

# Us against Cyberbullying: fighting the problem from a teenagers perspective

MARKETPLACE, COST CA18115 (TRIBES) & INZENTIM

FEBRUARY 19, 2021

# This is me

- ▶ Lukas Pohland
- ▶ pupil
- ▶ 16 years old  
(\*25.08.2004)
- ▶ Schwerte (North Rhine-  
Westphalia, Germany)
- ▶ Anti cyberbullying  
activist
- ▶ myself been affected



Photo: Stefanie Lategahn/Germany

# My cyberbullying-biography

- ▶ victim of cyberbullying after I helping a classmate
- ▶ I was 12 years old then
- ▶ Insults, threats and death threats via WhatsApp, anonymous SMS, Facebook, Instagram and Twitter
- ▶ no help from school and police
- ▶ The bullys could always go on
- ▶ Cyberbullying only ended after the classmate changed schools

# Used negatives experiences

- ▶ Used negative experiences
- ▶ Cyberbullying Help („Cybermobbing-Hilfe“) founded
- ▶ now a non-profit organisation since 2018
- ▶ Help and prevention for victims
- ▶ I advise politics, authorities and companies
- ▶ Lectures at schools and at other events
- ▶ Development of digital prevention formats

# Our consultation

- ▶ Peer-to-peer consultation
- ▶ consultation is aimed at children and young people of school age
- ▶ Consultants between 14 and 19
- ▶ Consultants are specially trained
- ▶ Regular supervision by psychologists
- ▶ consultation currently every Wednesday afternoon by phone
- ▶ All open questions will be answered
- ▶ Many people seeking help are happy that they are listened to

# Cyberbullying Observations

- ▶ Basically more cyberbullying cases in counselling
- ▶ Victims keep getting younger
- ▶ Schools and police are sometimes more committed than in the past, but still not enough prevention and intervention
- ▶ Corona pandemic and the associated lockdowns show a higher number of consultations

# Thank you for listening!

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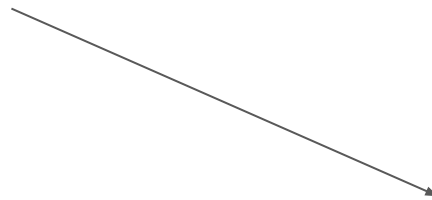
@lukaspohland



cybermobbing-hilfe.com

## From a school project anti bullying project to Germany's biggest 24/7 mental health Chat helpline

that's me :)





# exclamo: How it all started

Every **sixth** student experiences bullying on a regular basis<sup>1</sup>



Only **1 in 3** persons affected has the courage to seek help<sup>2</sup>



# The Problem

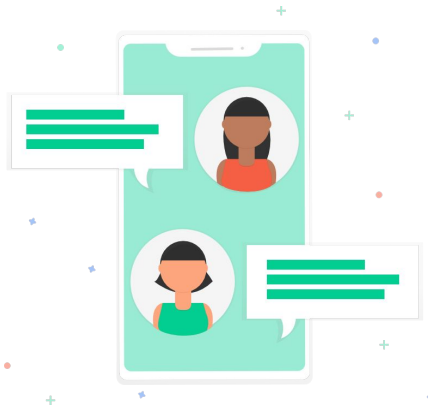


“With **cyberbullying, we don’t see the problem** anymore. That makes it even harder for us to intervene and provide the necessary support.”

- Layana, social integration teacher

# How it works

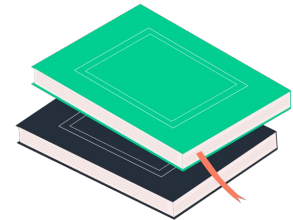
Messages to internal  
mentors



Contact to external  
experts



Professional materials  
for self-help



# Milestones exclamo...



**But then covid-19 came around...**

Both at **exclamo** and **krisenchat.de** we want to give adolescents a voice:

We want to help **all children and young adults** in need and offer them a **listening ear**.



Free 24/7  
professional crisis  
counselling  
for children and  
teenagers via chat



krisenchat.de 

# Vision

We want **mental health first aid for children and teenagers** to be always available, free and effective.

**jetzt**

Liebe und Beziehung

Coronavirus

Sex auf arabisch

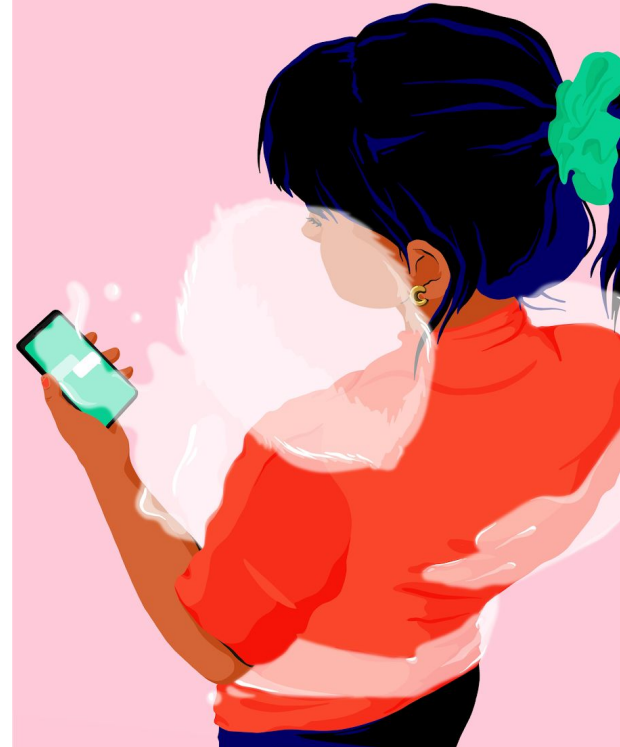
Nachhaltigkeit

jetzt auf Tiktok

19.11.2020 • Startseite • Coronavirus • Krisenchat: Hilfe für Jugendliche über Whatsapp

„Wir wollen so bekannt werden wie die 110“

krisenchat.de 





# The Problem

**18%** of children and teenagers in Germany suffer from an **mental health problems**. -> around **3.420.000** (under 25)

(Bundespsychotherapeutenkammer)



# The Problem



Existing 24/7 offers are all **telephone offers** - children want to chat and often don't have the courage to call



Providers do not effectively address and reach the young target group of people under 25



**Children** and young adults **don't know who to reach out to** with their mental health problems

# Unsere Lösung



**krisenchat.de** helps children and young people in emergency situations around the clock via SMS or WhatsApp.

Without registration.

Nationwide. Free of charge.

[www.krisenchat.de](http://www.krisenchat.de)

# Was uns berührt

“Danke, dass ihr für mich da wart. Ohne euch hätte ich die Nacht nicht so gut überstanden”

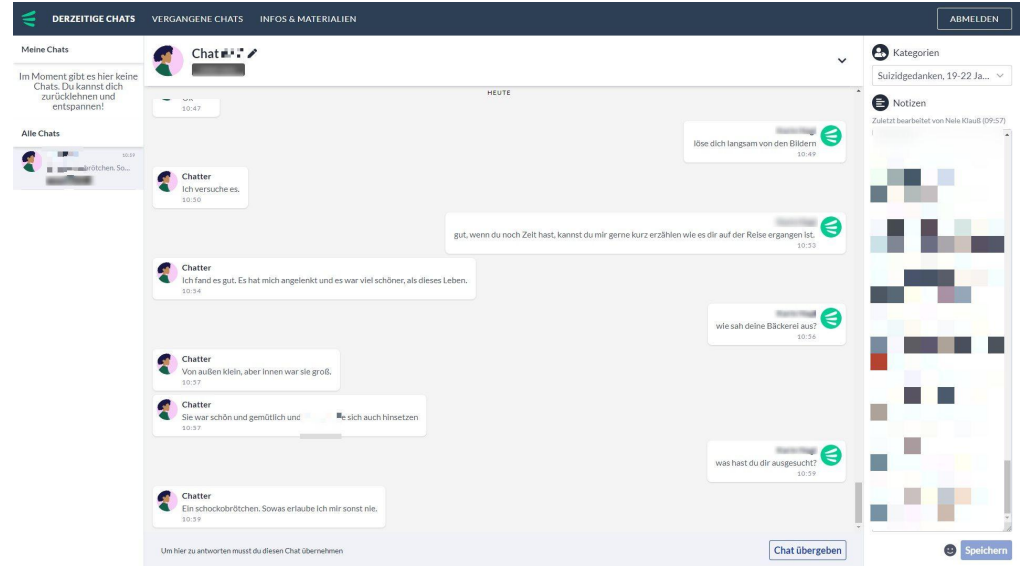
“danke das sie sich Zeit genommen haben.ich finde ihr Konzept übrigens sehr toll da ich mich nie trauen würde zumbeispiel bei einer seelensorge anzurufen da find ich schreiben besser.”

“Danke für deine Unterstützung, die Atemübung hat gut getan 😊 Ich bin so froh dass ihr für mich da seid!!”

“Tut mir leid falls ich störe ich wollte mich aber einmal bedanken das sie mir so weitergeholfen haben, es ist alles wieder gut und es hat mir sehr geholfen hier zu schreiben und ich habe mich sehr verstanden gefühlt !!! Sie machen einen tollen Job!”



# Web-App



Kids text us via  
SMS or Whatsapp

crisis counsellors answer in under 5 minutes

# The Chat interface from a crisis counsellors' view

The screenshot displays the krisenchat.de interface from a crisis counsellor's view. The top navigation bar includes 'AKTUELLE CHATS', 'VERGANGENE CHATS', 'INFOS & MATERIALIEN', and an 'Abmelden' button. The main chat area shows a conversation with 'Chat 7783' (Chatter: [redacted]). The chat history includes messages from 'Chatter' at 12:31, 12:46, 12:48, 13:15, and 13:17. A green input field at the bottom contains the text 'Übernimm den Chat, um hier zu antworten.' and an 'Abgeben' button. The right sidebar features a 'Notizen' section with a redacted note, a 'Person' section with 'jahre, Weiblich', a 'Beratungsstrategie' section with an 'Anzeigen' button, and an 'Infos zum Chat' section with a redacted area. Below this is a 'Themen' section with a 'Liebeskummer' tag and an 'Offen für' section with the text 'Es gibt hier noch keine Informationen zum Chat.' and 'Welche Übungen helfen und welche Ressourcen sind vorhanden?'.

# Usage

**16.000+**

conversations

**170+**

active crisis counsellors

**68%**

between 14 and 18 years  
old

**more than 50%**

got professional help for  
the first time via  
krisenchat.de

**850.000+**

messages sent

