



**ZEVO
HEALTH**

WELLBEING SPECIALIST

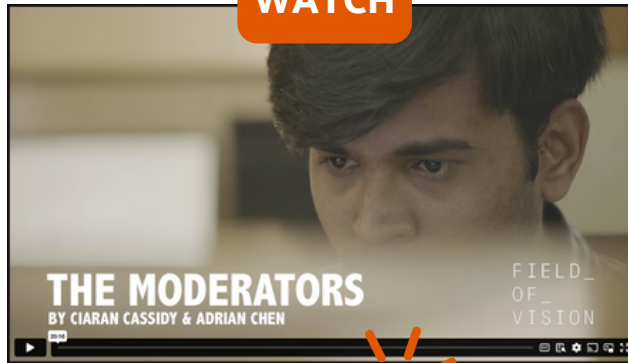
ZAP Supplementary Materials



By Zevo Health

Module 1: Intro to T&S

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READ



Module 2: Intro to T&S Part 2

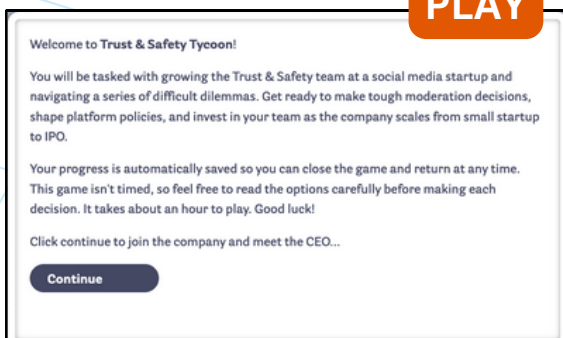
- Wellness and Resilience and Its impact on Trust & Safety Operations [🔗](#)
- Optimizing Wellness in the Trust and Safety Industry [🔗](#)
- WATCH: Terrorism, extremism and radicalization [🔗](#)

READ

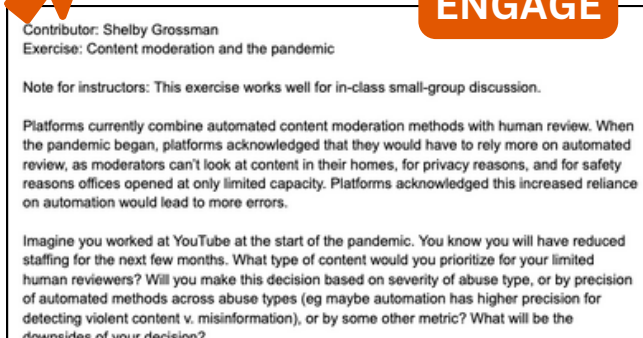
The Guide to Trust and Safety:
Building Resilience



PLAY



ENGAGE



Module 3: Critical Incident Management

- View of Social Contagion, from Suicide to Online Challenges to Eating Disorders: Current Research and Harm Mitigation Strategies for Youth Online [🔗](#)
- The psychological impacts of content moderation on content moderators: A qualitative study [🔗](#)

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Online Hate Speech

Ina Kamenova, University of Massachusetts Lowell
Q. J. Yao, Lamar University
Mark Schneider (CASL, UPenn), Theodora Skeadas

TRUST & SAFETY
TEACHING CONSORTIUM

ENGAGE

Contributor: Q.J. Yao
Exercise title: Harassment and hate speech nexus

For the last 15 minutes of a class on harassment and hate speech, ask students to do a free-write on the relationship between harassment and hate speech (5 minutes). Then have them meet with a classmate and compare their responses (5 minutes). Then come back together as a class and ask some students to share themes from their discussion.

Contributor: Q.J. Yao
Exercise title: Brainstorming harassment or hate speech policies

Put students into small groups, and have them pick one online platform. (Example platforms: Facebook, Twitter, Instagram, Pinterest, Snapchat, or YouTube.) The students should imagine they are platform users, and they should brainstorm what kind of guidelines they would want the platform to have on either harassment or hate speech. This exercise would work well at the start of class.

Module 4: Critical Incident Management Part 2

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ZEVO Talks

EPISODE 55
WITH DR. MICHELLE TEO & SHAUNA FARRELL

Moderator Resilience: Supporting Trust and Safety teams through war time

EXPLORE

Wellbeing of Content Moderators

Aparna S. Balasundaram,
Bindiya L. Raghunath,
Jayshree Sarda, WIPRO

TRUST & SAFETY
TEACHING CONSORTIUM

READ

Content Moderation

The art and science of making the internet safe and useful again

wipro

Module 5: Service Provision

READ

The Psychological Well-Being of Content Moderators

The Emotional Labor of Commercial Moderation and Avenues for Improving Support

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ABSTRACT

An estimated 100,000 people work today as commercial content moderators. These moderators are often exposed to disturbing content, which can lead to lasting psychological and emotional distress. This literature review investigates moderators' psychological symptomatology, drawing on other occupations involving trauma exposure to further guide understanding of both symptoms and support mechanisms. We then introduce wellness interventions and review both programmatic and technological approaches to

media platforms' terms of service and community guidelines [59, 67, 129]. While most UGC posts are categorized as benign, large amounts of non-compliant text, image, audio, and video content are also posted. To highlight the scale of this problem [155], 160,000 instances of violent extremism were taken down in one year on Google Drive, Photos, and Blogger [20], and Facebook removed or applied warning labels to approximately 3.5 million items of uncivil or violent content in the first quarter of 2018 [48]. Non-compliant posts range from copyright infringement and infractions of regional speech to obscenity laws, such as profan-

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EPISODE 54
WITH ANN GLEESON

Inside the Role: What It Means to Be a Wellbeing Expert in Content Moderation

Startle Response Qualitative Study [🔗](#)

Module 6: Service Provision Part 2

Mental Health Literacy: A Review of What It Is and Why It Matters [🔗](#)

What is Trauma Informed Care? [🔗](#)

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From Healthcare to T&S

December 12, 2023
9:00 - 10:00 AM PT

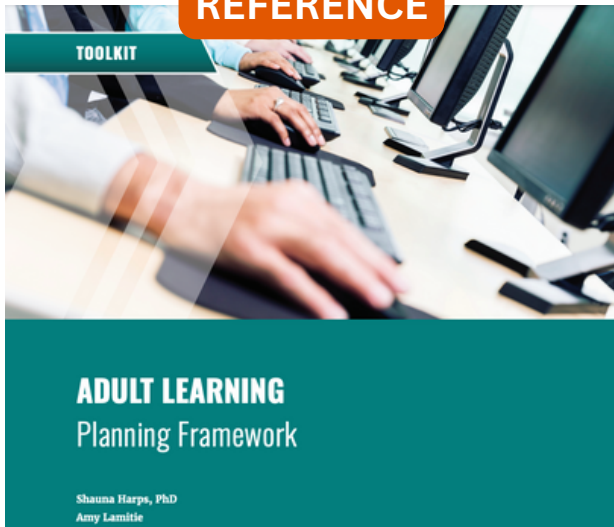
Illustration by Storyset

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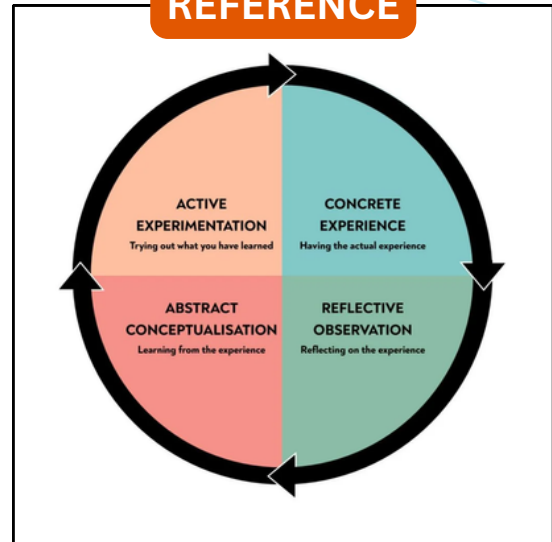
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Module 7 and 8: Mental Health Literacy

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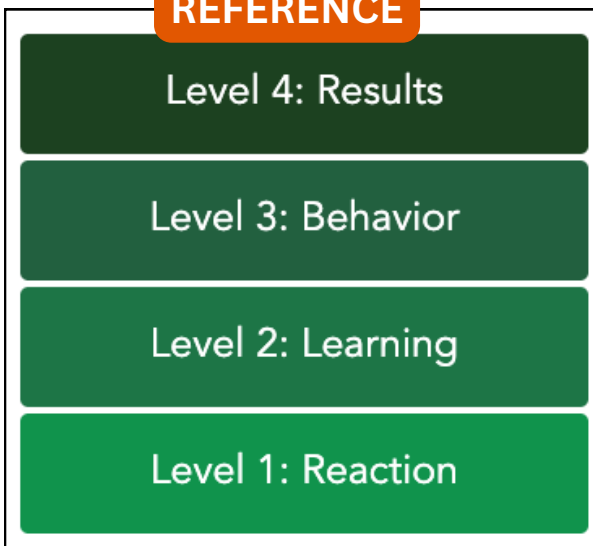


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Kolb's Learning Theory

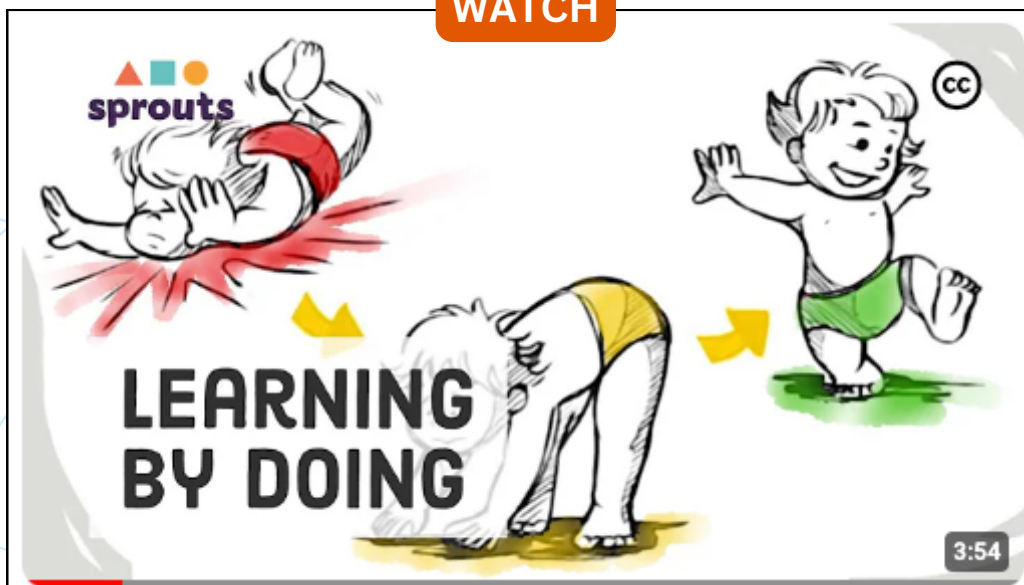
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The Kirkpatrick Model

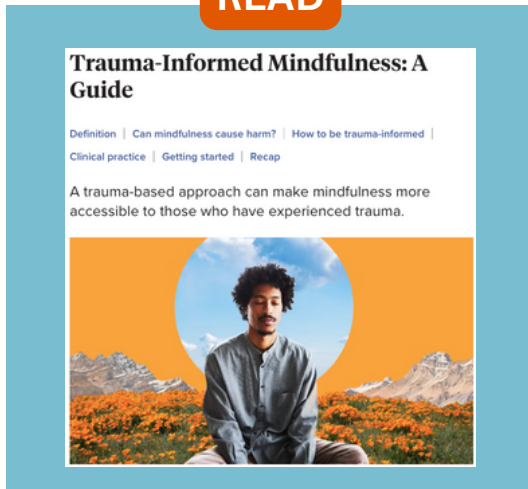


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Module 9: Non-Traditional Approaches

READ



Practice Guidelines for Clinical Treatment of Complex Trauma; Pages 140-147 [🔗](#)

Art Therapy in Humanistic Psychiatry [🔗](#)

Module 10: Minimizing VT and STS as a Wellbeing Specialist

Differences between STS & VT: Jenkins, SR & Baird, S. (2002) [🔗](#)

Play this moderator game and follow with the butterfly hug self-soothing technique:



Further Reading

- Intro to Trust & Safety- Intelligence in T&S lecture- [04 Inbal Goldberger.mp4](#) - [Google Drive](#)
- Australia's eSafety Commissioner- [eSafety Commissioner.mp4](#) - [Google Drive](#)
- Exercise: Find the 10 largest fines - [GDPR Enforcement Tracker - list of GDPR fines](#)
-
- TSF: Improving society's understanding of Trust and Safety Field- [Trust and Safety Foundation Project - Improving society's understanding of trust and safety](#)
- Book: "Behind the Screen: Content Moderation in the Shadows of Social Media" by Sarah T. Roberts- [Behind the Screen: Content Moderation in the Shadows of Social Media: Amazon.co.uk: Roberts, Sarah T.: 9780300235883: Books](#)
- Misinformation- [02 Sarah Shirazyan rev.mp4](#) - [Google Drive](#)
- [How AI will turbocharge misinformation — and what we can do about it \(axios.com\)](#)
- Book: "The Body Keeps the Score: Brain, Mind, and Body in the Healing of Trauma" by Bessel van der Kolk-[The Body Keeps the Score: Brain, Mind, and Body in the Healing of Trauma: Amazon.co.uk: Bessel van der Kolk, M.D.: 9780143127741: Books](#)
- Trust and safety tycoon game- [Trust & Safety Tycoon \(trustandsafety.fun\)](#)
- Book- The Drama of the Gifted Child: The Search for the True Self" by Alice Miller
- Book: [On Being a Therapist](#)
- Coaching different learning styles- [Coaching to Your Client's Learning Style - International Coaching Federation](#)
- Barriers to engagement- [What barriers do you face when coaching adult learners in leadership development? \(linkedin.com\)](#)