

Guidance for managing group chats

What are the risks associated with running a group chat?

- Misunderstanding people's tone
- Can be too casual, adding content that may offend others unintentionally
- Excluding members unintentionally, feeling ignored
- Expectation that responses must be immediate
- Data protection / confidentiality breaches, sharing personal information
- Complaints, negative reputation of group
- Imposing worries onto others
- People falling out

What won't be tolerated?

- Any form of discriminatory language (e.g. racism, sexism etc.)
- Sharing inappropriate images (e.g. nude, violence etc.)
- Threats of violence / hate speech towards others
- Unrelated commercial businesses advertising on your group chat
- Strangers being invited into the group without consent

What can we do to make these more or less likely?

- Have some information on what the group chat is for in the description section of the chat
- Send code of conduct along with the group chat link to new members
- Inform the Students' Union before issues escalate or when they arise



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- Creating group chats for your society and your committee members can be a very effective way to maintain quick, regular communication.
- This can help make sure members feel actively involved in the society.
- You need to decide which platforms will work best for you and your members. Popular platforms for societies this year include:
 - Whatsapp
 - Discord
 - Facebook Messenger
 - Microsoft Teams

To help you understand the purpose of your group chats and how to effectively and safely manage them, our LGBT+ Society created this useful guidance...

Why do we want a chat group?

- Combat loneliness, support wellbeing
- Make friends, get to know each other
- Social interaction
- Share stories, campaigning
- Create a community and get to know people in a casual setting

What do we want to encourage?

- Being welcoming, supportive, respectful, inclusive
- Answer questions
- Sharing events, activities and campaigning ideas
- Getting involved in the chat
- Positive engaging discussion / debate
- News stories
- A space where you can be yourself

What do we want to discourage?

- Sharing unnecessary personal information (e.g address, phone numbers, status)
- Excluding others, negativity towards others, gossiping
- Using inappropriate terms / language
- One person taking over, dominating conversations
- Promoting commercial events not relevant to the society
- Inside-jokes that others/new members/international students might not understand

Please be mindful of who you invite into your group chats out of respect for the privacy of your peers. Do not post links of your group chats publicly.