



# OUTRAGED TOOLKIT

HOMOPHOBIA  
REFUGEE DISCRIMINATION  
SEXISM  
RACISM  
ONLINE ABUSE



# OUTRAGED

## FOOTBALL TACKLES DISCRIMINATION

featuring in the UEFA documentary  
in alphabetical order

AFRO-NAPOLI UNITED  
LUCY BRONZE  
KAREN CARNEY  
ALEKSANDER ČEGERIN  
HELENA COSTA  
LES DÉBUTEUSES  
DIDIER DESCHAMPS  
STÉPHANIE FRAPPART  
ANTONIO GARGIULO  
OLIVIER GIROUD  
RUUD GULLIT  
PERNILLE HARDER  
MATT HATZKE  
KAI HAVERTZ  
THOMAS HITZLSPERGER  
NIKOLOZ JGARKAVA  
SAMANTHA JOHNSON  
JORGINHO  
GURAM KASHIA  
MOISE KEAN  
DANIEL KILVINGTON  
JÜRGEN KLOPP  
KALIDOU KOULIBALY  
FRANK LAMPARD OBE  
ALISHA LEHMANN  
DEJAN LOVREN  
SILVA LOVREN  
JUAN MATA  
TYRONE MINGS  
MATIJA MISIC  
JOSE MOURINHO  
SALMA MOUSA  
NADIA NADIM  
NIKITA PARRIS  
PAUL POGBA  
HOPE POWELL CBE  
MEGAN RAPINOE  
THE RED MEN  
WENDIE RENARD  
SHANICE VAN DE SANDEN  
GIORGI TABAGARI  
JESÚS TOMILLERO  
PATRICK VIEIRA

[The full documentary is available on UEFA.tv](https://www.uefa.tv)

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# OUTRAGED

## TOOLKIT GUIDE



## OUTRAGED: From Documentary to Educational Toolkit

The OUTRAGED documentary was first **launched in December 2020**, with the aim of showcasing the experiences of some of the biggest names in football and sharing their thoughts on the best way to help eradicate issues of discrimination from the sport.

The documentary quickly gained traction, and in the first year it was estimated to have reached an **audience of over 10 million people** through the uptake of 112 broadcasters. In addition, the documentary has won 20 international awards.

Aiming to raise awareness and **engage the full football landscape and society** in the fight against discrimination, the documentary is now being leveraged as a main tool in UEFA's efforts towards education in relation to anti-discrimination, equality, and inclusion.

With the documentary showcasing key issues in football, UEFA invested in the further development of the content, to produce a series of shorter videos, as well as tools and material for educational initiatives. This work included splitting the original documentary into **four separate episodes**, as well as the creation of a new one, focusing on the issues connected to **online abuse**.

The five episodes of the OUTRAGED series presents insights from **38** football players, coaches, referees, leaders and academics, and cover the topics of racism, sexism, refugee

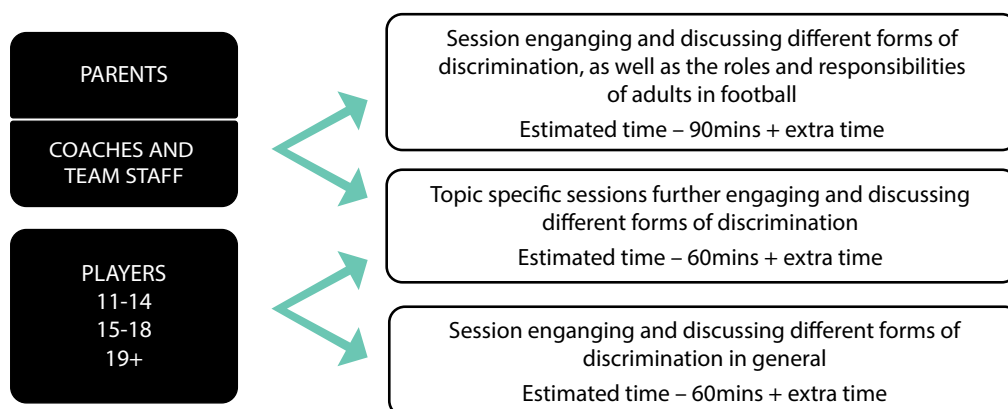
discrimination, homophobia, and online abuse. A 25-minute video, compiling the main outlines of the five modules has also been created.

In 2021, a pilot project with UEFA National Associations was started, testing different concepts for the inclusion of the material in education initiatives. Working with four national associations, these projects all aimed to **engage youth** in dialogue on around discrimination, to showcase the issues related to this, and to hold open dialogue with the participants about how football, from communities and teams, to individuals, can make an active effort to fight discrimination, and create a football environment welcoming and respectful of all.

Through this work the target audiences for a prospective educational toolkit were identified, namely **children and young adults**, to start educating the players who will make up the future of football. In line with this, **parents, coaches and team staff** were also identified as the key adult targets, and important individuals guiding children and young adult players in football.

Throughout the work with its national associations, UEFA has worked to ensure that the content is available in the relevant languages used across European football, currently accounting for **35 subtitled versions of the series**.

The below diagram presents a visual description of the OUTRAGED toolkit's target audiences



## OUTRAGED Toolkit

This toolkit has been developed to provide national associations, leagues, clubs, football schools and schools with materials to lead educational sessions on issues relating to **discrimination in football**. The toolkit provides suggested outlines for the sessions, introductions, discussion points and much more.

To ensure that those leading the sessions can feel comfortable in leading discussions, the toolkit aims to provide a framework which makes the material easy to manage, clear, and replicable.

### Role of the session manager

Across the toolkit, the individuals set to lead the session are referred to as session managers. Session managers are selected by the Organisation organising the OUTRAGED educational session. The session manager should be **confident** in working and **leading discussions** on discrimination with the relevant target audiences, whilst also being well versed in the systems in place within the Organisation. The aim is to ensure that every session manager feels that they have concrete material and clear frameworks available for them in this toolkit.

For each session within the toolkit, a section is available for session managers, presenting:

- An introduction to the OUTRAGED toolkit
- Toolkit user instructions
- Suggested session agenda
  - Suggested introduction
  - Video content
  - Discussion points and moderation notes
  - Commitment framework
  - Participant feedback form
  - Suggested closing
- Session manager feedback form

session agenda outline

The role of session manager is one that requires the skill to manage discussions around **sensitive topics** and can come with additional responsibilities of having individuals **share experiences** and asking for **support** in raising cases of discrimination for review or action.

Each organisation that organises an OUTRAGED educational session should therefore ensure they provide the session managers with clear information about how to manage any such reports.

In addition to the content to support session managers in implementing the educational project, UEFA has also defined a **session manager feedback form**, with the objective to:

- **Collect data** across sessions delivered
- **Provide insights** for further support and content to be developed

The form is available in English online, for which responses goes straight to UEFA.

The form is also available as a word document for translation and dissemination in local languages.

If this is utilised, UEFA asks that feedback is shared based on the template provided for feedback compilation.



UEFA thanks all those who engage in the OUTRAGED educational project and stand available for insights and feedback on the toolkit and the project.



**OUTRAGED**  
**FOR PARENTS**



## OUTRAGED

The OUTRAGED documentary was first launched in December 2020, with the aim of showcasing the experiences of some of the biggest names in football and sharing their thoughts on the best way to help eradicate discrimination from the sport.

The documentary quickly gained traction, and in the first year it was estimated to have reached an audience of over 10 million people through the uptake of 112 broadcasters. In addition, the documentary has won 20 international awards.

The OUTRAGED educational project is an initiative from UEFA aiming to raise awareness and engage the full football landscape in constructive dialogue around topics of discrimination. With voices of players, coaches, and leaders in football, the OUTRAGED video content provides a base for discussion and reflection, with the objective of identifying ways to prevent and eradicate issues of discrimination in football.

The five episodes of the OUTRAGED series present insights from 38 football players, coaches, referees, leaders and academics, and cover the topics of racism, sexism, refugee discrimination, homophobia, and online abuse. For this educational project, a 25-minute video, compiling the main outlines of the five modules has been created, with subtitled versions in 35 European languages.

### The OUTRAGED toolkit

This toolkit has been developed to provide national associations, clubs, and schools with materials to lead educational sessions at local level, and provides suggested outlines for the session agenda, introductions, discussion points and much more.

To ensure that those leading the sessions can feel comfortable in leading discussions, the toolkit aims to provide a framework which makes the material easy to manage, clear, and replicable.

With the sensitivity of the topics, and the importance of these discussions, the aim is to ensure that every session leader feels like they have the tools and support available in this toolkit. This is also why a feedback form is included for the session managers, aiming to ensure that UEFA receives insights into how further support can be provided.

Each target group of the project has a specific catalogue of material, as the discussion and approach will naturally differ between players of different ages, coaches, and parents.

UEFA thanks you for being a part of the OUTRAGED educational project and hopes you will find the toolkit useful and interesting.

### Session agenda

|          |                            |                      |
|----------|----------------------------|----------------------|
| <b>1</b> | Session introduction       | 5 min                |
| <b>2</b> | Video viewing              | 25 min               |
| <b>3</b> | Group discussion           | 40 min               |
| <b>4</b> | Feedback from participants | 10 min               |
| <b>5</b> | Commitment                 | 5 min                |
| <b>6</b> | Closing                    | 5 min                |
|          | Total                      | 90 mins + extra time |

## 1. Session introduction

This section outlines a suggested text to use as an introduction to the session:

“ Welcome to this OUTRAGED session. The aim is for us to come together to watch the UEFA video, and then hold an open discussion about preventing and fighting discrimination in football.

I am here as your session leader today. I am happy to be able to share this experience with you, and hope that we can come together to create a safe and open space for discussion. Together we will look at how we as individuals but also as a group, can look to fight discrimination.

As a parent of a player, you are aware of the benefits that football and sport can bring, but of course also about the harms that discrimination can bring. We are here today to discuss and share ideas around our

roles and responsibilities around the topic of discrimination in football, as well as outside of the sport.

This project is based on the idea that discussion will strengthen the joint values of respect, and to also provide a platform for all involved in football to relate and connect, to work together to eradicate discrimination in football. We can only achieve this through collaboration, and as a parent you are a very important player.

The work we do here today is a part of the UEFA OUTRAGED educational project, and I will provide them some key information about the session. If you feel like you would like to speak further about any of the aspects we cover today, please reach out to me in the end of the session.

UEFA and [insert NA/Club] thanks you for being a part of this project, and this session is one of many which will look to change the football environment for the better.”

## 2. Video viewing

Let’s watch the OUTRAGED video!



### 3. Group discussion

This section outlines scenarios, suggested discussion starters and moderation notes. The content is divided into topics, and each section presents content for the session manager, and space for comments on the reactions and discussions of the group.

There is no need to cover all topics. These are provided to ensure there is content for discussion, but engagement is the key, not how many topics you get through!

There may be topics not listed below that you feel are relevant to your group. Please amend/adapt the questions and topics as you see fit.

| Topic 1               |   | Discrimination |
|-----------------------|---|----------------|
| Scenario              | Throughout the film footballers, coaches and fans share their personal experience of witnessing and being subjected to verbal and physical threats and abuse.   |                |
| Discussion starter    | What are your fears and concerns regarding discrimination in football?  |                |
| Moderation notes      | To prompt discussion, of continue exchange, you could use questions such as "Do you have concerns for your child in regard to discrimination within the football environment?", or "Do you feel this is an issue that could impact your child's interest in the sport?" |                |
| Session manager notes |   |                |
|                       |   |                |

| Topic 2               |  | Types of discrimination |
|-----------------------|--|-------------------------|
| Scenario              | The OUTRAGED series includes the topics of racism, sexism, homophobia, refugee discrimination and online abuse.  |                         |
| Discussion starter    | How do you see your role as a parent regarding educating and supporting your child around these topics?  |                         |
| Moderation notes      | To prompt discussion, of continue exchange, you could use questions such as "Would you feel prepared to speak to your child about these issues?" or "Would you see this as a joint engagement with other adults in the football environment, if so with whom?" |                         |
| Session manager notes |  |                         |
|                       |  |                         |

**Topic 3 Spectator and crowd activities**

|                       |   |
|-----------------------|---|
| Scenario              | In the video, we see several examples of racist and homophobic abuse by crowds in the form of offensive chanting and displaying abusive banners.          |
| Discussion starter    | How would you speak to your child if this happened in a match that they played in?  |
| Moderation notes      | If the discussion is slow to start, or to continue exchange, you can use prompts such as "What would be your main messages, but also your main concerns?" |
| Session manager notes |   |
|                       |   |

**Topic 4 Spectator and crowd activities**

|                       |   |
|-----------------------|---|
| Scenario              | Widespread access to social media has made it easy to communicate with those involved in football at all levels of football. The film outlines some of the online racist, homophobic and sexist abuse that top level players have experienced.                                |
| Discussion starter    | What are your main concerns regarding online abuse, and do you actively speak to your child about this?   |
| Moderation notes      | If discussion is slow to start, or to continue exchange, you can use prompts such as "Is your child active on social media, and if so, are you aware of their security settings?", or "Do you feel like you know how to best protect your child in relation to online abuse?" |
| Session manager notes |   |
|                       |   |

#### 4. Feedback from participants

After the group discussion has finished, please distribute the participants feedback form to all participants, giving them 5 minutes to complete this and return it to you as the session lead.

Access the individual feedback forms [here](#).



**FOR PARENTS – Feedback form**

After the OUTRAGED session, let us know your reactions and your thoughts on the topic.

This form is anonymous, and your input will not be shared, but will be used to summarise an overview of the group's reactions to UEFA.

If you have experienced discrimination of any form and would like to report or speak to someone about this, please contact the session manager.

Should you want to confidentially send your further comments or report an issue, please use the OUTRAGED mailbox: [outraged@uefa.ch](mailto:outraged@uefa.ch)

**My OUTRAGED reactions:**

1. How useful did you find the session? (scale of 1-5, 1 being very useful, and 5 being not useful)

1                      2                      3                      4                      5

2. Did you think these topics were linked to football prior to the session?

No                      Yes

3. What are your biggest concerns regarding discrimination in football and your child(ren) participating in the sport? (scale each below between 1-5, 1 being very concerning, and 5 less concerning)

|                        |   |   |   |   |   |
|------------------------|---|---|---|---|---|
| Online abuse           | 1 | 2 | 3 | 4 | 5 |
| Homophobia             | 1 | 2 | 3 | 4 | 5 |
| Refugee discrimination | 1 | 2 | 3 | 4 | 5 |
| Sexism                 | 1 | 2 | 3 | 4 | 5 |
| Racism                 | 1 | 2 | 3 | 4 | 5 |

4. Who plays a role in safeguarding children and youth players from discrimination? (scale each below between 1-5, 1 being very important, and 5 less important)

|  |   |   |   |   |   |
|--|---|---|---|---|---|
| Parents                                    | 1 | 2 | 3 | 4 | 5 |
| Coaches and Team Staff                     | 1 | 2 | 3 | 4 | 5 |
| National Associations/Club                 | 1 | 2 | 3 | 4 | 5 |
| Older/professional players and ambassadors | 1 | 2 | 3 | 4 | 5 |
| Teammates                                  | 1 | 2 | 3 | 4 | 5 |
| Media                                      | 1 | 2 | 3 | 4 | 5 |

5. Has your child/ren ever reported or talked to you about these issues?

No

Yes

If yes, which topic:

- Online abuse
- Homophobia
- Refugee discrimination
- Sexism
- Racism

6. Have you ever spoken to child(ren) about these issues?

No

Yes

If yes, which topic:

- Online abuse
- Homophobia
- Refugee discrimination
- Sexism
- Racism

7. If your child(ren) reported a case of discrimination, who would you turn to first?

- Police
- Coach
- Team Staff
- President of the club
- Media
- Family
- None
- Other: \_\_\_\_\_

8. As a parent, what do you believe your role is in the objective of eradicating discrimination in football?

- Prevent
- Remedy
- Be attentive/aware
- Monitor
- Other:

9. Will you discuss these topics with you child(ren) at home after this session?

- Yes
- No

10. Would you have any suggestions on how UEFA and the NA/Club can improve this session and toolkit?

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UEFA thanks you for your participation in this educational programme and look forward to receiving input from your group.

We thank you for being a part of our OUTRAGED educational project, aiming to come together to eradicate all forms of discrimination in football.

## 5. Commitment

Before closing the session, dedicate time to discuss the commitment of the group for active work.

| Topic                 | Active work   |
|-----------------------|---|
| Scenario              | The video highlights experiences, but also speaks about what can be done to fight and prevent discrimination in football.   |
| Discussion starter    | What can we do, as individuals and together, to prevent and fight discrimination of all kinds?  |
| Moderation notes      | Based on the discussions around the previous points, work with the group to identify minimum 3 actions that the group will commit to implement in a timeframe appropriate to your group/organisation's context. |
| Session manager notes |   |
|                       |   |

## 6. Closing

This section outlines a suggested text to use as a closing to the session:

“Thank you all for your work here today.

I hope that you all take three things away from today:

1. We all play a role in making sure that football is welcoming for all – you, your club, the National Association and UEFA.
2. Discrimination should never be accepted, and it is key that you feel comfortable speaking about these topics and know where to turn if you need support or to report an incident.
3. We are all here because of our love for football – let us leverage this to build an environment that represents values of respect, openness, and inclusion.

Based on these three things, you’ll be a part of the OUTRAGED educational project, working to make sure that there is no place for discrimination in European football.”

# SESSION MANAGER FEEDBACK FORM

Thank you for leading the OUTRAGED educational session. This is a key part in UEFAs work towards ensuring concrete work is put in place to raise awareness and educate the football community on the harm that discrimination can cause, and to accelerate collaborative actions towards eradicating discrimination in football.

This form has been put into place to ensure that UEFA can collect information across European football, regarding the reactions, engagement and commitments that are outlined across OUTRAGED sessions.

Building on the session outline, this form is structured to ensure you can enter information based on the set sections of the programme.

## Session details:

1. Who organised the training session:
  - National association
  - Regional association
  - Club
  - Football school
  - School
  - Other: \_\_\_\_\_
2. Who was your target audience?
  - Parents
  - Coaches and Team Staff
  - Players 11-14
  - Players 15-18
  - Players 19+

3. What discrimination topic did you cover?
  - General
  - Online abuse
  - Homophobia
  - Refugee discrimination
  - Sexism
  - Racism
4. How many participants took part in the session?
  - 10
  - > 20
  - > 30
  - > 40
  - > 50

## Introduction and preparation:

These questions are directed at you as the session manager, how you felt that the toolkit was outlined to prepare and support you.

5. How helpful did you find the introduction? (scale of 1-5, 1 being not helpful, and 5 being very helpful)
 

|   |   |   |   |   |
|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|
6. How helpful did you find the discussion starters? (scale of 1-5, on 1e being not helpful, and 5 being very helpful)
 

|   |   |   |   |   |
|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|
7. How helpful did you find the moderation notes? (scale of 1-5, 1 being not helpful, and 5 being very helpful)
 

|   |   |   |   |   |
|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|

8. How helpful did you find the complete toolkit for the session? (scale of 1-5, 1 being not helpful, and 5 being very helpful)

1      2      3      4      5

9. Were your overall expectations of the session met? (scale of 1-5, 1 being not helpful, and 5 being very helpful)

1      2      3      4      5

10. Are there any changes you would recommend to improve the session?

### Participants feedback:

11. What were the main feedback points from the participants?
12. What concrete actions were suggested as ways to eradicate discrimination in football?
13. Were any personal experiences shared?

No                  Yes

- If yes, could you share any details about the experiences shared?

### Let's stay in touch

Thank you for completing the survey, and for leading the OUTRAGED session. UEFA and Club/NA values your role in this project, and the ongoing work towards fighting and preventing discrimination in European football.

Would you like to be part of the OUTRAGED Session Manager community?

No                  Yes

If yes please share your email here: \_\_\_\_\_



# OUTRAGED

FOR COACHES  
AND TEAM STAFF



**OUTRAGED**

The OUTRAGED documentary was first launched in December 2020, with the aim of showcasing the experiences of some of the biggest names in football and sharing their thoughts on the best way to help eradicate discrimination from the sport.

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The five episodes of the OUTRAGED series present insights from 38 football players, coaches, referees, leaders and academics, and cover the topics of racism, sexism, refugee discrimination, homophobia, and online abuse. For this educational project, a 25-minute video, compiling the main outlines of the five modules has been created, with subtitled versions in 35 European languages.

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This toolkit has been developed to provide national associations, clubs, and schools with materials to lead educational sessions at local level, and provides suggested outlines for the session agenda, introductions, discussion points and much more.

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Each target group of the project has a specific catalogue of material, as the discussion and approach will naturally differ between players of different ages, coaches, and parents.

UEFA thanks you for being a part of the OUTRAGED educational project and hopes you will find the toolkit useful and interesting.

**Session agenda**

|          |                            |                      |
|----------|----------------------------|----------------------|
| <b>1</b> | Session introduction       | 5 min                |
| <b>2</b> | Video viewing              | 25 min               |
| <b>3</b> | Group discussion           | 40 min               |
| <b>4</b> | Feedback from participants | 10 min               |
| <b>5</b> | Commitment                 | 5 min                |
| <b>6</b> | Closing                    | 5 min                |
|          | Total                      | 90 mins + extra time |

## 1. Session introduction

This section outlines a suggested text to use as an introduction to the session:

“Welcome to this OUTRAGED session. The aim is for us to come together to watch the UEFA video, and then hold an open discussion about preventing and fighting discrimination in football.

I am here as your session leader today. I am happy to be able to share this experience with you, and hope that we can come together to create a safe and open space for discussion. Together we will look at how we as individuals but also as a group, can look to fight discrimination.

As a coach and member of the team staff, you are some of the main adults of authority that children playing football look up to. You are the role models and the leaders, who guide the team and the players, and who instil the key values of respect into their football environment. You hold a key role in shaping the way in which players engage with yourself, each other, and other teams. This is a responsibility to not take lightly, and

we are here today to discuss how this can be leveraged, in creating a football environment welcoming of all.

You may also be the ones who need to react to experiences of the players, whether in the moment, or if it is something that is brought to your attention during an interaction. You may also be the first person the player reaches out to about an experience, or about questions connected to discrimination, and today we can hopefully discuss this, and try to ensure that you feel fully prepared for this.

The work we do here today is a part of the UEFA OUTRAGED educational project, and I will provide them some key information about the session. If you feel like you would like to speak further about any of the aspects we cover today, please reach out to me, in the end of the session.

[Suggested action - Go around the room for introductions of participants]

UEFA and [insert NA/Club] thanks you for being a part of this project, and this session is one of many which will look to change the football environment for the better.”

## 2. Video viewing

Let's watch the OUTRAGED video!



### 3. Group discussion

This section outlines scenarios, suggested discussion starters and moderation notes. The content is divided into topics, and each section presents content for the session manager, and space for comments on the reactions and discussions of the group.

There is no need to cover all topics. These are provided to ensure there is content for discussion, but engagement is the key, not how many topics you get through!

There may be topics not listed below that you feel are relevant to your group. Please amend/adapt the questions and topics as you see fit.

| Topic 1  | Discrimination  |
|--|---|
| Scenario   | Throughout the film footballers, coaches and fans share their personal experience of witnessing and being subjected to verbal and physical threats and abuse.                                   |
| Discussion starter   | If discrimination takes place in a practice session or a match, what would be your reaction, and how would you manage this?   |
| Moderation notes   | If the discussion is slow to start, provide prompts such as "Is there a structured way of reporting within your club/NA?" or "Have you had previous training on how to manage such situations?" |
| Session manager notes  |   |
| <div style="border: 1px solid black; height: 150px; width: 100%;"></div> |   |

| Topic 2               |   | Types of discrimination |
|-----------------------|---|-------------------------|
| Scenario              | The OUTRAGED series includes the topics of racism, sexism, homophobia, refugee discrimination and online abuse.   |                         |
| Discussion starter    | Do you feel prepared to speak about this array of issues with players and the team?   |                         |
| Moderation notes      | If the discussion is slow to start, provide prompts such as "Is there any topic you feel more comfortable discussing than others?" or "Has anyone already had experiences with this in their work?" |                         |
| Session manager notes |   |                         |
|                       |   |                         |

| Topic 3               |  | Spectator and crowd activities |
|-----------------------|--|--------------------------------|
| Scenario              | In the video, we see several examples of racist and homophobic abuse by crowds in the form of offensive chanting and displaying abusive banners.         |                                |
| Discussion starter    | How would you speak to your players about this during and after the match if it happened?  |                                |
| Moderation notes      | If the discussion is slow to start, or to continue exchange, you can use prompts such as "What would be your man messages, but also your main concerns?" |                                |
| Session manager notes |  |                                |
|                       |  |                                |

| <b>Topic 4</b>        |   | <b>Joking or harming?</b> |
|-----------------------|---|---------------------------|
| Scenario              | A number of footballers speak about the negative impact of what is known as 'banter' - defined as the playful and friendly exchange of teasing remarks - inside dressing rooms.   |                           |
| Discussion starter    | What is your standpoint around this, and do you believe it is something that you as a part of the team staff has a responsibility to address with your players?   |                           |
| Moderation notes      | If the discussion is slow to start, or to continue exchange, you can use prompts such as "what is more important, how it is meant or how it is perceived?". Ideally, the main message here should be that it does not matter if it is meant as a joke or banter, it is how it is or can be perceived that is important, and we should take a strong stance on this whenever possible. |                           |
| Session manager notes |   |                           |
|                       |   |                           |

| <b>Topic 5</b>        |  | <b>Online abuse</b> |
|-----------------------|--|---------------------|
| Scenario              | Widespread access to social media has made it easy to communicate with those involved in football at all levels of football. The film outlines some of the online racist, homophobic and sexist abuse that top level players have experienced.                       |                     |
| Discussion starter    | What do you see as the main risks for online abuse in relation to football activities, and how do you think you can play a role in supporting players against this?  |                     |
| Moderation notes      | If the discussion is slow to start, or to continue exchange, you can use prompts such as "Are you aware of how active the players are on social media?" or "Is online abuse something that you feel comfortable in discussing with players or with your colleagues?" |                     |
| Session manager notes |  |                     |
|                       |  |                     |

#### 4. Feedback from participants

After the group discussion has finished, please distribute the participants feedback form to all participants, giving them 5 minutes to complete this and return it to you as the session lead.

Access the individual feedback forms [here](#).



**FOR COACHES AND TEAM STAFF – Feedback form**

After the OUTRAGED session, let us know your reactions and your thoughts on the topic.

This form is anonymous, and your input will not be shared, but will be used to summarise an overview of the group's reactions to UEFA.

If you have experienced discrimination of any form and would like to report or speak to someone about this, please contact the session manager.

Should you want to confidentially send your further comments or report an issue, please use the OUTRAGED mailbox: [outraged@uefa.ch](mailto:outraged@uefa.ch)

**My OUTRAGED reactions:**

1. How useful did you find the session? (scale of 1-5, 1 being very useful, and 5 being not useful)

1                      2                      3                      4                      5

2. Did you think these topics were linked to football prior to the session?

No                      Yes

3. What are your biggest concerns regarding discrimination in football and your players participating in the sport? (scale each below between 1-5, 1 being very concerning, and 5 less concerning)

|                        |   |   |   |   |   |
|------------------------|---|---|---|---|---|
| Online abuse           | 1 | 2 | 3 | 4 | 5 |
| Homophobia             | 1 | 2 | 3 | 4 | 5 |
| Refugee discrimination | 1 | 2 | 3 | 4 | 5 |
| Sexism                 | 1 | 2 | 3 | 4 | 5 |
| Racism                 | 1 | 2 | 3 | 4 | 5 |

4. Who plays a role in safeguarding children and youth players from discrimination? (scale each below between 1-5, 1 being very important, and 5 less important)

|  |   |   |   |   |   |
|--|---|---|---|---|---|
| Parents                                    | 1 | 2 | 3 | 4 | 5 |
| Coaches and Team Staff                     | 1 | 2 | 3 | 4 | 5 |
| National Associations/Club                 | 1 | 2 | 3 | 4 | 5 |
| Older/professional players and ambassadors | 1 | 2 | 3 | 4 | 5 |
| Teammates                                  | 1 | 2 | 3 | 4 | 5 |
| Media                                      | 1 | 2 | 3 | 4 | 5 |

5. Has a player/s ever reported or talked to you about these issues?

No

Yes

If yes, which topic:

- Online abuse
- Homophobia
- Refugee discrimination
- Sexism
- Racism

6. Have you ever spoken to players about these issues?

No

Yes

If yes, which topic:

- Online abuse
- Homophobia
- Refugee discrimination
- Sexism
- Racism

7. If your player/s reported a case of discrimination to you, who would you turn to first?

- Police
- Coach
- Team Staff
- President of the club
- Media
- Family
- None
- Other: \_\_\_\_\_

8. As a coach/team staff, what do you believe your role is in the objective of eradicating discrimination in football?

- Prevent
- Remedy
- Be attentive/aware
- Monitor
- Other: \_\_\_\_\_

9. Will you discuss these topics with your players after this session?

- Yes
- No

10. Would you have any suggestions on how UEFA and the NA/Club can improve this session and toolkit?

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UEFA thanks you for your participation in this educational programme and look forward to receiving input from your group.

We thank you for being a part of our OUTRAGED educational project, aiming to come together to eradicate all forms of discrimination in football.

## 5. Commitment

Before closing the session, dedicate time to discuss the commitment of the group for active work.

| Topic                 | Active work   |
|-----------------------|---|
| Scenario              | The video highlights experiences, but also speaks about what can be done to fight and prevent discrimination in football.   |
| Discussion starter    | What can we do, as individuals and together, to prevent and fight discrimination of all kinds?  |
| Moderation notes      | Based on the discussions around the previous points, work with the group to identify minimum 3 actions that the group will commit to implement in a timeframe appropriate to your group/organisation's context. |
| Session manager notes |   |
|                       |   |

## 6. Closing

“This section outlines a suggested text to use as a closing to the session:

Thank you all for your work here today.

I hope that you all take three things away from today:

1. We all play a role in making sure that football is welcoming for all – you, your club, the National Association and UEFA.
2. Discrimination should never be accepted, and it is key that you feel comfortable in speaking about these topics and know where to turn if you need support or to report an incident.
3. We are all here because of our love for football – let us leverage this to build an environment that represents values of respect, openness, and inclusion.

Based on these three things, you’ll be a part of the OUTRAGED educational project, working to make sure that there is no place for discrimination in European football.”

# SESSION MANAGER FEEDBACK FORM

Thank you for leading the OUTRAGED educational session. This is a key part in UEFAs work towards ensuring concrete work is put in place to raise awareness and educate the football community on the harm that discrimination can cause, and to accelerate collaborative actions towards eradicating discrimination in football.

This form has been put into place to ensure that UEFA can collect information across European football, regarding the reactions, engagement and commitments that are outlined across OUTRAGED sessions.

Building on the session outline, this form is structured to ensure you can enter information based on the set sections of the programme.

## Session details:

- Who organised the training session:
  - National association
  - Regional association
  - Club
  - Football school
  - School
  - Other: \_\_\_\_\_
- Who was your target audience?
  - Parents
  - Coaches and Team Staff
  - Players 11-14
  - Players 15-18
  - Players 19+

- What discrimination topic did you cover?
  - General
  - Online abuse
  - Homophobia
  - Refugee discrimination
  - Sexism
  - Racism
- How many participants took part in the session?
  - 10
  - > 20
  - > 30
  - > 40
  - > 50

## Introduction and preparation:

These questions are directed at you as the session manager, how you felt that the toolkit was outlined to prepare and support you.

- How helpful did you find the introduction? (scale of 1-5, 1 being not helpful, and 5 being very helpful)

1      2      3      4      5

- How helpful did you find the discussion starters? (scale of 1-5, on 1e being not helpful, and 5 being very helpful)

1      2      3      4      5

- How helpful did you find the moderation notes? (scale of 1-5, 1 being not helpful, and 5 being very helpful)

1      2      3      4      5

8. How helpful did you find the complete toolkit for the session? (scale of 1-5, 1 being not helpful, and 5 being very helpful)

1      2      3      4      5

9. Were your overall expectations of the session met? (scale of 1-5, 1 being not helpful, and 5 being very helpful)

1      2      3      4      5

10. Are there any changes you would recommend to improve the session?

### Participants feedback:

11. What were the main feedback points from the participants?
12. What concrete actions were suggested as ways to eradicate discrimination in football?
13. Were any personal experiences shared?

No                  Yes

- If yes, could you share any details about the experiences shared?

### Let's stay in touch

Thank you for completing the survey, and for leading the OUTRAGED session. UEFA and Club/NA values your role in this project, and the ongoing work towards fighting and preventing discrimination in European football.

Would you like to be part of the OUTRAGED Session Manager community?

No                  Yes

If yes please share your email here: \_\_\_\_\_



# OUTRAGED

FOR PLAYERS  
11-14



## OUTRAGED

The OUTRAGED documentary was first launched in December 2020, with the aim of showcasing the experiences of some of the biggest names in football and sharing their thoughts on the best way to help eradicate discrimination from the sport.

The documentary quickly gained traction, and in the first year it was estimated to have reached an audience of over 10 million people through the uptake of 112 broadcasters. In addition, the documentary has won 20 international awards.

The OUTRAGED educational project is an initiative from UEFA aiming to raise awareness and engage the full football landscape in constructive dialogue around topics of discrimination. With voices of players, coaches, and leaders in football, the OUTRAGED video content provides a base for discussion and reflection, with the objective of identifying ways to prevent and eradicate issues of discrimination in football.

The five episodes of the OUTRAGED series present insights from 38 football players, coaches, referees, leaders and academics, and cover the topics of racism, sexism, refugee discrimination, homophobia, and online abuse. For this educational project, a 25-minute video, compiling the main outlines of the five modules has been created, with subtitled versions in 35 European languages.

### The OUTRAGED toolkit

This toolkit has been developed to provide national associations, clubs, and schools with materials to lead educational sessions at local level, and provides suggested outlines for the session agenda, introductions, discussion points and much more.

To ensure that those leading the sessions can feel comfortable in leading discussions, the toolkit aims to provide a framework which makes the material easy to manage, clear, and replicable.

With the sensitivity of the topics, and the importance of these discussions, the aim is to ensure that every session leader feels like they have the tools and support available in this toolkit. This is also why a feedback form is included for the session managers, aiming to ensure that UEFA receives insights into how further support can be provided.

Each target group of the project has a specific catalogue of material, as the discussion and approach will naturally differ between players of different ages, coaches, and parents.

UEFA thanks you for being a part of the OUTRAGED educational project and hopes you will find the toolkit useful and interesting.

### Session agenda

|          |                            |                      |
|----------|----------------------------|----------------------|
| <b>1</b> | Session introduction       | 5 min                |
| <b>2</b> | Video viewing              | 25 min               |
| <b>3</b> | Group discussion           | 15-20 min            |
| <b>4</b> | Feedback from participants | 10 min               |
| <b>5</b> | Commitment                 | 5 min                |
| <b>6</b> | Closing                    | 5 min                |
|          | Total                      | 60 mins + extra time |

## 1. Session introduction

This section outlines a suggested text to use as an introduction to the session:

“Welcome to this OUTRAGED session. Today we will be watching a UEFA video about discrimination in football, and we will work together and discuss some of the topics of the video, and how we can act to fight discrimination in football.

I am here as your session leader today. I am happy to be able to share this experience with you, and hope that we can come together to create a safe and open space for discussion. Together we will also look at how we can ensure everyone feels welcome in football.

As players, I hope you are all here because you enjoy the game. Looking at the fun that

we have on the pitch, it is important that we work together to ensure that everyone feels like they can enjoy the game and have fun on and off the pitch. You and your teammates can all play a role in making this happen, and this is what we are hoping to talk about today.

The work we do here today is a part of the UEFA OUTRAGED educational project, and I will provide them some key information about the session. If you feel like you would like to speak further about any of the aspects we cover today, please reach out to me in the end of the session.

UEFA and [Insert NA/Club] thanks you for being a part of this project, and this session is one of many which will look to change the football environment for the better.”

## 2. Video viewing

Let's watch the OUTRAGED video!



### 3. Group discussion

This section outlines scenarios, suggested discussion starters and moderation notes. The content is divided into topics, and each section presents content for the session manager, and space for comments on the reactions and discussions of the group.

There is no need to cover all topics. These are provided to ensure there is content for discussion, but engagement is the key, not how many topics you get through!

There may be topics not listed below that you feel are relevant to your group. Please amend/adapt the questions and topics as you see fit.

| Topic 1               | Discrimination  |
|-----------------------|---|
| Scenario              | Throughout the film footballers, coaches and fans share their personal experience of witnessing and being subjected to verbal and physical threats and abuse. |
| Discussion starter    | How do you think discrimination affects people?   |
| Moderation notes      | If the discussion is slow to start, provide prompts such as "Will it make them feel any specific emotions?", or "How would you feel?"                         |
| Session manager notes |   |
|                       |   |

| Topic 2               |  | How to manage discrimination |
|-----------------------|--|------------------------------|
| Scenario              | Looking at the stories shared in the video, discrimination sadly exists in football and society.   |                              |
| Discussion starter    | If you see or experience discrimination, what would you do?  |                              |
| Moderation notes      | If the discussion is slow to start, or to continue discussion, you can use prompts like "Would you say something to the person who does it?", or "Do you feel like you have an adult to who you can speak about this?" |                              |
| Session manager notes |  |                              |
|                       |  |                              |

| Topic 3               |  | Preventing discrimination |
|-----------------------|--|---------------------------|
| Scenario              | Many of the players speak about being part of the change in making sure that discrimination does not happen. Speaking about it is a first step towards this. |                           |
| Discussion starter    | Do you feel like your team creates an environment where you can speak about these topics? In addition to the session here today.                             |                           |
| Moderation notes      | If the discussion is slow to start, or to continue exchange, you can use prompts such as "Have you ever spoken about topics like this before?"               |                           |
| Session manager notes |  |                           |
|                       |  |                           |

#### 4. Feedback from participants

After the group discussion has finished, please distribute the participants feedback form to all participants, giving them 5 minutes to complete this and return it to you as the session lead.

Access the individual feedback forms [here](#).



**FOR PLAYERS 11-14 – Feedback form**

After the OUTRAGED session, let us know your reactions, and what emotions that this might have brought up.

This form is anonymous, and your input will not be shared, but will be used to summarise an overview of the group's reactions to UEFA.

If you have experienced discrimination of any form and would like to report or speak to someone about this, please contact the session manager.

Should you want to confidentially send your further comments or report an issue, please use the OUTRAGED mailbox: [outraged@uefa.ch](mailto:outraged@uefa.ch)

**My OUTRAGED reactions:**

1. How useful did you find the session? (scale of 1-5, 1 being very useful, and 5 being not useful)

1                      2                      3                      4                      5

2. Did you see a link between discrimination and football prior to the session?

No                      Yes

3. Have you spoken about these issues before this session?

No                      Yes                      If so, with who

- Parents
- Family
- Coach
- Team staff
- Teammates
- Other

4. Did you have an emotional reaction to the video, if so, what did you feel?

- Sadness
- Inspired
- Anger
- Happiness
- Confusion
- Other: \_\_\_\_\_

5. Have you experienced an incident of discrimination in your football environment?

No

Yes

If so, which topic:

- Online abuse
- Homophobia
- Refugee discrimination
- Sexism
- Racism

6. Have you seen an incident of discrimination in your football environment?

No

Yes

If yes, which topic:

- Online abuse
- Homophobia
- Refugee discrimination
- Sexism
- Racism

7. Have you seen an incident of discrimination in your football environment?

No

Yes

If yes, which topic:

- Online abuse
- Homophobia
- Refugee discrimination
- Sexism
- Racism

8. If you reported a case of discrimination, who would you turn to first?

- Police
- Coach
- Team Staff
- President of the club
- Media
- Parents/Family
- School teacher/staff
- None
- Other: \_\_\_\_\_

9. What worries you the most in participating in the sport? (scale each below between 1-5, 1 being very concerning, and 5 less concerning)

|                        |   |   |   |   |   |
|------------------------|---|---|---|---|---|
| Online abuse           | 1 | 2 | 3 | 4 | 5 |
| Homophobia             | 1 | 2 | 3 | 4 | 5 |
| Refugee discrimination | 1 | 2 | 3 | 4 | 5 |
| Sexism                 | 1 | 2 | 3 | 4 | 5 |
| Racism                 | 1 | 2 | 3 | 4 | 5 |

10. Would you have any suggestions on how UEFA and the NA/Club can improve this session? and toolkit?

---

---

UEFA thanks you for your participation in this educational programme and look forward to receiving input from your group.

We thank you for being a part of our OUTRAGED educational project, aiming to come together to eradicate all forms of discrimination in football.

## 5. Commitment

Before closing the session, dedicate time to discuss the commitment of the group for active work.

| Topic                 | Active work   |
|-----------------------|---|
| Scenario              | The video highlights experiences, but also speaks about what can be done to fight and prevent discrimination in football.   |
| Discussion starter    | What can we do, as individuals and as a team, to prevent and fight discrimination of all kinds?   |
| Moderation notes      | Based on the discussions around the previous points, work with the group to identify minimum 3 actions that the group will commit to implement in a timeframe appropriate to your group/organisation's context. |
| Session manager notes |   |
|                       |   |

## 6. Closing

Thank you all for your work here today.

I hope that you all take three things away from today:

1. We all play a role in making sure that football is welcoming for all – you, your club, the National Association and UEFA.
2. Discrimination should never be accepted, and if we see or feel that anything is wrong, speak to your coach, your parents, or another adult in the club.
3. We are all here because of our love for football – let us leverage this to build an environment that represents values of respect, openness, and inclusion.

Based on these three things, you'll be a part of the OUTRAGED educational project, working to make sure that there is no place for discrimination in European football.

# SESSION MANAGER FEEDBACK FORM

Thank you for leading the OUTRAGED educational session. This is a key part in UEFAs work towards ensuring concrete work is put in place to raise awareness and educate the football community on the harm that discrimination can cause, and to accelerate collaborative actions towards eradicating discrimination in football.

This form has been put into place to ensure that UEFA can collect information across European football, regarding the reactions, engagement and commitments that are outlined across OUTRAGED sessions.

Building on the session outline, this form is structured to ensure you can enter information based on the set sections of the programme.

## Session details:

- Who organised the training session:
  - National association
  - Regional association
  - Club
  - Football school
  - School
  - Other: \_\_\_\_\_
- Who was your target audience?
  - Parents
  - Coaches and Team Staff
  - Players 11-14
  - Players 15-18
  - Players 19+

- What discrimination topic did you cover?
  - General
  - Online abuse
  - Homophobia
  - Refugee discrimination
  - Sexism
  - Racism
- How many participants took part in the session?
  - 10
  - > 20
  - > 30
  - > 40
  - > 50

## Introduction and preparation:

These questions are directed at you as the session manager, how you felt that the toolkit was outlined to prepare and support you.

- How helpful did you find the introduction? (scale of 1-5, 1 being not helpful, and 5 being very helpful)
 

|   |   |   |   |   |
|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|
- How helpful did you find the discussion starters? (scale of 1-5, on 1e being not helpful, and 5 being very helpful)
 

|   |   |   |   |   |
|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|
- How helpful did you find the moderation notes? (scale of 1-5, 1 being not helpful, and 5 being very helpful)
 

|   |   |   |   |   |
|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|

8. How helpful did you find the complete toolkit for the session? (scale of 1-5, 1 being not helpful, and 5 being very helpful)

1      2      3      4      5

9. Were your overall expectations of the session met? (scale of 1-5, 1 being not helpful, and 5 being very helpful)

1      2      3      4      5

10. Are there any changes you would recommend to improve the session?

### Participants feedback:

11. What were the main feedback points from the participants?
12. What concrete actions were suggested as ways to eradicate discrimination in football?
13. Were any personal experiences shared?

No                  Yes

- If yes, could you share any details about the experiences shared?

### Let's stay in touch

Thank you for completing the survey, and for leading the OUTRAGED session. UEFA and Club/NA values your role in this project, and the ongoing work towards fighting and preventing discrimination in European football.

Would you like to be part of the OUTRAGED Session Manager community?

No                  Yes

If yes please share your email here: \_\_\_\_\_



# OUTRAGED

FOR PLAYERS  
15-18



## OUTRAGED

The OUTRAGED documentary was first launched in December 2020, with the aim of showcasing the experiences of some of the biggest names in football and sharing their thoughts on the best way to help eradicate discrimination from the sport.

The documentary quickly gained traction, and in the first year it was estimated to have reached an audience of over 10 million people through the uptake of 112 broadcasters. In addition, the documentary has won 20 international awards.

The OUTRAGED educational project is an initiative from UEFA aiming to raise awareness and engage the full football landscape in constructive dialogue around topics of discrimination. With voices of players, coaches, and leaders in football, the OUTRAGED video content provides a base for discussion and reflection, with the objective of identifying ways to prevent and eradicate issues of discrimination in football.

The five episodes of the OUTRAGED series present insights from 38 football players, coaches, referees, leaders and academics, and cover the topics of racism, sexism, refugee discrimination, homophobia, and online abuse. For this educational project, a 25-minute video, compiling the main outlines of the five modules has been created, with subtitled versions in 35 European languages.

### The OUTRAGED toolkit

This toolkit has been developed to provide national associations, clubs, and schools with materials to lead educational sessions at local level, and provides suggested outlines for the session agenda, introductions, discussion points and much more.

To ensure that those leading the sessions can feel comfortable in leading discussions, the toolkit aims to provide a framework which makes the material easy to manage, clear, and replicable.

With the sensitivity of the topics, and the importance of these discussions, the aim is to ensure that every session leader feels like they have the tools and support available in this toolkit. This is also why a feedback form is included for the session managers, aiming to ensure that UEFA receives insights into how further support can be provided.

Each target group of the project has a specific catalogue of material, as the discussion and approach will naturally differ between players of different ages, coaches, and parents.

UEFA thanks you for being a part of the OUTRAGED educational project and hopes you will find the toolkit useful and interesting.

### Session agenda

|          |                            |                      |
|----------|----------------------------|----------------------|
| <b>1</b> | Session introduction       | 5 min                |
| <b>2</b> | Video viewing              | 25 min               |
| <b>3</b> | Group discussion           | 15-20 min            |
| <b>4</b> | Feedback from participants | 10 min               |
| <b>5</b> | Commitment                 | 5 min                |
| <b>6</b> | Closing                    | 5 min                |
|          | Total                      | 60 mins + extra time |

## 1. Session introduction

This section outlines a suggested text to use as an introduction to the session:

“Welcome to this OUTRAGED session. The aim is for us to come together to watch the UEFA video, and then hold an open discussion about preventing and fighting discrimination in football.

I am here as your session leader today. I am happy to be able to share this experience with you, and hope that we can come together to create a safe and open space for discussion. Together we will also look at how we as individuals but also as a group, can look to fight discrimination.

As a youth player, you are the future of football, and you already know how fun and exciting football can be. We are here today

to speak about how we can work towards ensuring that football is fun and exciting for everyone both on and off the pitch. We are coming together to ensure no one is picked on, bullied, or harassed within football. Discrimination is hard to fight, but if we work together, we can, and even more importantly, we can prevent it.

The work we do here today is a part of the UEFA OUTRAGED educational project, and I will provide them some key information about the session. If you feel like you would like to speak further about any of the aspects we cover today, please reach out to me in the end of the session.

UEFA and [insert NA/Club] thanks you for being a part of this project, and this session is one of many which will look to change the football environment for the better.”

## 2. Video viewing

Let's watch the OUTRAGED video!



### 3. Group discussion

This section outlines scenarios, suggested discussion starters and moderation notes. The content is divided into topics, and each section presents content for the session manager, and space for comments on the reactions and discussions of the group.

There is no need to cover all topics. These are provided to ensure there is content for discussion, but engagement is the key, not how many topics you get through!

There may be topics not listed below that you feel are relevant to your group. Please amend/adapt the questions and topics as you see fit.

| Topic 1 Discrimination |  |
|------------------------|--|
| Scenario               | Throughout the film footballers, coaches and fans share their personal experience of witnessing and being subjected to verbal and physical threats and abuse.                        |
| Discussion starter     | How do you think this form of discrimination affects the targeted individuals?   |
| Moderation notes       | If the discussion is slow to start, provide prompts such as "will it make them feel any specific emotions?", "Will it affect their ability to play football?", "How would you feel?" |
| Session manager notes  |  |
|                        |  |

| Topic 2 How to manage discrimination |  |
|--------------------------------------|--|
| Scenario                             | Looking at the stories shared in the video, discrimination sadly exists in football and society.   |
| Discussion starter                   | If you see or experience discrimination, what would you do?  |
| Moderation notes                     | If the discussion is slow to start, or to continue discussion, you can use prompts like "Would you say something to the person who does it?", or "Do you feel like you have an adult to who you can speak about this?" |
| Session manager notes                |  |
|                                      |  |

| Topic 3 Spectator and crowd activities |   |
|--|---|
| Scenario                               | In the video, we see several examples of racist and homophobic abuse by crowds in the form of offensive chanting and displaying abusive banners.            |
| Discussion starter                     | How do you think this issue should be dealt with? Who should be involved?   |
| Moderation notes                       | If the discussion is slow to start, or to continue exchange, you can use prompts such as "Who would you turn to if it happened in a match you are playing?" |
| Session manager notes                  |   |
|  |   |

| Topic 4 Joking or harming? |   |
|----------------------------|---|
| Scenario                   | A number of footballers speak about the negative impact of what is known as 'banter' - defined as the playful and friendly exchange of teasing remarks - inside dressing rooms.   |
| Discussion starter         | Is banter and jokes a serious form of discrimination, or just harmless fun?   |
| Moderation notes           | If the discussion is slow to start, or to continue exchange, you can use prompts such as "what is more important, how it is meant or how it is perceived?". Ideally, the main message here should be that it does not matter if it is meant as a joke or banter, it is how it is or can be perceived that is important, and we should take a strong stance on this whenever possible. |
| Session manager notes      |   |
|                            |   |

#### 4. Feedback from participants

After the group discussion has finished, please distribute the participants feedback form to all participants, giving them 5 minutes to complete this and return it to you as the session lead.

Access the individual feedback forms [here](#).



**FOR PLAYERS 15-18 – Feedback form**

After the OUTRAGED session, let us know your reactions, and what emotions that this might have brought up.

This form is anonymous, and your input will not be shared, but will be used to summarise an overview of the group's reactions to UEFA.

If you have experienced discrimination of any form and would like to report or speak to someone about this, please contact the session manager.

Should you want to confidentially send your further comments or report an issue, please use the OUTRAGED mailbox: [outraged@uefa.ch](mailto:outraged@uefa.ch)

**My OUTRAGED reactions:**

1. How useful did you find the session? (scale of 1-5, 1 being very useful, and 5 being not useful)

1                      2                      3                      4                      5

2. Did you see a link between discrimination and football prior to the session?

No                      Yes

3. Have you spoken about these issues before this session?

|    |     |                                  |
|----|-----|----------------------------------|
| No | Yes | If so, with who                  |
|    |     | <input type="radio"/> Parents    |
|    |     | <input type="radio"/> Family     |
|    |     | <input type="radio"/> Coach      |
|    |     | <input type="radio"/> Team staff |
|    |     | <input type="radio"/> Teammates  |
|    |     | <input type="radio"/> Other      |

4. Did you have an emotional reaction to the video, if so, what did you feel?

- Sadness  
 Inspired  
 Anger  
 Happiness  
 Confusion  
 Other: \_\_\_\_\_

5. Have you experienced an incident of discrimination in your football environment?

No

Yes

If so, which topic:

- Online abuse
- Homophobia
- Refugee discrimination
- Sexism
- Racism

6. Have you seen an incident of discrimination in your football environment?

No

Yes

If yes, which topic:

- Online abuse
- Homophobia
- Refugee discrimination
- Sexism
- Racism

7. Have you ever reported an incident of discrimination in your football environment?

No

Yes

If yes, which topic:

- Online abuse
- Homophobia
- Refugee discrimination
- Sexism
- Racism

8. If you reported a case of discrimination, who would you turn to first?

- Police
- Coach
- Team Staff
- President of the club
- Media
- Parents/Family
- School teacher/staff
- None
- Other: \_\_\_\_\_

9. What worries you the most in participating in the sport? (scale each below between 1-5, 1 being very concerning, and 5 less concerning)

|                        |   |   |   |   |   |
|------------------------|---|---|---|---|---|
| Online abuse           | 1 | 2 | 3 | 4 | 5 |
| Homophobia             | 1 | 2 | 3 | 4 | 5 |
| Refugee discrimination | 1 | 2 | 3 | 4 | 5 |
| Sexism                 | 1 | 2 | 3 | 4 | 5 |
| Racism                 | 1 | 2 | 3 | 4 | 5 |

10. Would you have any suggestions on how UEFA and the NA/Club can improve this session? and toolkit?

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UEFA thanks you for your participation in this educational programme and look forward to receiving input from your group.

We thank you for being a part of our OUTRAGED educational project, aiming to come together to eradicate all forms of discrimination in football.

## 5. Commitment

Before closing the session, dedicate time to discuss the commitment of the group for active work.

| Topic                 | Active work   |
|-----------------------|---|
| Scenario              | The video highlights experiences, but also speaks about what can be done to fight and prevent discrimination in football.   |
| Discussion starter    | What can we do, as individuals and as a team, to prevent and fight discrimination of all kinds?   |
| Moderation notes      | Based on the discussions around the previous points, work with the group to identify minimum 3 actions that the group will commit to implement in a timeframe appropriate to your group/organisation's context. |
| Session manager notes |   |
|                       |   |

## 6. Closing

This section outlines a suggested text to use as a closing to the session:

“Thank you all for your work here today.

I hope that you all take three things away from today:

1. We all play a role in making sure that football is welcoming for all – you, your club, the National Association and UEFA.
2. Discrimination should never be accepted, and if we see or feel that anything is wrong, speak to your coach, your parents, or another adult in the club.
3. We are all here because of our love for football – let us leverage this to build an environment that represents values of respect, openness, and inclusion.

Based on these three things, you’ll be a part of the OUTRAGED educational project, working to make sure that there is no place for discrimination in European football.”

# SESSION MANAGER FEEDBACK FORM

Thank you for leading the OUTRAGED educational session. This is a key part in UEFAs work towards ensuring concrete work is put in place to raise awareness and educate the football community on the harm that discrimination can cause, and to accelerate collaborative actions towards eradicating discrimination in football.

This form has been put into place to ensure that UEFA can collect information across European football, regarding the reactions, engagement and commitments that are outlined across OUTRAGED sessions.

Building on the session outline, this form is structured to ensure you can enter information based on the set sections of the programme.

## Session details:

- Who organised the training session:
  - National association
  - Regional association
  - Club
  - Football school
  - School
  - Other: \_\_\_\_\_
- Who was your target audience?
  - Parents
  - Coaches and Team Staff
  - Players 11-14
  - Players 15-18
  - Players 19+

- What discrimination topic did you cover?
  - General
  - Online abuse
  - Homophobia
  - Refugee discrimination
  - Sexism
  - Racism
- How many participants took part in the session?
  - 10
  - > 20
  - > 30
  - > 40
  - > 50

## Introduction and preparation:

These questions are directed at you as the session manager, how you felt that the toolkit was outlined to prepare and support you.

- How helpful did you find the introduction? (scale of 1-5, 1 being not helpful, and 5 being very helpful)

1      2      3      4      5

- How helpful did you find the discussion starters? (scale of 1-5, on 1e being not helpful, and 5 being very helpful)

1      2      3      4      5

- How helpful did you find the moderation notes? (scale of 1-5, 1 being not helpful, and 5 being very helpful)

1      2      3      4      5

8. How helpful did you find the complete toolkit for the session? (scale of 1-5, 1 being not helpful, and 5 being very helpful)

1      2      3      4      5

9. Were your overall expectations of the session met? (scale of 1-5, 1 being not helpful, and 5 being very helpful)

1      2      3      4      5

10. Are there any changes you would recommend to improve the session?

### Participants feedback:

11. What were the main feedback points from the participants?
12. What concrete actions were suggested as ways to eradicate discrimination in football?
13. Were any personal experiences shared?

No                  Yes

- If yes, could you share any details about the experiences shared?

### Let's stay in touch

Thank you for completing the survey, and for leading the OUTRAGED session. UEFA and Club/NA values your role in this project, and the ongoing work towards fighting and preventing discrimination in European football.

Would you like to be part of the OUTRAGED Session Manager community?

No                  Yes

If yes please share your email here: \_\_\_\_\_



# OUTRAGED

FOR PLAYERS  
19+



## OUTRAGED

The OUTRAGED documentary was first launched in December 2020, with the aim of showcasing the experiences of some of the biggest names in football and sharing their thoughts on the best way to help eradicate discrimination from the sport.

The documentary quickly gained traction, and in the first year it was estimated to have reached an audience of over 10 million people through the uptake of 112 broadcasters. In addition, the documentary has won 20 international awards.

The OUTRAGED educational project is an initiative from UEFA aiming to raise awareness and engage the full football landscape in constructive dialogue around topics of discrimination. With voices of players, coaches, and leaders in football, the OUTRAGED video content provides a base for discussion and reflection, with the objective of identifying ways to prevent and eradicate issues of discrimination in football.

The five episodes of the OUTRAGED series present insights from 38 football players, coaches, referees, leaders and academics, and cover the topics of racism, sexism, refugee discrimination, homophobia, and online abuse. For this educational project, a 25-minute video, compiling the main outlines of the five modules has been created, with subtitled versions in 35 European languages.

### The OUTRAGED toolkit

This toolkit has been developed to provide national associations, clubs, and schools with materials to lead educational sessions at local level, and provides suggested outlines for the session agenda, introductions, discussion points and much more.

To ensure that those leading the sessions can feel comfortable in leading discussions, the toolkit aims to provide a framework which makes the material easy to manage, clear, and replicable.

With the sensitivity of the topics, and the importance of these discussions, the aim is to ensure that every session leader feels like they have the tools and support available in this toolkit. This is also why a feedback form is included for the session managers, aiming to ensure that UEFA receives insights into how further support can be provided.

Each target group of the project has a specific catalogue of material, as the discussion and approach will naturally differ between players of different ages, coaches, and parents.

UEFA thanks you for being a part of the OUTRAGED educational project and hopes you will find the toolkit useful and interesting.

### Session agenda

|          |                            |                      |
|----------|----------------------------|----------------------|
| <b>1</b> | Session introduction       | 5 min                |
| <b>2</b> | Video viewing              | 25 min               |
| <b>3</b> | Group discussion           | 15-20 min            |
| <b>4</b> | Feedback from participants | 10 min               |
| <b>5</b> | Commitment                 | 5 min                |
| <b>6</b> | Closing                    | 5 min                |
|          | Total                      | 60 mins + extra time |

## 1. Session introduction

This section outlines a suggested text to use as an introduction to the session:

“Welcome to this OUTRAGED session. The aim is for us to come together to watch the UEFA video, and then hold an open discussion about preventing and fighting discrimination in football.

I am here as your session leader today. I am happy to be able to share this experience with you, and hope that we can come together to create a safe and open space for discussion. Together we will also look at how we as individuals but also as a group, can look to fight discrimination.

As a player, you have a responsibility to yourself and your teammates, to ensure that you represent values of respect and fair play. Respect of the game, respect of the referees

and officials, and respect for other players and participants. You are a role model for younger players, on and off the pitch, and we are here today to discuss how you can use this to play a role in making football a sport that is welcoming of all. Discrimination is hard to fight, but if we work together, we can, and even more importantly, we can prevent it.

The work we do here today is a part of the UEFA OUTRAGED educational project, and I will provide them some key information about the session. If you feel like you would like to speak further about any of the aspects we cover today, please reach out to me in the end of the session.

UEFA and [insert NA/Club] thanks you for being a part of this project, and this session is one of many which will look to change the football environment for the better.”

## 2. Video viewing

Let's watch the OUTRAGED video!



### 3. Group discussion

This section outlines scenarios, suggested discussion starters and moderation notes. The content is divided into topics, and each section presents content for the session manager, and space for comments on the reactions and discussions of the group.

There is no need to cover all topics. These are provided to ensure there is content for discussion, but engagement is the key, not how many topics you get through!

There may be topics not listed below that you feel are relevant to your group. Please amend/adapt the questions and topics as you see fit.

| Topic 1               |   | Discrimination |
|-----------------------|---|----------------|
| Scenario              | Throughout the film footballers, coaches and fans share their personal experience of witnessing and being subjected to verbal and physical threats and abuse.                           |                |
| Discussion starter    | How do you think this form of discrimination affects the targeted individuals?  |                |
| Moderation notes      | If the discussion is slow to start, provide prompts such as "will it make them feel any specific emotions?", "will it affect their capacities to play football?", "how would you feel?" |                |
| Session manager notes |   |                |
|                       |   |                |

| Topic 2               |  | How to manage discrimination |
|-----------------------|--|------------------------------|
| Scenario              | Looking at the stories shared in the video, discrimination sadly exists in football and society.   |                              |
| Discussion starter    | If you see or experience discrimination, what would you do?  |                              |
| Moderation notes      | If the discussion is slow to start, or to continue discussion, you can use prompts like "Would you say something to the person who does it?", or "Do you feel like you have an adult to who you can speak about this?" |                              |
| Session manager notes |  |                              |
|                       |  |                              |

| Topic 3               |   | Spectator and crowd activities |
|-----------------------|---|--------------------------------|
| Scenario              | In the video, we see several examples of racist and homophobic abuse by crowds in the form of offensive chanting and displaying abusive banners.            |                                |
| Discussion starter    | How do you think this issue should be dealt with? Who should be involved?   |                                |
| Moderation notes      | If the discussion is slow to start, or to continue exchange, you can use prompts such as "Who would you turn to if it happened in a match you are playing?" |                                |
| Session manager notes |   |                                |
|                       |   |                                |

| Topic 4 Joking or harming? |   |
|----------------------------|---|
| Scenario                   | A number of footballers speak about the negative impact of what is known as 'banter' - defined as the playful and friendly exchange of teasing remarks - inside dressing rooms.   |
| Discussion starter         | Megan Rapinoe believes if you hear homophobic banter, and you do not challenge it you are part of the problem. Do you agree with this? And is this the case for all other instances of banter/discrimination?   |
| Moderation notes           | If the discussion is slow to start, or to continue exchange, you can use prompts such as "what is more important, how it is meant or how it is perceived?". Ideally, the main message here should be that it does not matter if it is meant as a joke or banter, it is how it is or can be perceived that is important, and we should take a strong stance on this whenever possible. |
| Session manager notes      |   |
|                            |   |

| Topic 5 Online abuse  |  |
|-----------------------|--|
| Scenario              | Widespread access to social media has made it easy to communicate with those involved in football at all levels of football. The film outlines some of the online racist, homophobic and sexist abuse that top level players have experienced. |
| Discussion starter    | What can you do to fight and prevent online abuse on your accounts?  |
| Moderation notes      | If the discussion is slow to start, or to continue exchange, you can use prompts such as "Do you know how to report online abuse?" or "Do you know how to protect yourself on social media channels?"  |
| Session manager notes |  |
|                       |  |

#### 4. Feedback from participants

After the group discussion has finished, please distribute the participants feedback form to all participants, giving them 5 minutes to complete this and return it to you as the session lead.

Access the individual feedback forms [here](#).



**FOR PLAYERS 19+ – Feedback form**

After the OUTRAGED session, let us know your reactions, and what emotions that this might have brought up.

This form is anonymous, and your input will not be shared, but will be used to summarise an overview of the group's reactions to UEFA.

If you have experienced discrimination of any form and would like to report or speak to someone about this, please contact the session manager.

Should you want to confidentially send your further comments or report an issue, please use the OUTRAGED mailbox: [outraged@uefa.ch](mailto:outraged@uefa.ch)

**My OUTRAGED reactions:**

1. How useful did you find the session? (scale of 1-5, 1 being very useful, and 5 being not useful)

1                      2                      3                      4                      5

2. Did you see a link between discrimination and football prior to the session?

Yes                      No

3. Have you spoken about these issues before this session?

No                      Yes                      If so, with who

- Parents
- Family
- Coach
- Team staff
- Teammates
- Other

4. Did you have an emotional reaction to the video, if so, what did you feel?

- Sadness
- Inspired
- Anger
- Happiness
- Confusion
- Other: \_\_\_\_\_

5. Have you experienced an incident of discrimination in your football environment?

No

Yes

If so, which topic:

- Online abuse
- Homophobia
- Refugee discrimination
- Sexism
- Racism

6. Have you seen an incident of discrimination in your football environment?

No

Yes

If yes, which topic:

- Online abuse
- Homophobia
- Refugee discrimination
- Sexism
- Racism

7. Have you ever reported an incident of discrimination in your football environment?

No

Yes

If yes, which topic:

- Online abuse
- Homophobia
- Refugee discrimination
- Sexism
- Racism

8. If you reported a case of discrimination, who would you turn to first?

- Police
- Coach
- Team Staff
- President of the club
- Media
- Parents/Family
- School teacher/staff
- None
- Other: \_\_\_\_\_

9. What worries you the most in participating in the sport? (scale each below between 1-5, 1 being very concerning, and 5 less concerning)

|                        |   |   |   |   |   |
|------------------------|---|---|---|---|---|
| Online abuse           | 1 | 2 | 3 | 4 | 5 |
| Homophobia             | 1 | 2 | 3 | 4 | 5 |
| Refugee discrimination | 1 | 2 | 3 | 4 | 5 |
| Sexism                 | 1 | 2 | 3 | 4 | 5 |
| Racism                 | 1 | 2 | 3 | 4 | 5 |

10. Would you have any suggestions on how UEFA and the NA/Club can improve this session? and toolkit?

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UEFA thanks you for your participation in this educational programme and look forward to receiving input from your group.

We thank you for being a part of our OUTRAGED educational project, aiming to come together to eradicate all forms of discrimination in football.

## 5. Commitment

Before closing the session, dedicate time to discuss the commitment of the group for active work.

| Topic                 | Active work   |
|-----------------------|---|
| Scenario              | The video highlights experiences, but also speaks about what can be done to fight and prevent discrimination in football.   |
| Discussion starter    | What can we do, as individuals and as a team, to prevent and fight discrimination of all kinds?   |
| Moderation notes      | Based on the discussions around the previous points, work with the group to identify minimum 3 actions that the group will commit to implement in a timeframe appropriate to your group/organisation's context. |
| Session manager notes |   |
|                       |   |

## 6. Closing

This section outlines a suggested text to use as a closing to the session:

“Thank you all for your work here today.

I hope that you all take three things away from today:

1. We all play a role in making sure that football is welcoming for all – you, your club, the National Association and UEFA.
2. Discrimination should never be accepted, and if we see or feel that anything is wrong, speak to your coach, your parents, or another adult in the club.
3. We are all here because of our love for football – let us leverage this to build an environment that represents values of respect, openness, and inclusion.

Based on these three things, you’ll be a part of the OUTRAGED educational project, working to make sure that there is no place for discrimination in European football.”

# SESSION MANAGER FEEDBACK FORM

Thank you for leading the OUTRAGED educational session. This is a key part in UEFAs work towards ensuring concrete work is put in place to raise awareness and educate the football community on the harm that discrimination can cause, and to accelerate collaborative actions towards eradicating discrimination in football.

This form has been put into place to ensure that UEFA can collect information across European football, regarding the reactions, engagement and commitments that are outlined across OUTRAGED sessions.

Building on the session outline, this form is structured to ensure you can enter information based on the set sections of the programme.

## Session details:

1. Who organised the training session:
  - National association
  - Regional association
  - Club
  - Football school
  - School
  - Other: \_\_\_\_\_
2. Who was your target audience?
  - Parents
  - Coaches and Team Staff
  - Players 11-14
  - Players 15-18
  - Players 19+

3. What discrimination topic did you cover?
  - General
  - Online abuse
  - Homophobia
  - Refugee discrimination
  - Sexism
  - Racism
4. How many participants took part in the session?
  - 10
  - > 20
  - > 30
  - > 40
  - > 50

## Introduction and preparation:

These questions are directed at you as the session manager, how you felt that the toolkit was outlined to prepare and support you.

5. How helpful did you find the introduction? (scale of 1-5, 1 being not helpful, and 5 being very helpful)

1      2      3      4      5

6. How helpful did you find the discussion starters? (scale of 1-5, on 1e being not helpful, and 5 being very helpful)

1      2      3      4      5

7. How helpful did you find the moderation notes? (scale of 1-5, 1 being not helpful, and 5 being very helpful)

1      2      3      4      5

8. How helpful did you find the complete toolkit for the session? (scale of 1-5, 1 being not helpful, and 5 being very helpful)

1      2      3      4      5

9. Were your overall expectations of the session met? (scale of 1-5, 1 being not helpful, and 5 being very helpful)

1      2      3      4      5

10. Are there any changes you would recommend to improve the session?

### Participants feedback:

11. What were the main feedback points from the participants?
12. What concrete actions were suggested as ways to eradicate discrimination in football?
13. Were any personal experiences shared?

No                  Yes

- If yes, could you share any details about the experiences shared?

### Let's stay in touch

Thank you for completing the survey, and for leading the OUTRAGED session. UEFA and Club/NA values your role in this project, and the ongoing work towards fighting and preventing discrimination in European football.

Would you like to be part of the OUTRAGED Session Manager community?

No                  Yes

If yes please share your email here: \_\_\_\_\_



**OUTRAGED**  
**ONLINE ABUSE**

## OUTRAGED

The OUTRAGED documentary was first launched in December 2020, with the aim of showcasing the experiences of some of the biggest names in football and sharing their thoughts on the best way to help eradicate discrimination from the sport.

The documentary quickly gained traction, and in the first year it was estimated to have reached an audience of over 10 million people through the uptake of 112 broadcasters. In addition, the documentary has won 20 international awards.

The OUTRAGED educational project is an initiative from UEFA aiming to raise awareness and engage the full football landscape in constructive dialogue around topics of discrimination. With voices of players, coaches, and leaders in football, the OUTRAGED video content provides a base for discussion and reflection, with the objective of identifying ways to prevent and eradicate issues of discrimination in football.

The five episodes of the OUTRAGED series present insights from 38 football players, coaches, referees, leaders and academics, and cover the topics of racism, sexism, refugee discrimination, homophobia, and online abuse. For this educational project, a 25-minute video, compiling the main outlines of the five modules has been created, with subtitled versions in 35 European languages.

### The OUTRAGED toolkit

This toolkit has been developed to provide national associations, clubs, and schools with materials to lead educational sessions at local level, and provides suggested outlines for the session agenda, introductions, discussion points and much more.

To ensure that those leading the sessions can feel comfortable in leading discussions, the toolkit aims to provide a framework which makes the material easy to manage, clear, and replicable.

With the sensitivity of the topics, and the importance of these discussions, the aim is to ensure that every session leader feels like they have the tools and support available in this toolkit. This is also why a feedback form is included for the session managers, aiming to ensure that UEFA receives insights into how further support can be provided.

Each target group of the project has a specific catalogue of material, as the discussion and approach will naturally differ between players, coaches, and parents.

UEFA thanks you for being a part of the OUTRAGED educational project and hopes you will find the toolkit useful and interesting.

### Session agenda

|          |                            |                      |
|----------|----------------------------|----------------------|
| <b>1</b> | Session introduction       | 5-10 min             |
| <b>2</b> | Video viewing              | 10-15 min            |
| <b>3</b> | Group discussion           | 20 min               |
| <b>4</b> | Feedback from participants | 5 min                |
| <b>5</b> | Commitment                 | 5 min                |
| <b>6</b> | Closing                    | 5 min                |
|          | Total                      | 60 mins + extra time |

## 1. Session introduction

This section outlines a suggested text to use as an introduction to the session:

“Welcome to this OUTRAGED session. The aim is for us to come together to watch the UEFA video on online abuse, and then hold an open discussion about preventing and fighting this form of discrimination in football.

I am here as your session leader today. I am happy to be able to share this experience with you, and hope that we can come together to create a safe and open space for discussion. Together we will look at how we as individuals but also as a group, can look to ensure that online abuse has no place in football.

When we speak about online abuse, we speak about hateful and abusive content shared on social media and online platforms. This can be in the form of texts, images, videos, or symbols, and can be directed towards individuals, groups, or communities.

The online world is one where anyone can reach you, and where abusive content is not sufficiently regulated. It is easy for someone with bad intentions to post an abusive post, and it is often hard to identify and hold people accountable.

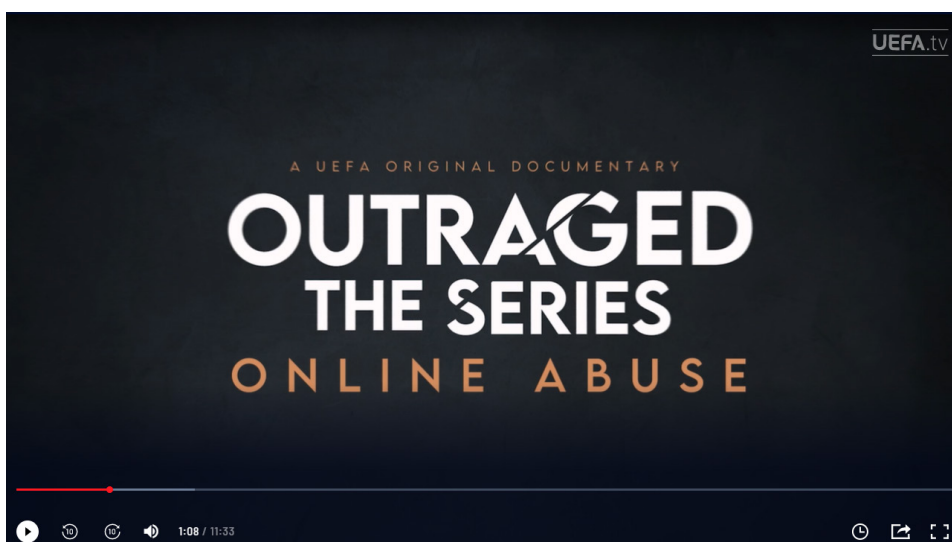
We all need to be proactive in these spaces, and learn about how we can best protect ourselves, and stand up against online abuse by reporting abusive content to the social media platforms

The work we do here today is a part of the UEFA OUTRAGED educational project, and I will provide them some key information about the session. If you feel like you would like to speak further about any of the aspects we cover today, please reach out to me in the end of the session.

UEFA and [insert NA/Club] thanks you for being a part of this project, and this session is one of many which will look to change the football environment for the better.”

## 2. Video viewing

Let's watch the OUTRAGED video on online abuse!



### 3. Group Discussion

This section outlines scenarios, suggested discussion starters and moderation notes. The content is divided into topics, and each section presents content for the session manager, and space for comments on the reactions and discussions of the group.

There is no need to cover all topics. These are provided to ensure there is content for discussion, but engagement is the key, not how many topics you get through!

There may be topics not listed below that you feel are relevant to your group. Please amend/adapt the questions and topics as you see fit.

| Topic 1               | Online abuse   |
|-----------------------|--|
| Scenario              | The video showcases several situations in which individuals in football has experienced online abuse, and how this has impacted them.                      |
| Discussion starter    | What do you think makes online abuse such a big problem?   |
| Moderation notes      | To prompt discussions, you can use questions like "Can anyone go online and abuse others?", or "Is it easy to find the people behind the accounts online?" |
| Session manager notes |  |
|                       |  |

| Topic: Access to players |  |
|--------------------------|--|
| Scenario                 | The video mentions that social media has provided a direct channel to speak to players, which was not there before.  |
| Discussion starter       | Do you feel comfortable with social media, knowing that it can bring issues of online abuse?   |
| Moderation notes         | If discussion is slow, or to keep engagement going, you can use prompts like "What do you think is most important to think about when it comes to online presence and online abuse?", or "Would you use settings to limit who can comment on your social media content, to reduce the risk of online abuse?" |
| Session manager notes    |  |
|                          |  |

| Topic: Managing online abuse |   |
|------------------------------|---|
| Scenario                     | Presenting many experiences of online abuse, and how this can impact players and individuals, it is important to understand how to best manage online abuse.  |
| Discussion starter           | If you would see abusive content online, what would you do?   |
| Moderation notes             | To prompt discussion, you could ask questions like "Do you know how to report content on the channels that you are active on?", or "If you saw something online that you think is not ok, what would you do?" |
| Session manager notes        |   |
|                              |   |

#### 4. Feedback from participants

After the group discussion has finished, please distribute the participants feedback form to all participants, giving them 5 minutes to complete this and return it to you as the session lead.

Access the individual feedback forms [here](#).



**ONLINE ABUSE – Feedback form**

After the OUTRAGED session on online abuse, let us know your reactions and what emotions that this might have brought up.

This form is anonymous, and your input will not be shared, but will be used to summarise an overview of the group's reactions to UEFA.

If you have experienced discrimination of any form and would like to report or speak to someone about this, please contact the session manager.

Should you want to confidentially send your further comments or report an issue, please use the OUTRAGED mailbox: [outraged@uefa.ch](mailto:outraged@uefa.ch)

**My OUTRAGED reactions:**

1. How useful did you find the session? (scale of 1-5, 1 being very useful, and 5 being not useful)

1                      2                      3                      4                      5

2. Did you have an emotional reaction to the video, if so, what did you feel?

- Sadness  
 Inspired  
 Anger  
 Happiness  
 Confusion  
 Other: \_\_\_\_\_

3. Did you see a link between online abuse and football prior to the session?

No                      Yes

4. Have you experienced an incident of online abuse in your football environment?

No                      Yes

5. Have you seen an incident of online abuse in your football environment?

No                      Yes

6. Have you ever reported an incident of online abuse in your football environment?

No                      Yes

7. If you reported a case of online abuse, who would you turn to first?

- Police
- Coach
- Team Staff
- President of the club
- Media
- Parents/Family
- School teacher/staff
- None
- Other: \_\_\_\_\_

8. Do you feel you have enough support to tackle online abuse?

No                  Yes

9. Would you have any suggestions on how UEFA and the NA/Club can improve this session? and toolkit?

---

---

UEFA thanks you for your participation in this educational programme and look forward to receiving input from your group.

We thank you for being a part of our OUTRAGED educational project, aiming to come together to eradicate all forms of discrimination in football.

## 5. Commitment

Before closing the session, dedicate time to discuss the commitment of the group for active work.

| Topic                 | Active work   |
|-----------------------|---|
| Scenario              | The video highlights experiences, but also speaks about what can be done to fight and prevent discrimination in football.   |
| Discussion starter    | What can we do, as individuals and together, to prevent and fight online abuse in football?   |
| Moderation notes      | Based on the discussions around the previous points, work with the group to identify minimum 3 actions that the group will commit to implement in a timeframe appropriate to your group/organisation's context. |
| Session manager notes |   |
|                       |   |

## 6. Closing

This section outlines a suggested text to use as a closing to the session:

“Thank you all for your work here today.

It is important to speak about online abuse, and to proactively work to fight it. You will get access to a document to protect your social media accounts, and if you experience or see anything, report it on the platforms.

Across all the work within the OTURAGED education programme, I hope that you all take three things away from today:

1. We all play a role in making sure that football is welcoming for all – you, your club, the National Association and UEFA.
2. Discrimination should never be accepted, and it is key that you feel comfortable in speaking about these topics and know where to turn if you need support or to report an incident.
3. We are all here because of our love for football – let us leverage this to build an environment that represents values of respect, openness, and inclusion.

Based on these three things, you’ll be a part of the OUTRAGED educational project, working to make sure that there is no place for discrimination in European football.”

# SESSION MANAGER FEEDBACK FORM

Thank you for leading the OUTRAGED educational session. This is a key part in UEFAs work towards ensuring concrete work is put in place to raise awareness and educate the football community on the harm that discrimination can cause, and to accelerate collaborative actions towards eradicating discrimination in football.

This form has been put into place to ensure that UEFA can collect information across European football, regarding the reactions, engagement and commitments that are outlined across OUTRAGED sessions.

Building on the session outline, this form is structured to ensure you can enter information based on the set sections of the programme.

## Session details:

- Who organised the training session:
  - National association
  - Regional association
  - Club
  - Football school
  - School
  - Other: \_\_\_\_\_
- Who was your target audience?
  - Parents
  - Coaches and Team Staff
  - Players 11-14
  - Players 15-18
  - Players 19+

- What discrimination topic did you cover?
  - General
  - Online abuse
  - Homophobia
  - Refugee discrimination
  - Sexism
  - Racism
- How many participants took part in the session?
  - 10
  - > 20
  - > 30
  - > 40
  - > 50

## Introduction and preparation:

These questions are directed at you as the session manager, how you felt that the toolkit was outlined to prepare and support you.

- How helpful did you find the introduction? (scale of 1-5, 1 being not helpful, and 5 being very helpful)

1      2      3      4      5

- How helpful did you find the discussion starters? (scale of 1-5, on 1e being not helpful, and 5 being very helpful)

1      2      3      4      5

- How helpful did you find the moderation notes? (scale of 1-5, 1 being not helpful, and 5 being very helpful)

1      2      3      4      5

8. How helpful did you find the complete toolkit for the session? (scale of 1-5, 1 being not helpful, and 5 being very helpful)

1      2      3      4      5

9. Were your overall expectations of the session met? (scale of 1-5, 1 being not helpful, and 5 being very helpful)

1      2      3      4      5

10. Are there any changes you would recommend to improve the session?

### Participants feedback:

11. What were the main feedback points from the participants?
12. What concrete actions were suggested as ways to eradicate discrimination in football?
13. Were any personal experiences shared?

No                  Yes

- If yes, could you share any details about the experiences shared?

### Let's stay in touch

Thank you for completing the survey, and for leading the OUTRAGED session. UEFA and Club/NA values your role in this project, and the ongoing work towards fighting and preventing discrimination in European football.

Would you like to be part of the OUTRAGED Session Manager community?

No                  Yes

If yes please share your email here: \_\_\_\_\_



**OUTRAGED**  
HOMOPHOBIA



## OUTRAGED

The OUTRAGED documentary was first launched in December 2020, with the aim of showcasing the experiences of some of the biggest names in football and sharing their thoughts on the best way to help eradicate discrimination from the sport.

The documentary quickly gained traction, and in the first year it was estimated to have reached an audience of over 10 million people through the uptake of 112 broadcasters. In addition, the documentary has won 20 international awards.

The OUTRAGED educational project is an initiative from UEFA aiming to raise awareness and engage the full football landscape in constructive dialogue around topics of discrimination. With voices of players, coaches, and leaders in football, the OUTRAGED video content provides a base for discussion and reflection, with the objective of identifying ways to prevent and eradicate issues of discrimination in football.

The five episodes of the OUTRAGED series present insights from 38 football players, coaches, referees, leaders and academics, and cover the topics of racism, sexism, refugee discrimination, homophobia, and online abuse. For this educational project, a 25-minute video, compiling the main outlines of the five modules has been created, with subtitled versions in 35 European languages.

### The OUTRAGED toolkit

This toolkit has been developed to provide national associations, clubs, and schools with materials to lead educational sessions at local level, and provides suggested outlines for the session agenda, introductions, discussion points and much more.

To ensure that those leading the sessions can feel comfortable in leading discussions, the toolkit aims to provide a framework which makes the material easy to manage, clear, and replicable.

With the sensitivity of the topics, and the importance of these discussions, the aim is to ensure that every session leader feels like they have the tools and support available in this toolkit. This is also why a feedback form is included for the session managers, aiming to ensure that UEFA receives insights into how further support can be provided.

Each target group of the project has a specific catalogue of material, as the discussion and approach will naturally differ between players, coaches, and parents.

UEFA thanks you for being a part of the OUTRAGED educational project and hopes you will find the toolkit useful and interesting.

### Session agenda

|          |                            |                      |
|----------|----------------------------|----------------------|
| <b>1</b> | Session introduction       | 5-10 min             |
| <b>2</b> | Video viewing              | 10-15 min            |
| <b>3</b> | Group discussion           | 20 min               |
| <b>4</b> | Feedback from participants | 5 min                |
| <b>5</b> | Commitment                 | 5 min                |
| <b>6</b> | Closing                    | 5 min                |
|          | Total                      | 60 mins + extra time |

## 1. Session introduction

This section outlines a suggested text to use as an introduction to the session:

“Welcome to this OUTRAGED session. The aim is for us to come together to watch the UEFA video on homophobia, and then hold an open discussion about preventing and fighting this form of discrimination in football.

I am here as your session leader today. I am happy to be able to share this experience with you, and hope that we can come together to create a safe and open space for discussion. Together we will look at how we as individuals but also as a group, can ensure that homophobia has no place in football.

When speaking about homophobia, we speak about the fear or dislike of someone, based on prejudice or negative attitudes, beliefs or views about lesbian, gay or bi people. This can also include denying somebody’s lesbian, gay or bi identity or refusing to accept it. It is the targeting of people based on who/what they are attracted to or choose to love.

There are many different sexual orientations, and some of these are:

- Heterosexual – attraction between a man and a woman

- Homosexual – same sex attraction between, for example 2 men, or 2 women
- Bi-sexual – attraction to the same sex and opposite sex

Homophobia can include hateful and discriminatory actions, activities, words, and symbols that are based on the idea that being heterosexual is the only acceptable sexual orientation. It is a form of discrimination that is one of many aspects of what is called LGBTQI+ hate, which also includes aspects of how individuals see themselves - as a girl/woman, or a boy/man, or neither.

Homophobia and LGBTQI+ hate have no place in football. As players, and as a team, you can all play a part in ensuring that no one faces homophobia within the game.

The work we do here today is a part of the UEFA OUTRAGED educational project, and I will provide them some key information about the session. If you feel like you would like to speak further about any of the aspects we cover today, please reach out to me in the end of the session.

UEFA and [insert NA/Club] thanks you for being a part of this project, and this session is one of many which will look to change the football environment for the better.”

## 2. Video viewing

Let’s watch the OUTRAGED video on homophobia!



**3. Group discussion**

This section outlines scenarios, suggested discussion starters and moderation notes. The content is divided into topics, and each section presents content for the session manager, and space for comments on the reactions and discussions of the group.

There is no need to cover all topics. These are provided to ensure there is content for discussion, but engagement is the key, not how many topics you get through!

There may be topics not listed below that you feel are relevant to your group. Please amend/adapt the questions and topics as you see fit.

| <b>Topic 1 Homophobia and LGBTQI+ hate</b> |  |
|--|--|
| Scenario                                   | The video shows an array of people speaking about the situation for the LGBTQI+ community in football.   |
| Discussion starter                         | If you or someone in your team experienced homophobia or LGBTQI+ hate, what would you do?  |
| Moderation notes                           | If discussions are slow to start, or to continue engagement, you can use prompts such as "Would you speak up against this?", "Would you report it to an adult", "What would prevent you from speaking out", or "What feelings would this bring you?" |
| Session manager notes                      |  |
|  |  |

| Topic 2               |   | The symbol of the rainbow flag |
|-----------------------|---|--------------------------------|
| Scenario              | The rainbow flag and standing together for inclusion of all is a key topic in the video. While sexual orientation doesn't impact the way you play, it is a topic that has shown to divide communities and fans. |                                |
| Discussion starter    | Why do you think it is important for the LGBTQI+ community to see the rainbow flag represented in football?   |                                |
| Moderation notes      | If discussions are slow to start, or to continue engagement, you can use prompts such as "Seeing the bad behaviour related to homophobia, do you think the flag is a way of sending a message (of support)?"    |                                |
| Session manager notes |   |                                |
|                       |   |                                |

| Topic 3               |   | LGBTQI+ Inclusion |
|-----------------------|---|-------------------|
| Scenario              | Love, and expressing who you are, are important aspects in feeling like you can be yourself. Football should not be a place where this is limited, or where anyone feels like they need to hide who they are.                   |                   |
| Discussion starter    | What do you think are the main aspects of making anyone feel safe and welcomed in football?   |                   |
| Moderation notes      | If discussions are slow to start, or to continue engagement, you can use prompts such as "How would you want to feel when you join a team?", or "How important is it to be able to feel like you can be yourself at all times?" |                   |
| Session manager notes |   |                   |
|                       |   |                   |

#### 4. Feedback from participants

After the group discussion has finished, please distribute the participants feedback form to all participants, giving them 5 minutes to complete this and return it to you as the session lead.

Access the individual feedback forms [here](#).



## HOMOPHOBIA – Feedback form

After the OUTRAGED session on homophobia, let us know your reactions and what emotions that this might have brought up.

This form is anonymous, and your input will not be shared, but will be used to summarise an overview of the group's reactions to UEFA.

If you have experienced discrimination of any form and would like to report or speak to someone about this, please contact the session manager.

Should you want to confidentially send your further comments or report an issue, please use the OUTRAGED mailbox: [outraged@uefa.ch](mailto:outraged@uefa.ch)

### My OUTRAGED reactions:

1. How useful did you find the session? (scale of 1-5, 1 being very useful, and 5 being not useful)

1                      2                      3                      4                      5

2. Did you have an emotional reaction to the video, if so, what did you feel?

- Sadness  
 Inspired  
 Anger  
 Happiness  
 Confusion  
 Other: \_\_\_\_\_

3. Did you see a link between homophobia and football prior to the session?

No                      Yes

4. Have you experienced an incident of homophobia in your football environment?

No                      Yes

5. Have you seen an incident of homophobia in your football environment?

No                      Yes

6. Have you ever reported an incident of homophobia in your football environment?

No                      Yes

7. If you reported a case of homophobia, who would you turn to first?

- Police
- Coach
- Team Staff
- President of the club
- Media
- Parents/Family
- School teacher/staff
- None
- Other: \_\_\_\_\_

8. Do you feel you have enough support to tackle homophobia?

No                      Yes

9. Would you have any suggestions on how UEFA and the NA/Club can improve this session? and toolkit?

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UEFA thanks you for your participation in this educational programme and look forward to receiving input from your group.

We thank you for being a part of our OUTRAGED educational project, aiming to come together to eradicate all forms of discrimination in football.

## 5. Commitment

Before closing the session, dedicate time to discuss the commitment of the group for active work.

| Topic                 | Active work   |
|-----------------------|---|
| Scenario              | The video highlights experiences, but also speaks about what can be done to fight and prevent discrimination in football.   |
| Discussion starter    | What can we do, as individuals and together, to prevent and fight homophobia and LGBTQI+ hate in football?  |
| Moderation notes      | Based on the discussions around the previous points, work with the group to identify minimum 3 actions that the group will commit to implement in a timeframe appropriate to your group/organisation's context. |
| Session manager notes |   |
|                       |   |

## 6. Closing

This section outlines a suggested text to use as a closing to the session:

“Thank you all for your work here today.

It is important to speak about homophobia and LGBTQI+ hate, to ensure that we all are aware of the issues this can cause, and work to proactively ensure that everyone feels welcome in football.

Across all the work within the OTURAGED education programme, I hope that you all take three things away from today:

1. We all play a role in making sure that football is welcoming for all – you, your club, the National Association and UEFA.
2. Discrimination should never be accepted, and it is key that you feel comfortable in speaking about these topics and know where to turn if you need support or to report an incident.
3. We are all here because of our love for football – let us leverage this to build an environment that represents values of respect, openness, and inclusion.

Based on these three things, you’ll be a part of the OUTRAGED educational project, working to make sure that there is no place for discrimination in European football.”

# SESSION MANAGER FEEDBACK FORM

Thank you for leading the OUTRAGED educational session. This is a key part in UEFAs work towards ensuring concrete work is put in place to raise awareness and educate the football community on the harm that discrimination can cause, and to accelerate collaborative actions towards eradicating discrimination in football.

This form has been put into place to ensure that UEFA can collect information across European football, regarding the reactions, engagement and commitments that are outlined across OUTRAGED sessions.

Building on the session outline, this form is structured to ensure you can enter information based on the set sections of the programme.

## Session details:

- Who organised the training session:
  - National association
  - Regional association
  - Club
  - Football school
  - School
  - Other: \_\_\_\_\_
- Who was your target audience?
  - Parents
  - Coaches and Team Staff
  - Players 11-14
  - Players 15-18
  - Players 19+

- What discrimination topic did you cover?
  - General
  - Online abuse
  - Homophobia
  - Refugee discrimination
  - Sexism
  - Racism
- How many participants took part in the session?
  - 10
  - > 20
  - > 30
  - > 40
  - > 50

## Introduction and preparation:

These questions are directed at you as the session manager, how you felt that the toolkit was outlined to prepare and support you.

- How helpful did you find the introduction? (scale of 1-5, 1 being not helpful, and 5 being very helpful)

1      2      3      4      5

- How helpful did you find the discussion starters? (scale of 1-5, on 1e being not helpful, and 5 being very helpful)

1      2      3      4      5

- How helpful did you find the moderation notes? (scale of 1-5, 1 being not helpful, and 5 being very helpful)

1      2      3      4      5

8. How helpful did you find the complete toolkit for the session? (scale of 1-5, 1 being not helpful, and 5 being very helpful)

1      2      3      4      5

9. Were your overall expectations of the session met? (scale of 1-5, 1 being not helpful, and 5 being very helpful)

1      2      3      4      5

10. Are there any changes you would recommend to improve the session?

### Participants feedback:

11. What were the main feedback points from the participants?
12. What concrete actions were suggested as ways to eradicate discrimination in football?
13. Were any personal experiences shared?

No                  Yes

- If yes, could you share any details about the experiences shared?

### Let's stay in touch

Thank you for completing the survey, and for leading the OUTRAGED session. UEFA and Club/NA values your role in this project, and the ongoing work towards fighting and preventing discrimination in European football.

Would you like to be part of the OUTRAGED Session Manager community?

No                  Yes

If yes please share your email here: \_\_\_\_\_



# OUTRAGED

REFUGEE  
DISCRIMINATION



## OUTRAGED

The OUTRAGED documentary was first launched in December 2020, with the aim of showcasing the experiences of some of the biggest names in football and sharing their thoughts on the best way to help eradicate discrimination from the sport.

The documentary quickly gained traction, and in the first year it was estimated to have reached an audience of over 10 million people through the uptake of 112 broadcasters. In addition, the documentary has won 20 international awards.

The OUTRAGED educational project is an initiative from UEFA aiming to raise awareness and engage the full football landscape in constructive dialogue around topics of discrimination. With voices of players, coaches, and leaders in football, the OUTRAGED video content provides a base for discussion and reflection, with the objective of identifying ways to prevent and eradicate issues of discrimination in football.

The five episodes of the OUTRAGED series present insights from 38 football players, coaches, referees, leaders and academics, and cover the topics of racism, sexism, refugee discrimination, homophobia, and online abuse. For this educational project, a 25-minute video, compiling the main outlines of the five modules has been created, with subtitled versions in 35 European languages.

### The OUTRAGED toolkit

This toolkit has been developed to provide national associations, clubs, and schools with materials to lead educational sessions at local level, and provides suggested outlines for the session agenda, introductions, discussion points and much more.

To ensure that those leading the sessions can feel comfortable in leading discussions, the toolkit aims to provide a framework which makes the material easy to manage, clear, and replicable.

With the sensitivity of the topics, and the importance of these discussions, the aim is to ensure that every session leader feels like they have the tools and support available in this toolkit. This is also why a feedback form is included for the session managers, aiming to ensure that UEFA receives insights into how further support can be provided.

Each target group of the project has a specific catalogue of material, as the discussion and approach will naturally differ between players, coaches, and parents.

UEFA thanks you for being a part of the OUTRAGED educational project and hopes you will find the toolkit useful and interesting.

### Session agenda

|          |                            |                      |
|----------|----------------------------|----------------------|
| <b>1</b> | Session introduction       | 5-10 min             |
| <b>2</b> | Video viewing              | 10-15 min            |
| <b>3</b> | Group discussion           | 20 min               |
| <b>4</b> | Feedback from participants | 5 min                |
| <b>5</b> | Commitment                 | 5 min                |
| <b>6</b> | Closing                    | 5 min                |
|          | Total                      | 60 mins + extra time |

## 1. Session introduction

This section outlines a suggested text to use as an introduction to the session:

“Welcome to this OUTRAGED session. The aim is for us to come together to watch the UEFA video on refugee discrimination, and then hold an open discussion about the topic around preventing and fighting this form of discrimination in football.

I am here as your session leader today. I am happy to be able to share this experience with you, and hope that we can come together to create a safe and open space for discussion. Together we will look at how we as individuals but also as a group, can look to fight against refugee discrimination in football.

When we speak about refugee discrimination, we speak about hateful and discriminatory actions, activities, words, and symbols that are based on the idea that those who are not born in our country - but who are here as refugees, escaping war or a crisis in their home country - are not an equal part of society.

## 2. Video viewing

Let's watch the OUTRAGED video on refugee discrimination!



Refugees are often left with no other choice but to leave their country of origin for reasons that they cannot control. They are then faced with refugee discrimination in their host country, which comes in the form of harassment, violence, and discrimination in many aspects of life and generally being seen as less valuable to society.

Discrimination against refugees has no place in football. As players, and as a team, you can all play a part in ensuring that no one faces discrimination within the game. Football has an important role to play, in supporting refugees in integrating into society, and connecting with local communities.

The work we do here today is a part of the UEFA OUTRAGED educational project, and I will provide them some key information about the session. If you feel like you would like to speak further about any of the aspects we cover today, please reach out to me in the end of the session.

UEFA and [insert NA/Club] thanks you for being a part of this project, and this session is one of many which will look to change the football environment for the better.”

### 3. Group discussion

This section outlines scenarios, suggested discussion starters and moderation notes. The content is divided into topics, and each section presents content for the session manager, and space for comments on the reactions and discussions of the group.

There is no need to cover all topics. These are provided to ensure there is content for discussion, but engagement is the key, not how many topics you get through!

There may be topics not listed below that you feel are relevant to your group. Please amend/adapt the questions and topics as you see fit.

| Topic 1               | Refugee discrimination   |
|-----------------------|--|
| Scenario              | Nadia Nadim mentioned that she feels she needs to prove herself every day, because she is "an outsider".   |
| Discussion starter    | What does being an 'outsider' mean to you?   |
| Moderation notes      | If the discussion is slow to start, or to continue exchange, you can use prompts such as "What would you feel like if you found yourself as an outsider?", or "Do you think it would be tough to see yourself as an outsider?" |
| Session manager notes |  |

| Topic 2 Managing refugee discrimination |  |
|---|--|
| Scenario                                | The stories shared in the video shows examples of how refugee discrimination makes life harder for those who are the victims of this form of abuse.  |
| Discussion starter                      | If you experienced or witnessed refugee discrimination, what would you do?   |
| Moderation notes                        | If discussions are slow to start, or to continue engagement, you can use prompts such as "Would you speak up against this?", "Would you report it to an adult", or "What feelings would this bring you?" |
| Session manager notes                   |  |
|   |  |

| Topic 3 Football and refugees |   |
|-------------------------------|---|
| Scenario                      | Looking at the stories shared in the video, the life of refugees often come with horrible experiences, leading to people moving their lives to new countries, sometimes staying for some time in refugee camps.   |
| Discussion starter            | What role do you think football can play for refugees when they arrive in a new country?  |
| Moderation notes              | If the discussion is slow to start, you can ask questions like "What was mentioned in the video about not speaking the same language? About how you can still play football?", or "Did the players seem like they felt better once they got to play football in their new country?" |
| Session manager notes         |   |
|                               |   |

#### 4. Feedback from participants

After the group discussion has finished, please distribute the participants feedback form to all participants, giving them 5 minutes to complete this and return it to you as the session lead.

Access the individual feedback forms [here](#).



**REFUGEE DISCRIMINATION – Feedback form**

After the OUTRAGED session on refugee discrimination, let us know your reactions and what emotions that this might have brought up.

This form is anonymous, and your input will not be shared, but will be used to summarise an overview of the group's reactions to UEFA.

If you have experienced discrimination of any form and would like to report or speak to someone about this, please contact the session manager.

Should you want to confidentially send your further comments or report an issue, please use the OUTRAGED mailbox: [outraged@uefa.ch](mailto:outraged@uefa.ch)

**My OUTRAGED reactions:**

1. How useful did you find the session? (scale of 1-5, 1 being very useful, and 5 being not useful)

1                      2                      3                      4                      5

2. Did you have an emotional reaction to the video, if so, what did you feel?

Sadness

Inspired

Anger

Happiness

Confusion

Other: \_\_\_\_\_

3. Did you see a link between refugee discrimination and football prior to the session?

No                      Yes

4. Have you experienced an incident of refugee discrimination in your football environment?

No                      Yes

5. Have you seen an incident of refugee discrimination in your football environment?

No                      Yes

6. Have you ever reported an incident of refugee discrimination in your football environment?

No                      Yes



## 5. Commitment

Before closing the session, dedicate time to discuss the commitment of the group for active work.

| Topic                 | Active work   |
|-----------------------|---|
| Scenario              | The video highlights experiences, but also speaks about what can be done to fight and prevent discrimination in football.   |
| Discussion starter    | What can we do, as individuals and together, to prevent and fight Refugee discrimination in football?   |
| Moderation notes      | Based on the discussions around the previous points, work with the group to identify minimum 3 actions that the group will commit to implement in a timeframe appropriate to your group/organisation's context. |
| Session manager notes |   |
|                       |   |

## 6. Closing

This section outlines a suggested text to use as a closing to the session:

“Thank you all for your work here today.

It is important to speak about Refugee discrimination, to ensure that we all are aware of the issues this can cause, and work to proactively ensure refugees feel welcome in football.

Across all the work within the OTURAGED education programme, I hope that you all take three things away from today:

1. We all play a role in making sure that football is welcoming for all – you, your club, the National Association and UEFA.
2. Discrimination should never be accepted, and it is key that you feel comfortable in speaking about these topics and know where to turn if you need support or to report an incident.
3. We are all here because of our love for football – let us leverage this to build an environment that represents values of respect, openness, and inclusion.

Based on these three things, you’ll be a part of the OUTRAGED educational project, working to make sure that there is no place for discrimination in European football.”

# SESSION MANAGER FEEDBACK FORM

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Building on the session outline, this form is structured to ensure you can enter information based on the set sections of the programme.

## Session details:

- Who organised the training session:
  - National association
  - Regional association
  - Club
  - Football school
  - School
  - Other: \_\_\_\_\_
- Who was your target audience?
  - Parents
  - Coaches and Team Staff
  - Players 11-14
  - Players 15-18
  - Players 19+

- What discrimination topic did you cover?
  - General
  - Online abuse
  - Homophobia
  - Refugee discrimination
  - Sexism
  - Racism
- How many participants took part in the session?
  - 10
  - > 20
  - > 30
  - > 40
  - > 50

## Introduction and preparation:

These questions are directed at you as the session manager, how you felt that the toolkit was outlined to prepare and support you.

- How helpful did you find the introduction? (scale of 1-5, 1 being not helpful, and 5 being very helpful)

1      2      3      4      5

- How helpful did you find the discussion starters? (scale of 1-5, on 1e being not helpful, and 5 being very helpful)

1      2      3      4      5

- How helpful did you find the moderation notes? (scale of 1-5, 1 being not helpful, and 5 being very helpful)

1      2      3      4      5

8. How helpful did you find the complete toolkit for the session? (scale of 1-5, 1 being not helpful, and 5 being very helpful)

1      2      3      4      5

9. Were your overall expectations of the session met? (scale of 1-5, 1 being not helpful, and 5 being very helpful)

1      2      3      4      5

10. Are there any changes you would recommend to improve the session?

### Participants feedback:

11. What were the main feedback points from the participants?
12. What concrete actions were suggested as ways to eradicate discrimination in football?
13. Were any personal experiences shared?

No                  Yes

- If yes, could you share any details about the experiences shared?

### Let's stay in touch

Thank you for completing the survey, and for leading the OUTRAGED session. UEFA and Club/NA values your role in this project, and the ongoing work towards fighting and preventing discrimination in European football.

Would you like to be part of the OUTRAGED Session Manager community?

No                  Yes

If yes please share your email here: \_\_\_\_\_



**OUTRAGED**  
SEXISM



## OUTRAGED

The OUTRAGED documentary was first launched in December 2020, with the aim of showcasing the experiences of some of the biggest names in football and sharing their thoughts on the best way to help eradicate discrimination from the sport.

The documentary quickly gained traction, and in the first year it was estimated to have reached an audience of over 10 million people through the uptake of 112 broadcasters. In addition, the documentary has won 20 international awards.

The OUTRAGED educational project is an initiative from UEFA aiming to raise awareness and engage the full football landscape in constructive dialogue around topics of discrimination. With voices of players, coaches, and leaders in football, the OUTRAGED video content provides a base for discussion and reflection, with the objective of identifying ways to prevent and eradicate issues of discrimination in football.

The five episodes of the OUTRAGED series present insights from 38 football players, coaches, referees, leaders and academics, and cover the topics of racism, sexism, refugee discrimination, homophobia, and online abuse. For this educational project, a 25-minute video, compiling the main outlines of the five modules has been created, with subtitled versions in 35 European languages.

### The OUTRAGED toolkit

This toolkit has been developed to provide national associations, clubs, and schools with materials to lead educational sessions at local level, and provides suggested outlines for the session agenda, introductions, discussion points and much more.

To ensure that those leading the sessions can feel comfortable in leading discussions, the toolkit aims to provide a framework which makes the material easy to manage, clear, and replicable.

With the sensitivity of the topics, and the importance of these discussions, the aim is to ensure that every session leader feels like they have the tools and support available in this toolkit. This is also why a feedback form is included for the session managers, aiming to ensure that UEFA receives insights into how further support can be provided.

Each target group of the project has a specific catalogue of material, as the discussion and approach will naturally differ between players, coaches, and parents.

UEFA thanks you for being a part of the OUTRAGED educational project and hopes you will find the toolkit useful and interesting.

### Session agenda

|          |                            |                      |
|----------|----------------------------|----------------------|
| <b>1</b> | Session introduction       | 5-10 min             |
| <b>2</b> | Video viewing              | 10-15 min            |
| <b>3</b> | Group discussion           | 20 min               |
| <b>4</b> | Feedback from participants | 5 min                |
| <b>5</b> | Commitment                 | 5 min                |
| <b>6</b> | Closing                    | 5 min                |
|          | Total                      | 60 mins + extra time |

## 1. Session introduction

This section outlines a suggested text to use as an introduction to the session:

“Welcome to this OUTRAGED session. The aim is for us to come together to watch the UEFA video on sexism, and then hold an open discussion about preventing and fighting this form of discrimination in football.

I am here as your session leader today. I am happy to be able to share this experience with you, and hope that we can come together to create a safe and open space for discussion. Together we will look at how we as individuals but also as a group, can look to ensure that sexism has no place in football.

When speaking about sexism, we speak about hateful and discriminatory actions, activities, words, and symbols that are based on the idea that one sex/or gender identity is superior to another. This is not the case.

Sexism comes with a range of issues, for example creating challenges for women to be given the same respect as men or creating stereotypes around what is considered the role of a man or a woman.

Sexism has no place in football. As players, and as a team, you can all play a part in ensuring that no one faces sexism within the game.

The work we do here today is a part of the UEFA OUTRAGED educational project, and I will provide them some key information about the session. If you feel like you would like to speak further about any of the aspects we cover today, please reach out to me in the end of the session.

UEFA and [insert NA/Club] thanks you for being a part of this project, and this session is one of many which will look to change the football environment for the better.

## 2. Video viewing

Let's watch the OUTRAGED video on sexism!



### 3. Group discussion

This section outlines scenarios, suggested discussion starters and moderation notes. The content is divided into topics, and each section presents content for the session manager, and space for comments on the reactions and discussions of the group.

There is no need to cover all topics. These are provided to ensure there is content for discussion, but engagement is the key, not how many topics you get through!

There may be topics not listed below that you feel are relevant to your group. Please amend/adapt the questions and topics as you see fit.

| Topic 1               | Sexism in football   |
|-----------------------|--|
| Scenario              | Throughout the video, we see many aspects of Sexism mentioned.   |
| Discussion starter    | Why do you think girls and women are treated differently in football?  |
| Moderation notes      | If discussion is slow to start, or to continue engagement, you can use prompts like "Even if they differently, do you think we should all have the same opportunity to play and be a part of football?", or "Are there stereotypes about girls and women's sporting abilities which might cause this?" |
| Session manager notes |  |
|                       |  |

| Topic 2               |   | Playing football together |
|-----------------------|---|---------------------------|
| Scenario              | In football, we separate players based on their sex, the men's and women's game.  |                           |
| Discussion starter    | In grassroots football, there are mixed teams playing football. What do you think can be the benefits of this?  |                           |
| Moderation notes      | If the discussions are slow to start, or to continue engagement, you can use prompts like "Would it make it more of a game that is shared with everyone?", or "Would it make any difference in who players connect with and interact with?" |                           |
| Session manager notes |   |                           |
|                       |   |                           |

| Topic 3               |  | Equal opportunities |
|-----------------------|--|---------------------|
| Scenario              | The game has a history of being seen as a man's game, but more and more women and girls are playing, coaching, refereeing, and watching football.  |                     |
| Discussion starter    | What do you think should be the key for anyone being a part of football?   |                     |
| Moderation notes      | If the discussions are slow to start, or to continue engagement, you can use prompts like "Should they like the sport?", "Should they want to spend time within a team, a club, or a football organisation?", or "Does who you are really matter?" |                     |
| Session manager notes |  |                     |
|                       |  |                     |

#### 4. Feedback from participants

After the group discussion has finished, please distribute the participants feedback form to all participants, giving them 5 minutes to complete this and return it to you as the session lead.

Access the individual feedback forms [here](#).



**SEXISM – Feedback form**

After the OUTRAGED session on sexism, let us know your reactions and what emotions that this might have brought up.

This form is anonymous, and your input will not be shared, but will be used to summarise an overview of the group's reactions to UEFA.

If you have experienced discrimination of any form and would like to report or speak to someone about this, please contact the session manager.

Should you want to confidentially send your further comments or report an issue, please use the OUTRAGED mailbox: [outraged@uefa.ch](mailto:outraged@uefa.ch)

**My OUTRAGED reactions:**

1. How useful did you find the session? (scale of 1-5, 1 being very useful, and 5 being not useful)

1                      2                      3                      4                      5

2. Did you have an emotional reaction to the video, if so, what did you feel?

Sadness

Inspired

Anger

Happiness

Confusion

Other: \_\_\_\_\_

3. Did you see a link between sexism and football prior to the session?

No                      Yes

4. Have you experienced an incident of sexism in your football environment?

No                      Yes

5. Have you seen an incident of sexism in your football environment?

No                      Yes

6. Have you ever reported an incident of sexism in your football environment?

No                      Yes

7. If you reported a case of sexism, who would you turn to first?

- Police
- Coach
- Team Staff
- President of the club
- Media
- Parents/Family
- School teacher/staff
- None
- Other: \_\_\_\_\_

8. Do you feel you have enough support to tackle sexism?

No                  Yes

9. Would you have any suggestions on how UEFA and the NA/Club can improve this session? and toolkit?

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UEFA thanks you for your participation in this educational programme and look forward to receiving input from your group.

We thank you for being a part of our OUTRAGED educational project, aiming to come together to eradicate all forms of discrimination in football.

## 5. Commitment

Before closing the session, dedicate time to discuss the commitment of the group for active work.

| Topic                 | Active work   |
|-----------------------|---|
| Scenario              | The video highlights experiences, but also speaks about what can be done to fight and prevent discrimination in football.   |
| Discussion starter    | What can we do, as individuals and together, to prevent and fight Sexism in football?   |
| Moderation notes      | Based on the discussions around the previous points, work with the group to identify minimum 3 actions that the group will commit to implement in a timeframe appropriate to your group/organisation's context. |
| Session manager notes |   |
|                       |   |

## 6. Closing

This section outlines a suggested text to use as a closing to the session:

“Thank you all for your work here today.

It is important to speak about sexism, to ensure that we all are aware of the issues this can cause, and work to proactively ensure that everyone feels welcome in football.

Across all the work within the OTURAGED education programme, I hope that you all take three things away from today:

1. We all play a role in making sure that football is welcoming for all – you, your club, the National Association and UEFA.
2. Discrimination should never be accepted, and it is key that you feel comfortable in speaking about these topics and know where to turn if you need support or to report an incident.
3. We are all here because of our love for football – let us leverage this to build an environment that represents values of respect, openness, and inclusion.

Based on these three things, you’ll be a part of the OUTRAGED educational project, working to make sure that there is no place for discrimination in European football.”

# SESSION MANAGER FEEDBACK FORM

Thank you for leading the OUTRAGED educational session. This is a key part in UEFAs work towards ensuring concrete work is put in place to raise awareness and educate the football community on the harm that discrimination can cause, and to accelerate collaborative actions towards eradicating discrimination in football.

This form has been put into place to ensure that UEFA can collect information across European football, regarding the reactions, engagement and commitments that are outlined across OUTRAGED sessions.

Building on the session outline, this form is structured to ensure you can enter information based on the set sections of the programme.

## Session details:

1. Who organised the training session:
  - National association
  - Regional association
  - Club
  - Football school
  - School
  - Other: \_\_\_\_\_
2. Who was your target audience?
  - Parents
  - Coaches and Team Staff
  - Players 11-14
  - Players 15-18
  - Players 19+

3. What discrimination topic did you cover?
  - General
  - Online abuse
  - Homophobia
  - Refugee discrimination
  - Sexism
  - Racism
4. How many participants took part in the session?
  - 10
  - > 20
  - > 30
  - > 40
  - > 50

## Introduction and preparation:

These questions are directed at you as the session manager, how you felt that the toolkit was outlined to prepare and support you.

5. How helpful did you find the introduction? (scale of 1-5, 1 being not helpful, and 5 being very helpful)

1      2      3      4      5

6. How helpful did you find the discussion starters? (scale of 1-5, on 1e being not helpful, and 5 being very helpful)

1      2      3      4      5

7. How helpful did you find the moderation notes? (scale of 1-5, 1 being not helpful, and 5 being very helpful)

1      2      3      4      5

8. How helpful did you find the complete toolkit for the session? (scale of 1-5, 1 being not helpful, and 5 being very helpful)

1      2      3      4      5

9. Were your overall expectations of the session met? (scale of 1-5, 1 being not helpful, and 5 being very helpful)

1      2      3      4      5

10. Are there any changes you would recommend to improve the session?

### Participants feedback:

11. What were the main feedback points from the participants?
12. What concrete actions were suggested as ways to eradicate discrimination in football?
13. Were any personal experiences shared?

No                  Yes

- If yes, could you share any details about the experiences shared?

### Let's stay in touch

Thank you for completing the survey, and for leading the OUTRAGED session. UEFA and Club/NA values your role in this project, and the ongoing work towards fighting and preventing discrimination in European football.

Would you like to be part of the OUTRAGED Session Manager community?

No                  Yes

If yes please share your email here: \_\_\_\_\_



**OUTRAGED**  
RACISM



**OUTRAGED**

The OUTRAGED documentary was first launched in December 2020, with the aim of showcasing the experiences of some of the biggest names in football and sharing their thoughts on the best way to help eradicate discrimination from the sport.

The documentary quickly gained traction, and in the first year it was estimated to have reached an audience of over 10 million people through the uptake of 112 broadcasters. In addition, the documentary has won 20 international awards.

The OUTRAGED educational project is an initiative from UEFA aiming to raise awareness and engage the full football landscape in constructive dialogue around topics of discrimination. With voices of players, coaches, and leaders in football, the OUTRAGED video content provides a base for discussion and reflection, with the objective of identifying ways to prevent and eradicate issues of discrimination in football.

The five episodes of the OUTRAGED series present insights from 38 football players, coaches, referees, leaders and academics, and cover the topics of racism, sexism, refugee discrimination, homophobia, and online abuse. For this educational project, a 25-minute video, compiling the main outlines of the five modules has been created, with subtitled versions in 35 European languages.

**The OUTRAGED toolkit**

This toolkit has been developed to provide national associations, clubs, and schools with materials to lead educational sessions at local level, and provides suggested outlines for the session agenda, introductions, discussion points and much more.

To ensure that those leading the sessions can feel comfortable in leading discussions, the toolkit aims to provide a framework which makes the material easy to manage, clear, and replicable.

With the sensitivity of the topics, and the importance of these discussions, the aim is to ensure that every session leader feels like they have the tools and support available in this toolkit. This is also why a feedback form is included for the session managers, aiming to ensure that UEFA receives insights into how further support can be provided.

Each target group of the project has a specific catalogue of material, as the discussion and approach will naturally differ between players, coaches, and parents.

UEFA thanks you for being a part of the OUTRAGED educational project and hopes you will find the toolkit useful and interesting.

**Session agenda**

|          |                            |                      |
|----------|----------------------------|----------------------|
| <b>1</b> | Session introduction       | 5-10 min             |
| <b>2</b> | Video viewing              | 10-15 min            |
| <b>3</b> | Group discussion           | 20 min               |
| <b>4</b> | Feedback from participants | 5 min                |
| <b>5</b> | Commitment                 | 5 min                |
| <b>6</b> | Closing                    | 5 min                |
|          | Total                      | 60 mins + extra time |

## 1. Session introduction

This section outlines a suggested text to use as an introduction to the session:

“Welcome to this OUTRAGED session. The aim is for us to come together to watch the UEFA video on racism, and then hold an open discussion about preventing and fighting this form of discrimination in football.

I am here as your session leader today. I am happy to be able to share this experience with you, and hope that we can come together to create a safe and open space for discussion. Together we will look at how we as individuals but also as a group, can look to eradicate racism in football.

When speaking about racism, we speak about hateful and discriminatory actions, activities, words, and symbols targeting a person/people because of their racial or

ethnic background. Racism often finds its base in differences in skin colour, ethnicity, nationality, language, religion, customs or practices and place of birth, especially so as to distinguish them as inferior or superior to one another.

Racism has no place in football. As players, and as a team, you can all play a part in ensuring that no one faces racism within the game.

The work we do here today is a part of the UEFA OUTRAGED educational project, and I will provide them some key information about the session. If you feel like you would like to speak further about any of the aspects we cover today, please reach out to me in the end of the session.

UEFA and [insert NA/Club] thanks you for being a part of this project, and this session is one of many which will look to change the football environment for the better.”

## 2. Video viewing

Let's watch the OUTRAGED video on racism!



### 3. Group discussion

This section outlines scenarios, suggested discussion starters and moderation notes. The content is divided into topics, and each section presents content for the session manager, and space for comments on the reactions and discussions of the group.

There is no need to cover all topics. These are provided to ensure there is content for discussion, but engagement is the key, not how many topics you get through!

There may be topics not listed below that you feel are relevant to your group. Please amend/adapt the questions and topics as you see fit.

| Topic 1               | Racism   |
|-----------------------|--|
| Scenario              | The colour of your skin should not matter, and it does not impact the way that anyone plays. However, racism has long been an issue in society and in football.  |
| Discussion starter    | What issues do you think racism brings to football?  |
| Moderation notes      | If discussions are slow to start, or to continue engagement, you can use prompts such as "Does it impact who wants to play?", "Do you think it makes everyone feel like they can enjoy the game?", or "Does it make football dangerous?" |
| Session manager notes |  |
|                       |  |

| Topic 2 Standing up against racism |   |
|------------------------------------|---|
| Scenario                           | Coming together and standing up against racism is an important aspect in creating a football welcoming for all. As Tyrone Mings says in the video: "If you are doing nothing about it, you are part of the problem".  |
| Discussion starter                 | Why do you think this is important?   |
| Moderation notes                   | If discussions are slow to start, or to continue engagement, you can use prompts such as "What do you think is the right thing to do when something is unfair?", or "What different does it make if we come together on issues like racism instead of leaving it up to only the victims to request change?" |
| Session manager notes              |   |
|                                    |   |

| Topic 3 Managing racism |  |
|-------------------------|--|
| Scenario                | The video shows many examples of racist behaviours and situations of abuse against players.  |
| Discussion starter      | If you or someone in your team experienced racism, what would you do?  |
| Moderation notes        | If discussions are slow to start, or to continue engagement, you can use prompts such as "Would you speak up against this?", "Would you report it to an adult", or "What feelings would this bring you?" |
| Session manager notes   |  |
|                         |  |

#### 4. Feedback from participants

After the group discussion has finished, please distribute the participants feedback form to all participants, giving them 5 minutes to complete this and return it to you as the session lead.

Access the individual feedback forms [here](#).



## RACISM – Feedback form

After the OUTRAGED session on sexism, let us know your reactions and what emotions that this might have brought up.

This form is anonymous, and your input will not be shared, but will be used to summarise an overview of the group's reactions to UEFA.

If you have experienced discrimination of any form and would like to report or speak to someone about this, please contact the session manager.

Should you want to confidentially send your further comments or report an issue, please use the OUTRAGED mailbox: [outraged@uefa.ch](mailto:outraged@uefa.ch)

### My OUTRAGED reactions:

1. How useful did you find the session? (scale of 1-5, 1 being very useful, and 5 being not useful)

1                      2                      3                      4                      5

2. Did you have an emotional reaction to the video, if so, what did you feel?

Sadness

Inspired

Anger

Happiness

Confusion

Other: \_\_\_\_\_

3. Did you see a link between racism and football prior to the session?

No                      Yes

4. Have you experienced an incident of racism in your football environment?

No                      Yes

5. Have you seen an incident of racism in your football environment?

No                      Yes

6. Have you ever reported an incident of racism in your football environment?

No                      Yes



## 5. Commitment

Before closing the session, dedicate time to discuss the commitment of the group for active work.

| Topic                 | Active work   |
|-----------------------|---|
| Scenario              | The video highlights experiences, but also speaks about what can be done to fight and prevent discrimination in football.   |
| Discussion starter    | What can we do, as individuals and together, to prevent and fight racism in football?   |
| Moderation notes      | Based on the discussions around the previous points, work with the group to identify minimum 3 actions that the group will commit to implement in a timeframe appropriate to your group/organisation's context. |
| Session manager notes |   |
|                       |   |

## 6. Closing

This section outlines a suggested text to use as a closing to the session:

“Thank you all for your work here today.

It is important to speak about racism, to ensure that we all are aware of the issues this can cause, and work to proactively ensure that everyone feels welcome in football.

Across all the work within the OTURAGED education programme, I hope that you all take three things away from today:

1. We all play a role in making sure that football is welcoming for all – you, your club, the National Association and UEFA.
2. Discrimination should never be accepted, and it is key that you feel comfortable in speaking about these topics and know where to turn if you need support or to report an incident.
3. We are all here because of our love for football – let us leverage this to build an environment that represents values of respect, openness, and inclusion.

Based on these three things, you’ll be a part of the OUTRAGED educational project, working to make sure that there is no place for discrimination in European football.”

# SESSION MANAGER FEEDBACK FORM

Thank you for leading the OUTRAGED educational session. This is a key part in UEFAs work towards ensuring concrete work is put in place to raise awareness and educate the football community on the harm that discrimination can cause, and to accelerate collaborative actions towards eradicating discrimination in football.

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Building on the session outline, this form is structured to ensure you can enter information based on the set sections of the programme.

## Session details:

- Who organised the training session:
  - National association
  - Regional association
  - Club
  - Football school
  - School
  - Other: \_\_\_\_\_
- Who was your target audience?
  - Parents
  - Coaches and Team Staff
  - Players 11-14
  - Players 15-18
  - Players 19+

- What discrimination topic did you cover?
  - General
  - Online abuse
  - Homophobia
  - Refugee discrimination
  - Sexism
  - Racism
- How many participants took part in the session?
  - 10
  - > 20
  - > 30
  - > 40
  - > 50

## Introduction and preparation:

These questions are directed at you as the session manager, how you felt that the toolkit was outlined to prepare and support you.

- How helpful did you find the introduction? (scale of 1-5, 1 being not helpful, and 5 being very helpful)

1      2      3      4      5

- How helpful did you find the discussion starters? (scale of 1-5, on 1e being not helpful, and 5 being very helpful)

1      2      3      4      5

- How helpful did you find the moderation notes? (scale of 1-5, 1 being not helpful, and 5 being very helpful)

1      2      3      4      5

8. How helpful did you find the complete toolkit for the session? (scale of 1-5, 1 being not helpful, and 5 being very helpful)

1      2      3      4      5

9. Were your overall expectations of the session met? (scale of 1-5, 1 being not helpful, and 5 being very helpful)

1      2      3      4      5

10. Are there any changes you would recommend to improve the session?

### Participants feedback:

11. What were the main feedback points from the participants?
12. What concrete actions were suggested as ways to eradicate discrimination in football?
13. Were any personal experiences shared?

No                  Yes

- If yes, could you share any details about the experiences shared?

### Let's stay in touch

Thank you for completing the survey, and for leading the OUTRAGED session. UEFA and Club/NA values your role in this project, and the ongoing work towards fighting and preventing discrimination in European football.

Would you like to be part of the OUTRAGED Session Manager community?

No                  Yes

If yes please share your email here: \_\_\_\_\_