



# Advice on Trolling

## What is trolling?

Trolling is when people intentionally make offensive remarks online to upset someone. Sadly, this could be detrimental to one's overall wellbeing. Trolls often refuse to acknowledge how much weight their harsh and cruel remarks affect people.

## Why do people do it?

Some people troll to get attention, seek revenge or even for amusement. For example, sharing offensive memes about a person or passing mean comments for fun. Trolls may also be negative because of their own insecurities, so they take it out on others.

## How can I deal with it?

If you notice any upsetting comments directed at you, try to remain oblivious. Trolls feed off your emotional response, so if you don't give them that satisfaction you can beat them at their own game. However, if it gets out of hand, you can talk to your site manager, reception or the Student Mentors.

## How does it make people feel?

Trolling can make a person feel stressed, angry, frustrated, intimidated, insecure and worthless. The subject may often resort to isolating themselves from social media, which is currently the largest communication platform. Isolation may lead to anxiety and depression.

## How to avoid trolling

Conversing online can be a challenge. Someone may not intend to troll but their tone of voice can't be picked up on. If someone seems upset by what you said, explain what you meant to avoid misunderstandings. Understand that you may come from different backgrounds. Try to always be kind. A kind word can heal while a rude one can hurt.

## What to remember

Behind the screens people have their own challenges. Passing inconsiderate comments, no matter how small, can make matters worse. Remember that some physical wounds may go away, but words forever remain. So, in a world where you can be rude, choose to be kind.