



# Tackling Hate Crime

Hate's never good.  
And if it's about something discriminatory, it's even worse.  
And if it's then acted upon...  
Well, that's why we're here.  
We can't have hate crimes. We need to tackle them.  
What would you even call a workbook like that?

NAME \_\_\_\_\_



## HOW TO USE THIS WORKBOOK?

Workbooks can't tackle hate crimes by themselves. Typically, they can't even stand up of their own volition.

They need everyone to work together to minimise the risk.

The workbook will help by complementing the online course, using (hopefully not boring) material, activities and questions to help the learning stick.

The benefit of workbooks is you can take them at your own pace, so feel free to keep revisiting it.

**Who should use this workbook?**

- Employers looking to keep their workplace harmonious
- Employees concerned about the damage hate crimes can have
- Anyone working anywhere that there's more than one person

**Key Insights**

- What constitutes a hate crime
- How to identify hate crimes when you encounter them
- What to do in the event of a hate crime
- How to create a more inclusive environment
- How to minimise hate crime incidents

## HATE, HATE WILL TEAR US APART, AGAIN

Let's start at the start.

What's a hate crime?

What they mean together, in this context, is a hostile or violent action motivated by hate.

Which sounds like all of them. You wouldn't be hostile or violent without at least a bit of hate, usually.

The difference here is where the hate comes from.

To make it easier to understand, let's break it up. You've got **Hate** and you've got **Crime**.

**Hate**

Now, if you hate someone because of their politics, or because they support a rival sports team, or because they keep parking in front of your driveway...

I mean, it's still hate, it's not great. But it's hate over something someone chooses.

If it's over something someone doesn't choose, that's where the motivation for hate crimes come from.

While that can mean a lot of things, there are 5 key characteristics for hate discrimination:

- Race
- Gender identity
- Sexuality
- Disability
- Faith

They're the main ones, but other things, like age, nationality and subculture also count.

Discriminating against someone through your actions is the 'hate' part of hate crimes.

But, and this is important: hate might be a bit of a misnomer.

You don't actually have to have your fists balled up, veins popping in your temples, hating the very bones of something for it to be hate.

In fact, something without any harmful intent, something intended positively, could be construed as hate, if it's discriminatory.

It's the prejudice that counts.

And it doesn't even need to be accurate.

Consider this example:

Abbie and Mike work in an office, for a business that produces cheap, simplistic analogies.

Let's say Abbie is under the impression Mike is gay. He's not – he just really likes Will and Grace.

Based on the social stereotype that homosexual men are particularly fashionable (and watch a lot of Will and Grace), she suggests that Mike be the one to manage some kind of office charity fashion show, or something.

Now, there's nothing necessarily negative in there. There's not really been any "hate", in an emotional sense.

But because of the prejudice, and the way Mike might feel about having been discriminated against, even though it wasn't true, that's what makes it hate.

Get it?

Another thing worth bearing in mind is that it needn't be the victim who the discriminatory characteristic applies to.

So, say someone is attacked for defending a certain faith, or is abused for dating someone of a different race, they'd still count.

### Crime

Well, you know what a crime is. It's breaking the law. Duh.

But of the nasty things people can do when they're being discriminatory, not all are crimes.

Although they're not illegal, they still matter.

If an action is motivated by "hate", it's a hate incident. If it's also illegal, then it's a hate crime.

Does that make sense? All crimes are incidents but not all incidents are crimes.

So, when motivated by hate, things like:

- verbal abuse, like name-calling, chants and offensive jokes
- harassment
- bullying or intimidation
- physical attacks, such as hitting, punching, pushing, spitting
- threats
- hoax calls, abusive phone or text messages, hate mail, or online abuse
- displaying or circulating discriminatory literature or posters
- damage to possessions
- graffiti
- arson
- malicious complaints over things like parking, smells or noise

They're all hate incidents.

The crimes are things like:

- assaults
- criminal damage
- causing harassment, alarm or distress
- murder
- sexual assault
- theft and burglary
- fraud
- hate mail

Don't forget, it's not to do with the way these actions are intended that makes them hate incidents. It's to do with the way they're perceived.

For example:

Say two friends are talking. They've known each other years and have established social boundaries.

One makes a joke to the other about the fact that they're disabled, say.

Even though the intent to make a discriminatory joke was there, there's no offence perceived.

So, it wouldn't necessarily be a hate incident.

But, hark!

Someone overheard. And they have a child who is disabled.

They were offended by the joke.

It could then be a hate incident.

### TAKEAWAY

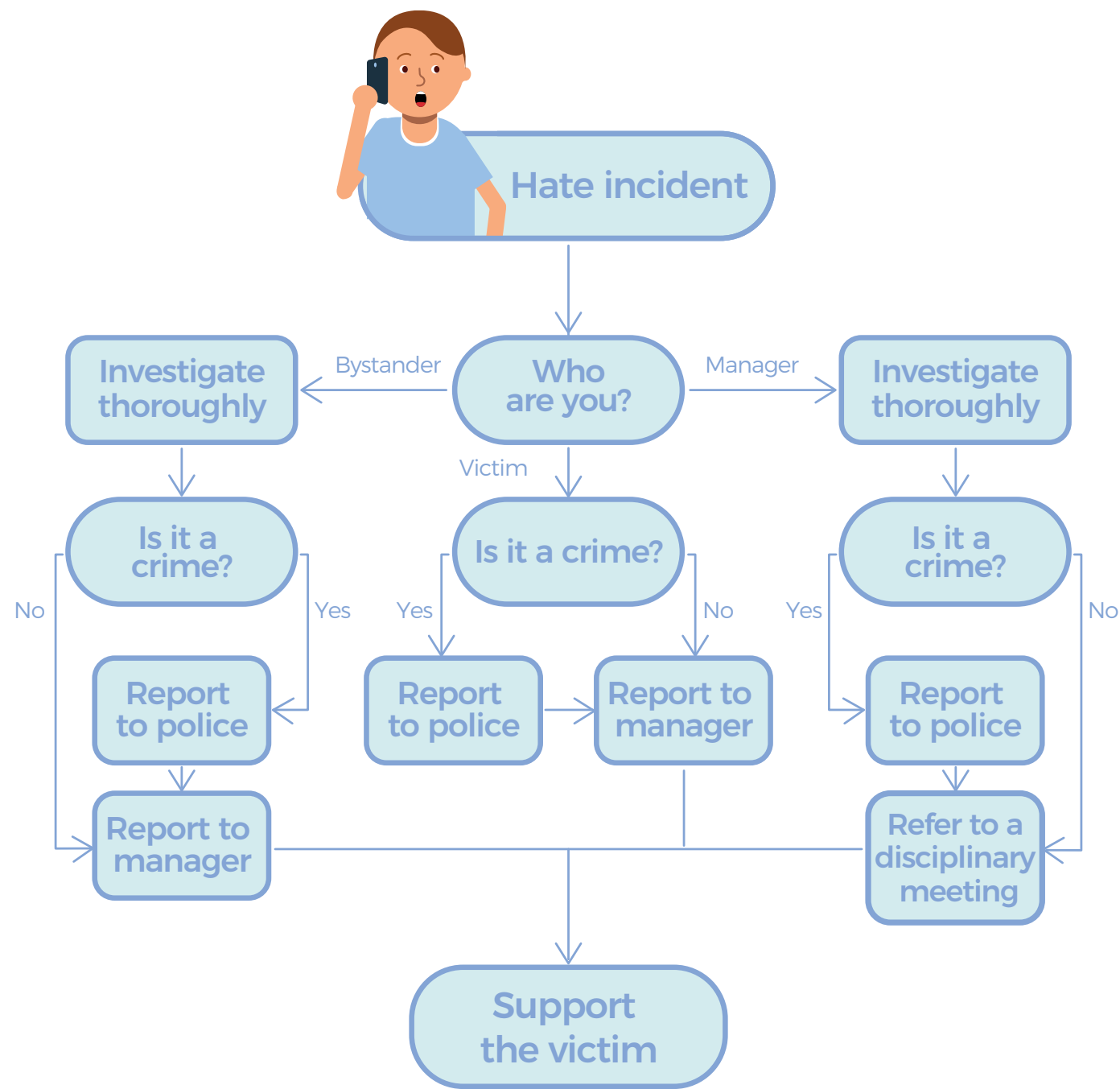
Hate crimes and hate incidents are the bad things people do to each other when discrimination is the motivation.

Doesn't matter if you "never meant it bad". If it's perceived as offensive by the person on the receiving end, it's hate.

We can't let them happen in a work environment. There are hundreds of studies that show the negative impact.

CESSATE THE HATE

So, we're all in agreement.  
Hate incidents suck, we don't want to do them, and we don't want anyone else doing them either.  
But, real world, they still might happen.  
So, if they do, what do you do?  
Here's a handy dandy flow chart to help you:



The things to bear in mind when using this flow chart are as follows:

- As a bystander, when investigating, keep your own safety in mind.
- Managers need to investigate every complaint brought to them, and they need to do it thoroughly and without bias. They should speak to the claimant, the perpetrator and the victim. If there's reasonable belief an incident has occurred, that's when they can move to disciplinary proceedings.
- When reporting the incident, mention the perceived discrimination so that it can be treated as a hate incident.
- Reports to managers can be made either quietly and informally, or formally through an agreed grievance procedure.
- Reports to police can be made over the phone, in person or online.
- When supporting the victim, be respectful and empathetic. Try to imagine how you'd feel if it were you. Treat the situation delicately.

TAKEAWAY

If there's a hate incident, report it to your boss. If it's a crime, report it to the police and your boss.  
As a manager, investigate the matter thoroughly and with an open mind, and refer to disciplinary proceedings if required.  
And always, always make sure the victim is taken care of, and reassured.

## DON'T GIVE HATE A CHANCE

We talked about the fact that there's always a chance hate incidents will happen.

Luckily, you can minimise that chance.

You can't rule them out entirely. At their root, hate incidents could come about due to a societal or cultural issue. You can't help that, sadly.

But whoever you are, whatever your position, you can help keep your workplace as hate-free as possible.

How? Here's a few ways:

#### **Make sure your company policies are up-to-date and everyone knows them**

Internal communications should be clear on your organisation's policy on hate crime.

That should include training, and verbal and written comms.

Your internal policies should make clear that acts of discrimination won't be tolerated, will result in disciplinary procedures, and maybe even dismissal for gross misconduct. Don't let anyone plead ignorance.

If there are any investigations or disciplinary proceedings, have plans in place to communicate the outcomes once complete.

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#### **Supporting victims**

Companies should do everything they can to help victims of hate incidents feel supported. The victim's colleagues should, too.

Whether that means being open for conversations, offering professional help or even just a bit of time off, take the time to speak to any victims in order to clarify and reaffirm your support.

#### **Taking steps to avoid exposure**

You can't police society.

And some people are just nasty.

Companies and their employees should be putting in place measures to limit any exposure to hate incidents.

That could include email and social media filters, or the vetting of incoming external communications.

#### **Manage cultural differences**

Both employers and staff should learn about some of the main cultural differences if you have a multinational organisation, or when employing staff from overseas.

It can help to understand habits or behaviours which are different.

It's good practice to have clear policies and procedures in place to ensure fair treatment for all workers, in spite of these differences.

All employees should be made aware of any policy, and have training to establish a culture of respect and gain an understanding of what constitutes acceptable and unacceptable behaviours.

#### **Foster a collaborative, inclusive environment generally**

In this respect, familiarity doesn't breed contempt.

Encourage co-operation in work.

There are theories that suggest more diverse workgroups have greater levels of innovation, because people thinking in different ways come up with more solutions.

The other plus is that it'll help to create a more cohesive environment.

You could also try to organise company events to make your workplace more inclusive.

## TAKEAWAY

It's not just up to managers to make the workplace a happy environment. It's up to everyone.

That means you, Chuckles.

And it starts with leaving your biases and prejudices at the door, and putting yourself in other people's shoes.

Not literally.

## QUIZ

Okay. So, I bet you reckon you know all about hate crime now, and how to deal with it.

Oh yeah? Prove it.

Here are a few questions for you to test yourself with.

If nothing else, it'll help you to recollect the information now, which is key to memorising it long-term.

Let's ride.

1

What's the difference between a hate crime and a hate incident?

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2

What kinds of things constitute a hate incident?

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3

What are the 5 key discrimination characteristics?

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4

What should you do if you encounter a hate crime?

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5

What are some of the ways you can reduce the risk of hate crimes?

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## FINAL SUMMARY

Here we are.

The end of the workbook.

By now, you should know what makes a hate crime, and which things count as one. Same with hate incidents.

You should know what to do in the event of a hate incident.

And you should know what you can do to minimise the risk.

If not, easily fixed – read it all again.

Hate's not that hard to avoid.

As always, the Golden Rule is key.

Treat others as you'd like to be treated.

If everyone could just take a second before they act and apply the Rule...

Who knows, hate crime workbook writers like me could be out of a job.

