HARASSMENT CONSULTING CENTER NEWS

Now the rainy season "Tsuyu or Baiu" has begun and it often rains in these days. This issue of center news features the dark side of internet and social networking service (SNS). Recently internet technology progresses fairly rapidly and most of you may daily use SNS such as LINE, Facebook, etc. Although internet is convenient, we need correct knowledge and carefulness when we use internet.

Social media harassment ("So-hara") means harassment mediated by social media. When a boss forces his/her staff to make "like"-response (click the like button) or digs into their personal affairs too much, it is considered "So-hara". "So-hara" also includes personal attacks, verbal abuses, etc. on SNS. We must notice that our casual/careless words on SNS might possibly harass someone. Please try the checklist of "So-hara" risk level (from the consultant column in Peacemind J EAP website) in the following page.

http://www.peacemind-jeap.co.jp/

Digital natives mean the generation who were born and grown with the usual existence of digital environment and make full use of PC and internet just as their hands and feet. There are of course a lot of positive aspects in digital natives. However, communications gap often occurs in real life between digital natives and the other generations or people who are not familiar with internet. Communications gap occurs even among digital natives.

"The era of digital natives" by Tadamasa Kimura (Heibonsha)
"The birth of neo-digital natives" by Yoshiaki Hashimoto, et al. (Diamond co.)
BLOGOS (2013.5.26) http://blogos.com/article/63069/

Characteristics of digital natives:
- ✓ They do not distinguish between real life and interaction on the internet.
- ✓ They do not pay attention to age and title of the person whom they are talking with.
- ✓ They believe that information exchanges free of charge.

Recently there were following news related to the internet:
- ✓ A staff got into the freezer for ice creams in the convenience store and posted the photos on the internet. →The staff was fired and the shop was closed.
- ✓ A staff lied on hamburger buns and posted the photos on the internet.
  →The operating company apologized and the staff got a strong warning.
- ✓ A staff posted the photos of a famous person recorded by security camera on the internet.
  →The shop apologized.

Our words exchange on the internet is sent/open to all the word!
- ✓ Not only a limited number of people with whom we intend to talk but also the general public see our words.
- ✓ Different people understand our words and nuance in different ways.
- ✓ Casual/careless jokes and pranks on SNS might hurt someone and cause unexpected troubles.
- ✓ We might get caught up in a crime while we do not recognize it (mediated by spoofing/masquerading, internet virus, etc.).

We have to follow the rules and mind our manners even in a group of people who well know each other. Let's use internet in a mutually-comfortable way.

The checklist of "So-hara" risk level (by Peacemind J EAP):

Boss's side:

1	Boss asks his/her staff to accept the "friend request" orally or by E-mail.
2	Boss brings up the subject about his/her staff found in SNS in off-line situations such as workplace without permission.
3	Boss repeatedly encourages his/her staff to join SNS.
4	Boss sends event information (dinner meeting, golf competition, etc.) indiscriminately to his/her staff.
5	Boss frequently makes "like"-response (click the like button) or reply to the posted message by his/her staff.
6	Boss sends business messages to his/her staff via SNS.
7	Boss sends a "friend request" to a friend of his/her staff whom he/she has never met.
8	Boss sends a message to his/her staff individually without any particular reasons.
9	Boss downloads the posted photos of his/her staff.
10	Boss talks about business skill of his/her staff on SNS.

＊If even one of the above is true for you, you should be careful about how to deal with your staff.

Staff's side:

1	Staff posts what happens in his/her office (including photos that indicate business trip destination) to SNS.
2	Staff has never set/thought to protect his/her privacy when he/she uses SNS.
3	Staff is linked to everyone in his/her company on SNS without any particular ideas.
4	Staff posts messages including company name or personal names to SNS without any particular ideas.
5	Staff complains about his/her boss and company on SNS.
6	Staff says words insulting his/her boss with poor IT skills.
7	Staff takes care of his/her boss too much and then forces himself/herself to be linked to his/her boss on SNS or cell phone games.
8	Staff has complaints about what his/her boss posts to SNS but cannot tell it to his/her boss.
9	Staff occasionally feels stressed with words on SNS posted by his/her boss or trading partners.
10	Checking his/her boss's words on SNS affects some of his/her work.

＊If even one of the above is true for you, you should be careful about how to deal with your boss or company.

Etiquette to prevent crime and trouble on internet "Netiquette":

Seven articles for internet safety: by the Metropolitan Police Department

1. Follow the rules and mind the manners in the internet community as we do in real life.
2. Respect privacy of other people.
3. Be careful when we enter personal information such as address or name.
4. Manage ID and password strictly.
5. Do not point out someone's mistakes with big words.
6. Check the contents before sending E-mail.
7. Never post words that we cannot say face to face.

When you feel "Is this harassment?", please contact us.

We accept consultation related to "So-hara".

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