increased. But anyone can be a victim at any time.
7. Has this changed over the last few years?
I don't think it has dramatically changed
8. In your experience, what are the trends and changes in hate speech discourse over the last few years?
I think the negative behaviors are increasing more. In recent years, everyone has seen this as their right. We witness negative behavior and violence both psychologically and physically.

#### -RECOMMENDATIONS :

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?
I speak for my own sport. Equal importance should be given to sports disciplines. Sport is not just about football. Every sport is very valuable and deserves to be appreciated. Apart from football, team and individual sports should also be appreciated.
The influence of social media is indisputably important in the period we live in. Posts that encourage positive behaviors (short videos, photos, etc.) can be shared on social media platforms. Examples of positive behavior can be given by enabling social media users to see them.

#### -OBSERVATIONS :

10. Any observations/impressions of the interviewer:
"When I was playing at grassroots, I was selected for the volleyball junior national team. Hearing this, my teammates reacted to me. A teammate of mine, a very close friend of mine, had completely cut off communication with me as soon as she heard this news. she started acting very badly. And she marginalized me in a way that would affect other players because of this success. All of a sudden, no one started talking to me, and the attitudes in the training and the match completely changed. After these events, we did not see him again, neither in the team or in our private life. It was very harsh for a child of that age group to receive such a punitive reaction as a result of a success."

### TURKEY – STORY 10

#### A. REFERRED TO A SPECIFIC EVENT

##### 1) Role of the Interviewed:

☐ coach      ☐ manager   ☐ player   ☐ supporter      ☒ parents      ☐ official      ☐ other .....

2) Age: .....

3) Gender:      ☐ male      ☒ female

4) Nationality: .....

5) Historical period collocation of Hate Speech : 2015 (ex. present; '90s, 5 year ago, and so on...)

6) Sport in which you witnessed hate speech: ☐ football ☐ handball ☒ volleyball ☐ other....

7) Communication of hate-speech: ☒ face-to-face ☐ general circulation

8) Location/Platform of the hate-speech occurred:

☐ field of play ☐ grandstand ☐ online/web ☐ social media/chat  
☐ press ☐ public communication ☒ other : phone conversation

## B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

**2. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?**

**a. Who was the hate speaker :** (gender : ☒ male ☐ female)

☐ player (peer) ☐ player (senior) ☐ coach/officials ☐ fans  
☐ manager ☐ other .....

**b. Who was the victim :** (gender : ☒ male ☐ female)

☐ me ☒ third person (my daughter) ☐ group of people

**c. What was the role of the victim :**

☐ coach ☐ manager ☒ player ☐ supporter ☐ parents ☐ official  
☐ other .....

**2. Which was the target of hate speech have you detected?**

☐ race/ethnicity ☐ sex/gender identity ☒ social class ☐ religion ☐ political view  
☐ physical (dis)ability ☐ colour ☒ age ☒ other : performance level

**3. Type of hate speech discourse/behavior?:**

☒ swearing/insulting (i.e. any discourse containing swear or insulting discourse)  
☒ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)  
☒ enmity/hostile (i.e. any hostile expression about a person or group)  
☒ symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)

**7. Possible cultural references. The interviewer has to take note of:**

a. Specific statements (to be reported): "....."

(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...):

(If the case) Pauses/silence:

For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted

.....

**b. Non-verbal (to be reported) :**

☐ hand gestures    ☐ other gestures    ☐ kick    ☐ spit    ☐ push    ☐ face expressions    ☒ sounds

☐ support of objects    ☐ reference to posture/distance    ☐ reference to clothes/uniforms    ☐ other .....

To Specify.....

For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.

.....

**c. Specific (explicit or implicit) references to values:**

☒ family    ☐ religion    ☒ hierarchy    ☐ sex/sexual orientation    ☒ freedom

☐ honesty/fair play    ☐ time    ☐ space    ☐ other .....

For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.

.....

**8. Coping with the situation:**

a. Have you tried to cope with this situation?

I tried to talk to him, I wanted to talk to him with a constructive purpose. I called to get the problem resolved, that's what I could do. I could only talk on the phone because I was in another city.

b. What would have been possible to do?

I think it is a situation that can be resolved with the right communication. But the coach was aggressive

c. What have you done?

Yes, I did. Although I took a constructive approach, I faced insults and bad words. That moment was shocking to me.

d. If you decided or you couldn't do anything: explain why

e. Have you involved other people/organizations? Who?

I made a written complaint to the volleyball federation about the coach, but we could not get any response.

**9. Which were the impact and consequences of this case of hate speech on your job?**

Impact: I and my family suffered moral damage.

Consequences: My daughter was away from sports at that time and her motivation decreased.

**7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:**

<input checked="" type="checkbox"/> discriminate <input checked="" type="checkbox"/> distress <input checked="" type="checkbox"/> put fear/threat <input checked="" type="checkbox"/> humiliation/vilification/denigration <input type="checkbox"/> physical damage <input checked="" type="checkbox"/> negative stereotyping <input checked="" type="checkbox"/> provoke violent/ offensive behavior <input type="checkbox"/> other.....
<b>8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:</b> <input type="checkbox"/> self-presentation/visibility <input type="checkbox"/> a trigger event/news <input type="checkbox"/> getting benefit <input type="checkbox"/> gain appreciation from a specific community <input checked="" type="checkbox"/> personal traits (narcissism, psychoticism, aggression...) <input type="checkbox"/> other .....
<b>9. End of the story.</b>  a. What have you learned from this personal experience? I learned by experience that not everyone can be a coach and how important the knowledge and approach of the person who trains our children in the field is for the future of our children. Children and families who see sports as a career goal should choose their coaches well and ensure that they work with clubs that adopt this understanding.  b. What would you say to people who are living similar situations? The families of the athletes should listen to their children on these issues and follow their children closely without intervening. I'm not talking about interfering with the duties of the coach or the club. But since children are in the developmental age, it is very important for them to be with people they take as role models.

**10. What is your opinion on required Skills to manage/counter hate speech?**

- a. Did you feel you had the skills to manage this kind of situations?  
Yes I have the skills to cope with these situations.
- b. Which was the most difficult part of it?  
Being in separate cities with my child and witnessing this negative behavior.
- c. Have you had any form of support?  
no
- d. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?

Courses attended:.....

Which subjects would be interesting/useful for you?.....

**C. REFERRED TO A MORE GENERAL IDEA**

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

**-PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:**

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)
I think it is more common in youth, training and matches, team sports.
2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?
Anger Control problems, personality problems, self-interest

**-MAIN ACTORS:**

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)
I think it stems from the management's approach to sports.
4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)
Aggressive personality is more common in older people.
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?
In some cases, it is an effort to show self-interest, ego satisfaction and self-assertion. Most of the time, they unfortunately achieve their goals.

**-TARGET GROUPS, TRENDS :**

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
All could be. People who are generally quiet and get along well with others are subject to bad rhetoric.
7. Has this changed over the last few years?
No I don't think
8. In your experience, what are the trends and changes in hate speech discourse over the last few years?
In the past, we heard and saw that there were negative behaviors physically. Now, instead of physical violence, psychological pressure is on the increase.

#### -RECOMMENDATIONS :

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?
Everyone needs to be understanding and patient. In order to show the right behavior, the people working in sports clubs must be highly educated and experienced in the field. Deterrent sanctions should be applied to people who exhibit negative behaviors, regardless of who they are. In the sports community, there should be educators who can provide education according to the psychological development of our children.

#### -OBSERVATIONS :

10. Any observations/impressions of the interviewer:
"When my daughter was in the youth team, she performed poorly in a match due to her injury. Then she was subjected to negative and abusive behavior on the field. She is kicked off the team. I did not witness the event as the match was played in another city. When my daughter called me after the match with great sadness, I learned about the events. Since I could not be with my child, I called the trainer on the phone and said: "My daughter called me and said these things, what's the matter, how can we solve this problem?". After this sentence, the coach suddenly became extremely angry. He started insulting me and my daughter. 'Who do you think you are, calling and bothering me? I'm going to prevent your daughter from playing volleyball, I've already kicked her off the team. I will prevent her from entering the university . The coach used threatening statements such as "I will prevent her from joining any team or living where she lives." However, it was the first time I called him on the phone. Then he hung up the phone and called my daughter and told her the same things, even more. Upon this incident, we made the necessary complaints and waited for the result. Unfortunately, we did not get any results. My daughter has been away from sports for half a season. she could not go to the national youth championships"

**TURKEY – STORY 11**
**A. REFERRED TO A SPECIFIC EVENT**
**1) Role of the Interviewed:**

☐ coach    ☐ manager    ☒ player    ☐ supporter    ☐ parents    ☐ official    ☐ other .....

**2) Age:** .....

**3) Gender:**    ☐ male    ☒ female

**4) Nationality:** Turkish

**5) Historical period collocation of Hate Speech :** 7 yıl önce (ex. present; '90s, 5 year ago, and so on...)

**6) Sport in which you witnessed hate speech:** ☐ football    ☐ handball    ☒ volleyball    ☐ other....

**7) Communication of hate-speech:**    ☒ face-to-face    ☐ general circulation

**8) Location/Platform of the hate-speech occurred:**

☒ field of play    ☐ grandstand    ☐ online/web    ☐ social media/chat  
☐ press    ☐ public communication    ☐ other .....

**B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE**

(Researcher summarizes the Interview by addressing each topic)

**3. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?**

**a. Who was the hate speaker :** (gender : ☒ male    ☐ female)

☐ player (peer)    ☐ player (senior)    ☐ coach/officials    ☐ fans  
☐ manager    ☐ other .....

**b. Who was the victim :** (gender : ☐ male    ☒ female)

☒ me    ☐ third person    ☒ group of people : team members

**c. What was the role of the victim :**

☐ coach    ☐ manager    ☐ player    ☐ supporter    ☐ parents    ☐ official  
☐ other .....

**2. Which was the target of hate speech have you detected?**

☐ race/ethnicity    ☐ sex/gender identity    ☐ social class    ☐ religion    ☐ political view  
☐ physical (dis)ability    ☐ colour    ☐ age    ☒ other :performance level

**3. Type of hate speech discourse/behavior?:**

☒ swearing/insulting (i.e. any discourse containing swear or insulting discourse)

☒ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)

☒ enmity/hostile (i.e. any hostile expression about a person or group)

☐ symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)

**4. Possible cultural references. The interviewer has to take note of:**

a. Specific statements (to be reported): "....."

(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...): Condescending and angry expressions were used by shouting very loudly

(If the case) Pauses/silence:

For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted

.....

**b. Non-verbal (to be reported) :**

☒ hand gestures ☒ other gestures ☐ kick ☐ spit ☐ push ☒ face expressions ☒ sounds

☒ support of objects ☐ reference to posture/distance ☒ reference to clothes/uniforms ☐ other .....

To Specify.....

For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.

.....

**c. Specific (explicit or implicit) references to values:**

☐ family ☐ religion ☐ hierarchy ☐ sex/sexual orientation ☐ freedom

☒ honesty/fair play ☐ time ☐ space ☒ other : performance

For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.

.....

**5. Coping with the situation:**

f. Have you tried to cope with this situation?  
no

g. What would have been possible to do?  
The coach could have been warned by the authorized persons there. There was nothing we could do.

h. What have you done?  
we did not respond

i. If you decided or you couldn't do anything: explain why  
I think it's because of the surprise, embarrassment and fear of the moment.

j. Have you involved other people/organizations? Who?  
no



<p><b>6. Which were the impact and consequences of this case of hate speech on your job?</b>          Impact: The performance of the whole team decreased in the match, we played a bad game.          Consequences: we lost in the match and the prestige of the team has dropped due to the behavior of our coach</p>
<p><b>7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:</b></p> <p> <input type="checkbox"/> discriminate      <input checked="" type="checkbox"/> distress      <input checked="" type="checkbox"/> put fear/threat      <input checked="" type="checkbox"/> humiliation/vilification/denigration  <input checked="" type="checkbox"/> physical damage      <input type="checkbox"/> negative stereotyping      <input type="checkbox"/> provoke violent/ offensive behavior  <input type="checkbox"/> other.....         </p>
<p><b>8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:</b></p> <p> <input checked="" type="checkbox"/> self-presentation/visibility      <input type="checkbox"/> a trigger event/news      <input checked="" type="checkbox"/> getting benefit  <input checked="" type="checkbox"/> gain appreciation from a specific community      <input checked="" type="checkbox"/> personal traits (narcissism, psychoticism, aggression...)      <input type="checkbox"/> other .....         </p>
<p><b>9. End of the story.</b></p> <p>a. What have you learned from this personal experience?          The coach should never do such behavior in the team. I will pay more attention to this when I myself become a coach in the future. I will always improve myself and my skills to represent the team and the club in the best way possible.</p> <p>b. What would you say to people who are living similar situations?          In this case, there isn't much to be done. Because preventing these negative behaviors is something we players can do to a certain extent. It can be suggested that they choose the right trainer and management staff they will work with.</p>
<p><b>10. What is your opinion on required Skills to manage/counter hate speech?</b></p> <p>a. Did you feel you had the skills to manage this kind of situations?          when I was young no. but I have necessary skills now.</p> <p>b. Which was the most difficult part of it?          To disgrace the entire opposing team and the fans at grandstand.</p> <p>c. Have you had any form of support?          no</p> <p>d. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management?          Courses attended:.....          Which subjects would be interesting/useful for you?.....</p>

### C. REFERRED TO A MORE GENERAL IDEA

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

**-PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:**

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)
I see it in young athletes and team sports. We can see some negative behaviors in coaches and managers as well.
2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?
It can be ambition to achieve, excessive anger, desire to prove oneself, to stand out, to see oneself as privileged.

**-MAIN ACTORS:**

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)
I think all of them. In different situations, people in different social roles can exhibit negative behaviors. I think it depends on what kind of education and culture our family gave us and our own personality traits.
4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)
It is also seen in women, but I think it is mostly men. I think that there are people who have anger control problem, desire to be in the spotlight, negative behaviors from their families, who see everything as their right and do not know the limits of freedom as a personal trait.
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?
Unfortunately, these people achieve their goals because the necessary sanctions are not applied. I'll say the same thing I said in the previous question. We can say that the desire to stand out, seeing negative behaviors from one's family and adopting them as the right behaviors, and not feeling responsible because they see everything as their right are the reasons for doing negative behaviors.

**-TARGET GROUPS, TRENDS :**

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
I think it can happen to anyone. But in general, these negativities can happen to people who behave positively and fairly. Being kind and gentle may be seen as a weakness by some people.
7. Has this changed over the last few years?
no I don't think
8. In your experience, what are the trends and changes in hate speech discourse over the last few years?

In recent years, with the use of social media, negative behaviors in sports have increased both in the digital environment and in daily life. With the increasing number of athletes, the competition has increased tremendously, especially since there are great financial incomes in the upper leagues. This increased the negative behaviors in the competitive environment.

#### -RECOMMENDATIONS :

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?

First of all, everyone involved in sports, from athletes to trainers, from cleaning staff to managers and even families, must have gained awareness of the goals of sports and fairplay. We can pass this on to future generations by raising educated individuals. Being an athlete is not a sufficient prerequisite for being a coach. There is no rule that everyone who has done sports will be a trainer. Everyone should follow the developments in their field and do their work respectfully within the framework of scientific knowledge.

Symposiums and panels can be organized where such issues are discussed in social media or in daily life. Educational content related to sports awareness can be created.

Finally, I do not think that adequate sanctions and regulations have been implemented in this regard. Penalties that deter and raise awareness can be given to those who engage in negative behavior.

#### -OBSERVATIONS :

10. Any observations/impressions of the interviewer:

"The incident happened like this. While we were in the match, my friend touched the net. We were in a critical part of the match. I was on the sideline at that time. I was waiting for my position to enter the game. When the referee saw the contact of the net, he scored the goal. Our coach suddenly got extremely angry and threw the board and pen on the field. Papers were scattered around during the game. While some of them fell on our field, some fell on the opponent's field. The coach of the opposing team also reacted to this behavior. We were all shocked. Our coach was warned by the referee. The players collected the falling pens and papers and gave them to our coach. We were very embarrassed. Afterwards, the match continued badly because we were bad in morale. In the end, we were defeated. The event was closed there.

**TURKEY – STORY 12**
**A. REFERRED TO A SPECIFIC EVENT**
**1) Role of the Interviewed:**

☐ coach    ☐ manager    ☒ player    ☐ supporter    ☐ parents    ☐ official    ☐ other .....

**2) Age:** 23

**3) Gender:** ☒ male    ☐ female

**4) Nationality:** Turkish

**5) Historical period collocation of Hate Speech :** 9 years ago (ex. present; '90s, 5 year ago, and so on...)

**6) Sport in which you witnessed hate speech:** ☒ football    ☐ handball    ☐ volleyball    ☐ other....

**7) Communication of hate-speech:** ☒ face-to-face    ☐ general circulation

**8) Location/Platform of the hate-speech occurred:**

☒ field of play    ☐ grandstand    ☐ online/web    ☐ social media/chat  
☐ press    ☐ public communication    ☐ other .....

**B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE**

(Researcher summarizes the Interview by addressing each topic)

**1. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?**

**a. Who was the hate speaker :** (gender : ☒ male    ☐ female)

☐ player (peer)    ☐ player (senior)    ☐ coach/officials    ☐ fans  
☐ manager    ☐ other .....

**b. Who was the victim :** (gender : ☒ male    ☐ female)

☒ me    ☐ third person    ☐ group of people

**c. What was the role of the victim :**

☐ coach    ☐ manager    ☒ player    ☐ supporter    ☐ parents    ☐ official  
☐ other .....

**2. Which was the target of hate speech have you detected?**

☐ race/ethnicity    ☐ sex/gender identity    ☐ social class    ☐ religion    ☐ political view  
☐ physical (dis)ability    ☐ colour    ☐ age    ☒ other : performance during the game

**3. Type of hate speech discourse/behavior?:**

☐ swearing/insulting (i.e. any discourse containing swear or insulting discourse)

☐ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)

■ enmity/hostile (i.e. any hostile expression about a person or group)

☐ symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)

**4. Possible cultural references. The interviewer has to take note of:**

a. Specific statements (to be reported): "....."

(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...): hostile expression

(If the case) Pauses/silence:

For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted

.....

**b. Non-verbal (to be reported) :**

☐ hand gestures    ☐ other gestures    ☐ kick    ☐ spit    ☐ push    ☐ face expressions    ■ sounds

☐ support of objects    ■ reference to posture/distance    ■ reference to clothes/uniforms    ☐ other .....

To Specify.....

For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.

.....

**c. Specific (explicit or implicit) references to values:**

☐ family    ☐ religion    ☐ hierarchy    ☐ sex/sexual orientation    ■ freedom

■ honesty/fair play    ☐ time    ☐ space    ☐ other .....

For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.

.....

**5. Coping with the situation:**

a. Have you tried to cope with this situation?

Yes

b. What would have been possible to do?

I don't know there was nothing to do

c. What have you done?

I could do nothing.

d. If you decided or you couldn't do anything: explain why

I was not in a position to respond. I was young.

e. Have you involved other people/organizations? Who?

I explained the situation to the referee and my coach.
<b>6. Which were the impact and consequences of this case of hate speech on your job?</b> Impact: Caused me to fall to the ground Consequences: Although not seriously, I got injured because I fell.
<b>7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:</b> <input type="checkbox"/> discriminate <input type="checkbox"/> distress <input checked="" type="checkbox"/> put fear/threat <input type="checkbox"/> humiliation/vilification/denigration <input checked="" type="checkbox"/> physical damage <input type="checkbox"/> negative stereotyping <input type="checkbox"/> provoke violent/ offensive behavior <input type="checkbox"/> other.....
<b>8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:</b> <input checked="" type="checkbox"/> self-presentation/visibility <input type="checkbox"/> a trigger event/news <input checked="" type="checkbox"/> getting benefit <input checked="" type="checkbox"/> gain appreciation from a specific community <input type="checkbox"/> personal traits (narcissism, psychoticism, aggression...) <input type="checkbox"/> other .....
<b>9. End of the story.</b> a. What have you learned from this personal experience? In the game, I learned that I should be more careful against the blows that may come from the people around. b. What would you say to people who are living similar situations? Even after the event, I would definitely recommend that they stand up for their rights. At that time, we could be more passive in these matters due to our age, but we should definitely teach children how to express themselves in such situations.
<b>10. What is your opinion on required Skills to manage/counter hate speech?</b> a. Did you feel you had the skills to manage this kind of situations? Yes, I think I have this skill now. But I didn't have it when I was younger. b. Which was the most difficult part of it? being injured. c. Have you had any form of support? no d. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management? Courses attended:..... Which subjects would be interesting/useful for you?.....

### C. REFERRED TO A MORE GENERAL IDEA

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

**-PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:**

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)
In young athletes and team sports. It is seen more in games due to spirit of the competition.
2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?
greed, ambition to compete and to win

**-MAIN ACTORS:**

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)
It can be anyone. Depends on personality.
4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)
I don't think there is such a distinguishing factor. We can see negative behaviors from unexpected people.
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?
I think the ambition to win, the passion for competition and covering up their own inadequacies. In some cases, they achieve their goals.

**-TARGET GROUPS, TRENDS :**

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
I've never heard of an ethnic or religious group being targeted. In general, bad behavior is due to events that occur during sports.
7. Has this changed over the last few years?
no
8. In your experience, what are the trends and changes in hate speech discourse over the last few years?
The level of competition and ambition in sports is increasing day by day. For this reason, both coaches and athletes can be more ambitious and aggressive. The desire to succeed sometimes takes precedence over everything else.

**-RECOMMENDATIONS :**

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?
---

Athletes should improve themselves in every field. Both in public relations and in sports. This is what it takes to be a good person. You should always be open to improvement. Apart from that, there are not enough security guards and referees on the fields, especially in grassroot level matches. Regulations can be made regarding these deficiencies.

**-OBSERVATIONS :**

10. Any observations/impressions of the interviewer:

"I was at the match, we were young at the time. Our performance in the match was going well as a team, we were on the winning side. While I was running, an opposing team player deliberately fouled me. Although I did not have the ball, he approached from behind, pulled my jersey and tripped. I fell to the ground at that time, the environment became crowded. My friends picked me up. I had a sprain in my ankle, although not very serious. I don't remember much because I was injured, so I came to the side. We won the match that day, but the tension in the match was high until the last minute."



## ANNEX 2 : Interview Guidelines

### INVESTIGATING HATE SPEECH IN GRASSROOTS SPORT

#### INTERVIEW GUIDELINES

**Conducting an interview:** (it is recommended to make a voice record if you can get approval via attached consent from the interviewee to be able to actively listen and note every details. )

##### First Phase: Introduction (10 min)

- clarify the general needs of the project
- verify the understanding and the principle of the general lines of the project
- get a written or verbal consent of the interviewee before asking questions and to make a voice record)

##### Second Phase: Interview (45 min)

- establish the interview
- take care to submit all the questions

##### Third Phase: Closing remarks (5 min)

- Collect hot impressions
- ask for impressions on the interview and on the project in general

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Please, keep in mind the project's goals when doing the interviews.

- comprehend what HATE SPEECH is and how it can happen at grassroots sport level (ages 6-20)
- the project focuses specifically on team sports football, handball and volleyball.
- consider to BALANCE the number of interviewee according to sport, role and gender etc.
- understanding which capacities and competences should be upgraded at grassroots level for a better use of sport in facing societal challenges.

Before describing the project domain and analyzing needs, we would like to recall the meaning of hate speech, as "it is difficult to define hate speech due to the broad nature hate speech can have. Additionally, hate can be communicated verbally and non-verbally. Hate speech can also be concealed in statements which at a first glance may seem to be rational or normal".

Recommendation No. 15 on Combatting Hate Speech of the European Commission against Racism and Intolerance (ECRI) of the Council of Europe provides this definition: " Hate speech entails the use of one or more particular forms of expression - namely, the advocacy, promotion or incitement of the denigration, hatred or vilification of a person or group of persons, as well any harassment, insult, negative stereotyping, stigmatization or threat of such person or persons and any justification of all these forms of expression - that is based on a non - exhaustive list of personal characteristics or status that includes race, colour, language, religion or belief, nationality or national or ethnic origin, as well as descent, age, disability, sex, gender, gender identity and sexual orientation."

So, hate speech is a prejudicial speech that attacks a person or group based on their actual or perceived ethnicity, behavior, physical characteristics, sexual orientation, class or gender. In sports settings, hate speech also attacks, marginalizes, and radicalizes people or communities and might cause hate crimes. Indeed, as stated by the CoE's Committee on Equality and Non-Discrimination "Hatred and intolerance are rife in today's Europe and this is reflected in the world of sports, in the form of abusive language, incitation to violence and actual hate crimes, based on all grounds of discrimination including antisemitism, islamophobia, homo- and transphobia, racism, sexism and xenophobia".

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## ANNEX 3 : Consent Form

**Project Title : “RIGHTS: Respect Is the Goal, Hate speech Threatens Sport integrity”**

### CONSENT FROM

I volunteer to participate in this international EU-funded project entitled “RIGHTS: Respect Is the Goal, Hate speech Threatens Sport integrity” conducted by ..... from ..... . I understand that the project is designed to gather information on a hate speech in grassroots sports. I will be one of approximately 12 people being interviewed in ..... (Country name) for this research.

1. My participation in this project is voluntary. I understand that I will not be paid for my participation. I may withdraw and discontinue participation at any time without any responsibility.
2. If I feel uncomfortable in any way during the interview session, I have the right to decline to answer any question or to end the interview.
3. The interview will last approximately 30-45 minutes. Notes will be written during the interview. Upon my permission an audio recording of the interview will be made for its transcription.
4. I understand that the researcher will not identify me by name in any reports using information obtained from this interview, and that my confidentiality as a participant in this study will remain secure. Subsequent uses of voice records and notes/transcripts will be subject to standard data use policies which protect the anonymity of individuals and institutions.
5. I grant permission for the data generated from this interview to be used in the researcher's publications on this topic.
6. I have read and understand the explanation provided to me. I have had all my questions answered to my satisfaction, and I voluntarily agree to participate in this research.

\_\_\_\_\_

My Name

\_\_\_\_\_

My Signature

\_\_\_\_\_

Date

\_\_\_\_\_

Signature of the Investigator

**Note:** If the interview is being conducted through an online chat video/audio platform, you can provide verbal consent by indicating “I agree to participate in the research study. I understand the purpose of this study and I am participating voluntarily.”

\*For further information, please contact: Ms./Mr. \_\_\_\_\_ [Name of Researcher]

Contact Information: \_\_\_\_\_ [tel, address affiliated institution]

## ANNEX 4 : Interview Questions

**To be filled by the interviewer:** (if relevant you can check multiple items)

### A. REFERRED TO A SPECIFIC EVENT

#### 1) Role of the Interviewed:

☐ coach      ☐ manager   ☐ player   ☐ supporter   ☐ parents   ☐ official   ☐ other .....

#### 2) Age: .....

#### 3) Gender:      ☐ male              ☐ female

#### 4) Nationality: .....

#### 5) Historical period collocation of Hate Speech : ..... (ex. present; '90s, 5 year ago, and so on...)

#### 6) Sport in which you witnessed hate speech: ☐ football      ☐ handball      ☐ volleyball   ☐ other....

#### 7) Communication of hate-speech:      ☐ face-to-face      ☐ general circulation

#### 8) Location/Platform of the hate-speech occurred:

☐ field of play              ☐ grandstand              ☐ online/web              ☐ social media/chat  
☐ press              ☐ public communication              ☐ other .....

### B. AT THIS POINT, THE INTERVIEWER TELLS THE EVENT OF HATE SPEECH AS CLEARLY AS POSSIBLE

(Researcher summarizes the Interview by addressing each topic)

#### 29. Have you witnessed or experienced personal situations of hate speech during your activity in sport organizations? Can you tell us what happened?

##### a. Who was the hate speaker : (gender : ☐ male              ☐ female)

☐ player (peer)              ☐ player (senior)              ☐ coach/officials              ☐ fans  
☐ manager      ☐ other .....

##### b. Who was the victim : (gender : ☐ male              ☐ female)

☐ me              ☐ third person              ☐ group of people

##### c. What was the role of the victim :

☐ coach              ☐ manager   ☐ player   ☐ supporter   ☐ parents   ☐ official  
☐ other .....

#### 2. Which was the target of hate speech have you detected?

☐ race/ethnicity      ☐ sex/gender identity      ☐ social class      ☐ religion      ☐ political view  
☐ physical (dis)ability      ☐ colour              ☐ age      ☐ other .....

**3. Type of hate speech discourse/behavior?:**

- ☐ swearing/insulting (i.e. any discourse containing swear or insulting discourse)
- ☐ exaggeration/distortion (i.e. negative generalization targeting a community based on a specific individual or an event)
- ☐ enmity/hostile (i.e. any hostile expression about a person or group)
- ☐ symbolization (i.e. emphasizing identity as a basis of humiliation/ hatred)

**79. Possible cultural references. The interviewer has to take note of:**

oooo. Specific statements (to be reported): "....."

(If the case) Tone of the voice (e.g. sarcasm, disdain, indifference...):

(If the case) Pauses/silence:

For the interviewer: please explain/clarify, in case, the meaning of a word/symbol/metaphor/etc. in the language/culture of reference, should it be culturally connoted

.....

**pppp. Non-verbal (to be reported) :**

- ☐ hand gestures    ☐ other gestures    ☐ kick    ☐ spit    ☐ push    ☐ face expressions    ☐ sounds
- ☐ support of objects    ☐ reference to posture/distance    ☐ reference to clothes/uniforms    ☐
- other .....

To Specify.....

For the interviewer: please explain/clarify, in case, the meaning of the gesture/expression/sound etc. in the culture of reference, should it be culturally connoted.

**qqqq. Specific (explicit or implicit) references to values:**

- ☐ family                      ☐ religion    ☐ hierarchy                      ☐ sex/sexual orientation                      ☐ freedom
- ☐ honesty/fair play    ☐ time                      ☐ space                      ☐ other .....

For the interviewer: please explain/clarify, in case, the meaning of the reference to that cultural value, should it be culturally connoted.

.....

**80. Coping with the situation:**

www. Have you tried to cope with this situation?

xxx. What would have been possible to do?

yyy. What have you done?

zzz. If you decided or you couldn't do anything: explain why

aaaa. Have you involved other people/organizations? Who?

**81. Which were the impact and consequences of this case of hate speech on your job?**

Impact:..... Consequences:.....
<b>7. Possible/perceived EFFECT/s or AIM of hate speech on target individual or community:</b> <input type="checkbox"/> discriminate <input type="checkbox"/> distress <input type="checkbox"/> put fear/threat <input type="checkbox"/> humiliation/vilification/denigration <input type="checkbox"/> physical damage <input type="checkbox"/> negative stereotyping <input type="checkbox"/> provoke violent/ offensive behavior <input type="checkbox"/> other.....
<b>8. Possible/Perceived instigators/REASONS/BENEFITS that motivate the hate speaker:</b> <input type="checkbox"/> self-presentation/visibility <input type="checkbox"/> a trigger event/news <input type="checkbox"/> getting benefit <input type="checkbox"/> gain appreciation from a specific community <input type="checkbox"/> personal traits (narcissism, psychoticism, aggression...) <input type="checkbox"/> other .....
<b>9. End of the story.</b> kk. What have you learned from this personal experience? ll. What would you say to people who are living similar situations?

<b>10. What is your opinion on required Skills to manage/counter hate speech?</b> yyy. Did you feel you had the skills to manage this kind of situations? zzz. Which was the most difficult part of it? aaaa. Have you had any form of support? bbbb. In case of PROFESSIONALS (coaches, manager...): With reference to the training provided for your job: do you receive training which is useful to improve your skills for these events? For example in terms of communication, psychology, leadership, negotiation, conflict management? Courses attended:..... Which subjects would be interesting/useful for you?.....
---

## C. REFERRED TO A MORE GENERAL IDEA

Note: (even if the interviewee couldn't report any specific event/case, please ask below questions)

**Based on your experience in sport please answer the following questions.**

### -PREVALENCE AND CONTEXTS OF HATE SPEECH IN SPORT:

1. In your experience, which would you say are the contexts where hate speech is more present? (e.g. youth/elite sports, training/competition, individual/team sports, ...)
2. What would you say triggers hate speech? Would you say specific events can trigger hate speech? - If yes, how?

--

**-MAIN ACTORS:**

3. In your opinion, where do hate speech discourses come from? (e.g. athletes, coaches, parents, fans, media, other actors..)
4. What do we know about the hate speakers? (e.g. gender, age range, other demographic information)
5. Who are they trying to reach and what's the purpose of their hate speech? Are they successful?

**-TARGET GROUPS, TRENDS :**

6. According to your opinion, Which are the main target groups of hate speech? (age specific, sex specific, focuses ethnicity/minority/religious background, etc?)
7. Has this changed over the last few years?
8. In your experience, what are the trends and changes in hate speech discourse over the last few years?

**-RECOMMENDATIONS :**

9. Any recommendations or best practices for preventing inhibiting and/or redressing hate speech?

**-OBSERVATIONS :**

10. Any observations/impressions of the interviewer:



## Project Partners



USMA CASELLE ASD



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