



*This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement no. 740934*



# Trivalent project rationale & delivery

## Introduction

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*Project Coordinator*

*Trivalent Final Review - 11 June 2020*

# WORK PROGRAMME INDICATION



- “Preventing and countering radicalization must **engage the whole society**, and requires a **holistic** treatment and a **multidisciplinary approach**”

## TRIVALENT response:

The holistic and multidisciplinary approach in preventing/countering radicalization by Trivalent can be synthesized in...

# TRIVALENT Trilogy



... contributing to **holistic view** on violent radicalisation, based on **model assessment** of radical behaviour coupled with a **three-layers prevention strategy**:

- Predict to Prevent
- Communicate to Prevent
- Good Policing & Community Engagement to Prevent.

# TRIVALENT rationale



Prevention is at the core of paradigm shift from more conventional securitarian approach to more suitable communitarian approach implying:

1) predictive means based on joining social science with computational models as regards the feasibility of IT early warning tools to forecast risk scenarios represented by spreading of violent extremist contents online (social media) and offline .../...

# TRIVALENT rationale



2) communicative strategies based on narrative model formats targeted for specific contexts and publics

3) community-oriented policing, based on partnership, trust building and problem solving at grass-root level with all CSAs involved, to be implemented through IT communication tools, new (soft)skills guidelines and training programmes for frontline practitioners.

# TRIVALENT rationale



A good prevention practice which means in turn good practices for security, it must be endowed and supported with a combined variety of tools, strategies, skills and operational means, in a multiagency approach, involving a plurality of actors.

# TRIVALENT delivery



TRIVALENT delivery is to providing a “**toolbox**” made of a **combined, interrelated and integrated set** of proposals/solutions, plus their **testing and validation** as regards their implementation in particular by LEAs.

# TRIVALENT “toolbox”

## Multi-factor model

to assess radical behavior

## IT tools

Alert radicalisation turning points

Identification/analysis radicalisation narratives offline

IT communication tool (“chatbot”)

## Recommendations & Guidelines

Design of the communication effort: model format

Preventing radicalisation: policies comparative analysis

New model of cooperation between LEAs and CSAs

LEAs new (soft)skills to tackle radicalisation

## Training programme

Specific training programme for trainers addressed to LEAs personnel





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# WP2 – Multi-factor Model to Assess Radical Behaviour

"Trivalent Final Review - 11 June 2020"

# WP2 Objective



Main objective of WP2 is to **provide an updated understanding of the factors** constituting violent radicalisation processes in Europe [...]

The main output of this WP will be the **development of a multi-dimensional complex model** aimed at better understanding the factors and steps leading to violent radicalisation as well as to identify different typologies of radicalised individuals.



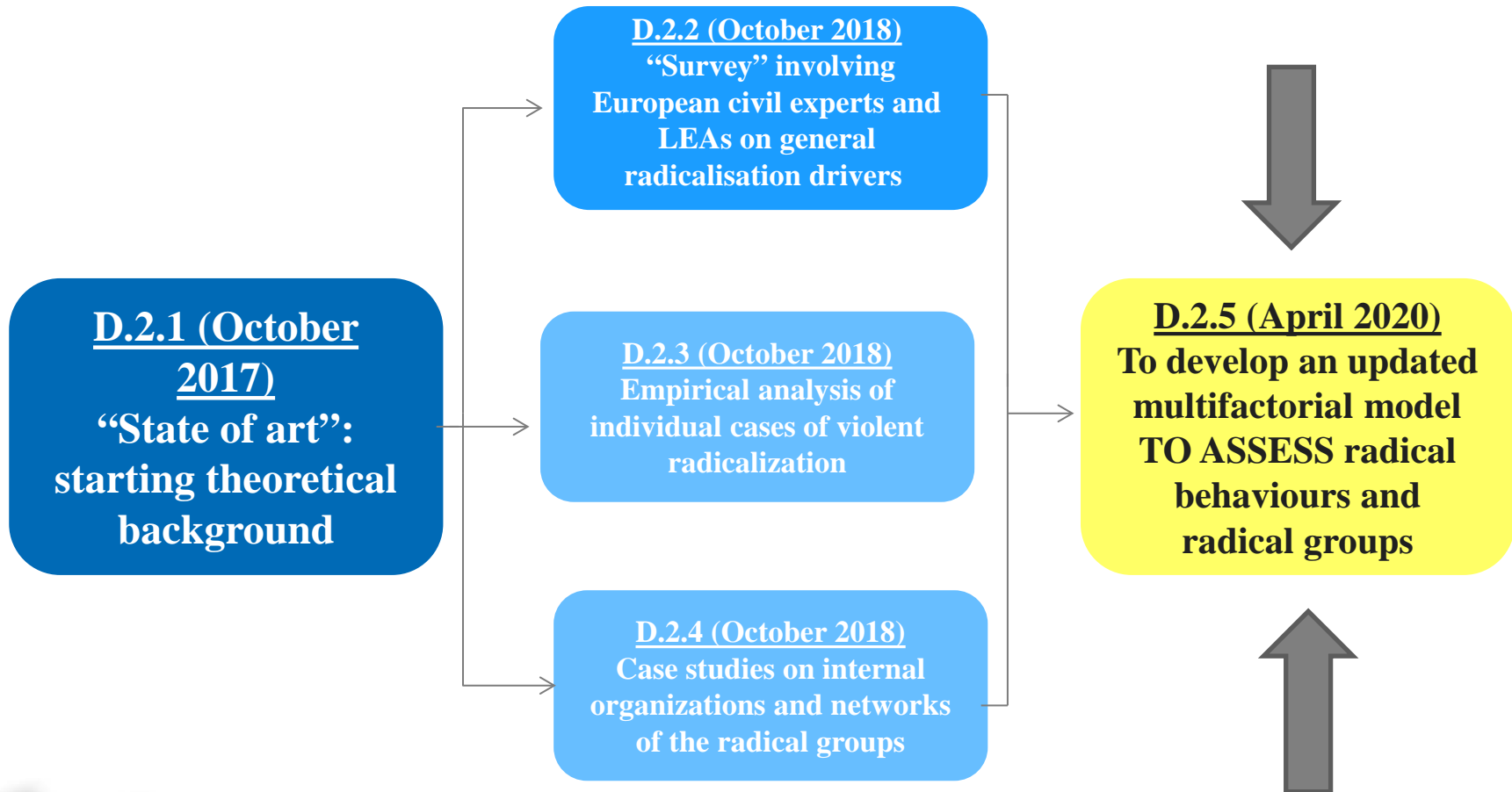
# Relation to the Work Programme



## Specific Challenge:

- The roots of radicalisation are not well-known....
- Factors constituting a violent radicalisation process can be many...
- Radicalised individuals, including recent converts, Europeans or foreigners, get organized in various ways: centralised and hierarchical organisations; networks; smaller groups...

# WP2: working plan



## D.2.5. Multi-factor model to assess radical behavior

# General Assumptions

- **Agency**, that means to look at radicalised person as an active social actor who is able choose, to understand and to make his “own” radicalisation path.
- **Opportunity structure**, that means a series of exogenous factors which limit or empower individual and collective actors, a concept widespread in social movement studies..
- **Socialisation**, that in this context means not just a process of internalising norms and social ideologies but also as a process connecting a particular agency with a particular opportunity structure.

Consequently, understating as **micro-, meso-, and macro- factors** – and their interconnections – influenced **agency and opportunity structure** is fundamental in order to define different radicalisation pathways seen as socialisation process.

# Macro-factors: opportunity structure

- General Background of radicalisation process,
- Geo-political factors:
  - *Phase of Mobilisation* (high international conflict) = when structured terrorist groups and networks have more opportunities to recruit, organically, people and in particular, young people
  - *Phase of Latency* (low international conflict)= when the weight of organic recruitment decreases and both violent radicalisation and terrorism acts, following a pattern based on “weak ties” (internet) and individual non-organic agency
- Socioeconomic factors: social marginality



# Meso-factors: conditions of the agency

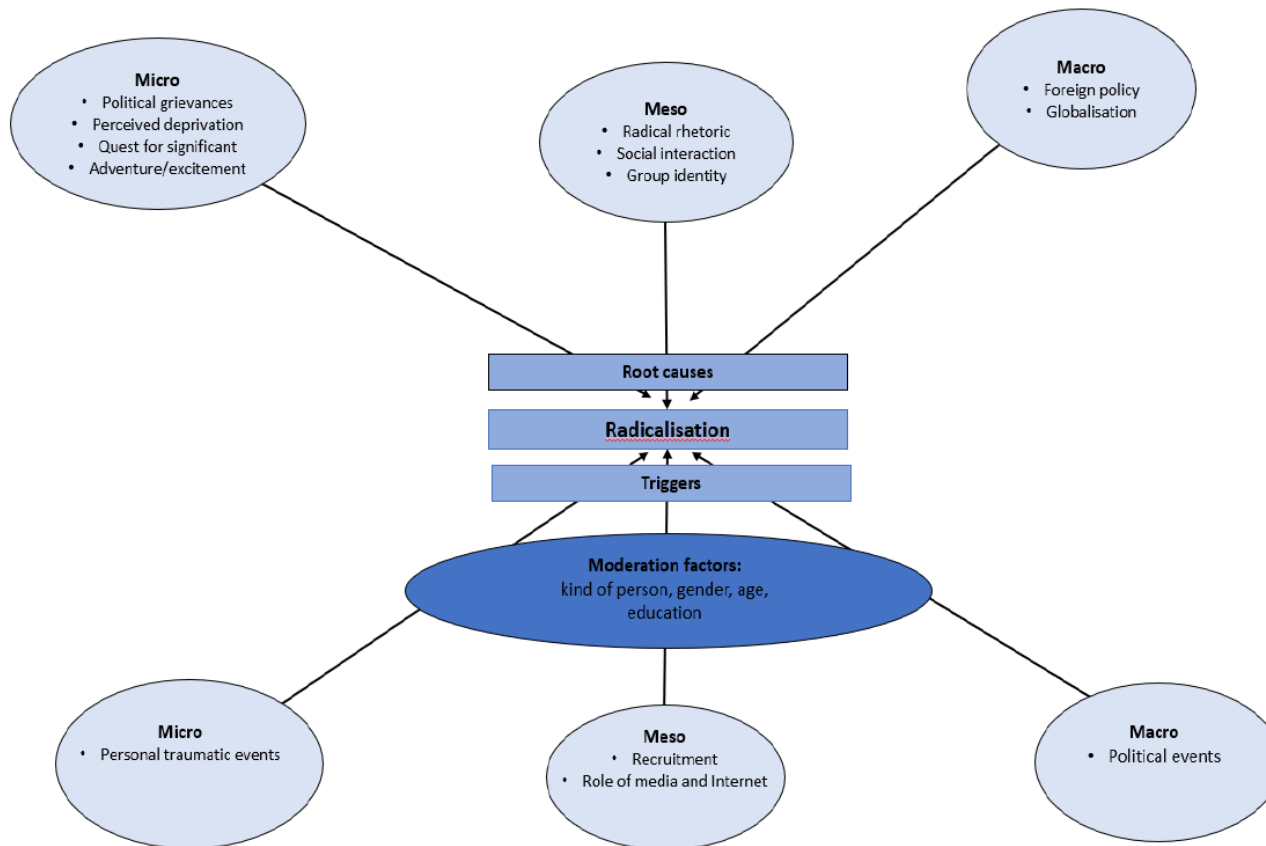
- Peer group,
- Brotherhood ties,
- Imaginaries,
- Social Networks.

# Micro-factors: the condition of the socialisation

- Social and personal vulnerability,
- Adolescence condition,
- Status of second or third immigrant-generation,
- The search of a new sense of life.



# TRIVALENT SOLUTION: A MULTIFACTORIAL MODEL FOR UNDERSTANDING RADICALISATION





# Set of indicators for preventing and situation analysis

- **Macro-level:** geo-political crisis and conflicts; economic dynamics
- **Meso-level:** circulation of radical messages on-line; social relationships in schools, districts, religion communities; on-line social relationships
- **Micro-level:** age of people, personal history, life and family trajectory, personal socio-psychological characteristics; attitudes toward life and liberal values.



# TRIVALENT Model and current Assessment Tools

The proposed model to understand radicalisation, further than highlighting the complex relationship between micro-, meso- and macro-factors, emphasises the need to integrate the “general” model on radicalisation (in other words, models focused on the dynamics of the phenomenon) with “specific” models of assessment of radical individual risks and behaviours (i.e. ERG22+ and VERA-2R): in fact, the decontextualization is their main bias.





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# WP3 - Radicalisation Alert Services: Online and Offline

*Presenting: Miriam Fernandez*

11 June 2020, TRIVALENT Review Meeting

# WP3 Tasks



## **T3.1 Semantic engine for automatic analysis of online and offline content** (ESI, M1-30)

- Semantic intelligence platform for text understanding
- Identification of semantic entities (people, organisation, places, etc)

## **T3.2 Identification and analysis of radicalisation narratives offline** (UPM, M1-18)

- Data collection and analysis pipeline
- Detection of radicalisation narratives

## **T3.3 Identification of radicalisation on social media** (Z&P, M1-M18)

- Advanced analytics for the detection of radicalisation on social media
- Classification of social media accounts into: radicals/non-radicals, and violent/non-violent-radicals

## **T3.4 Radicalisation grooming patterns** (OU, M12-30)

- Evolution paths and communication patterns associated with radicalised accounts
- Measurement of radicalisation influence from social networks

## **T3.5 Alerts to radicalisation turning points** (OU, M24-30)

- Alerting mechanism to flag social media content & accounts, as low/medium/high radicalisation probability



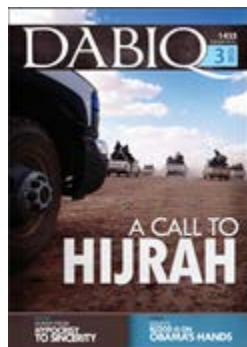
# T3.1 Semantic engine for automatic analysis of online and offline content



## Semantic **Engine** for Text Analysis

- Categories: intelligence, crime, terrorism
- Entities: People, Places, Organization, Domain Specific
- Inclusion of Jihadist Glossary

Cooperation  
WP3- WP4



Cogito® Intelligence  
API



### INTELLIGENCE TAXONOMY

1. [Key Groups](#)
2. [Islam](#)
3. [Crime](#)
4. [History](#)
5. [Death and Dying](#)

Other topics :  
[Language](#) , [Assault \(general\)](#) , [War](#) , [Hom](#)  
[Terrorism](#) , [Breach of Contract](#)

### People

[Abu Bakr](#) (1)   [Abu Hurayrah](#) (1)   [Abu Mus'ab](#) (5)  
[Aisha Al-Hassan](#) (1)   [Ibn Rajab](#) (1)   [Jami 'al-' Ulum](#) (2)  
[Salaf](#) (4)   [Shari'ah](#) (8)

### World Leaders

[Aisha Al-Hassan](#) (1)

### Organizations

[ISIS](#) (4)   [Khila](#)  
[Designated Terrorist Organiza](#)

### Military Equipment

[weaponry](#) (1)

### CRIME TAXONOMY

1. [Terrorism](#)

### Strategic Radicalisation Narrative (1/1)

[Discredit enemy](#)

### Intelligence (1/1)

[Religion and Belief](#)

### Strategic Radicalisation Narrative

<input type="checkbox"/> Discredit other group	959
<input type="checkbox"/> Discredit enemy	959
Discredit West	8
Discredit christians in muslim lands	2
<input type="checkbox"/> Discredit competition	6
<input type="checkbox"/> Group identity	208
<input type="checkbox"/> Promote group ideology	172
Legitimacy of ideology	164
Everlasting essence of caliphate	11
Caliphate as islamic utopia	1
<input type="checkbox"/> Homophily	94
<input type="checkbox"/> Winners image	22
<input type="checkbox"/> Moral obligation	38
Avenge your group	21
Protect your group	11
Attack as self-defense	9
Sow discord between groups	11

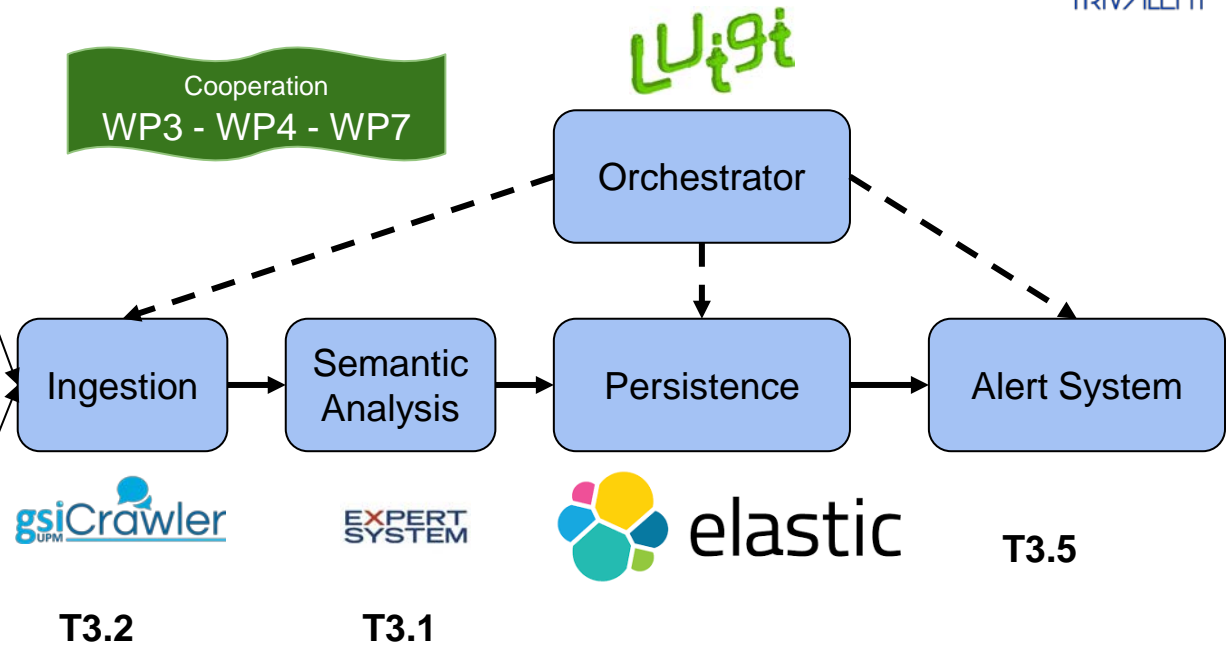
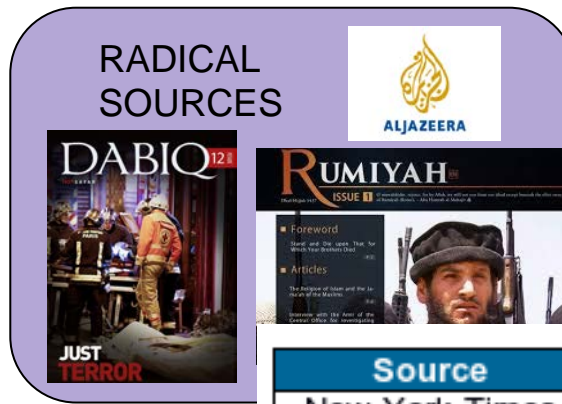


## Key Achievements since last Review

- Custom Classifier for Strategic Radicalisation Narratives



## T3.2 Identification and analysis of radicalisation narratives offline



Source	Articles	Organizations	Places	People	Triples
New York Times	23	48	29	20	123
CNN	129	803	395	188	1521
Al Jazeera	69	407	138	53	669
Total	221	1258	562	261	2313

### Key achievements since last review

- Integration of feedback within the application
- Expansion to more news sources
- Automation of processes for its deployment
- Evaluation with LEAs and experts



# T3.3 Automatic classification of social media accounts



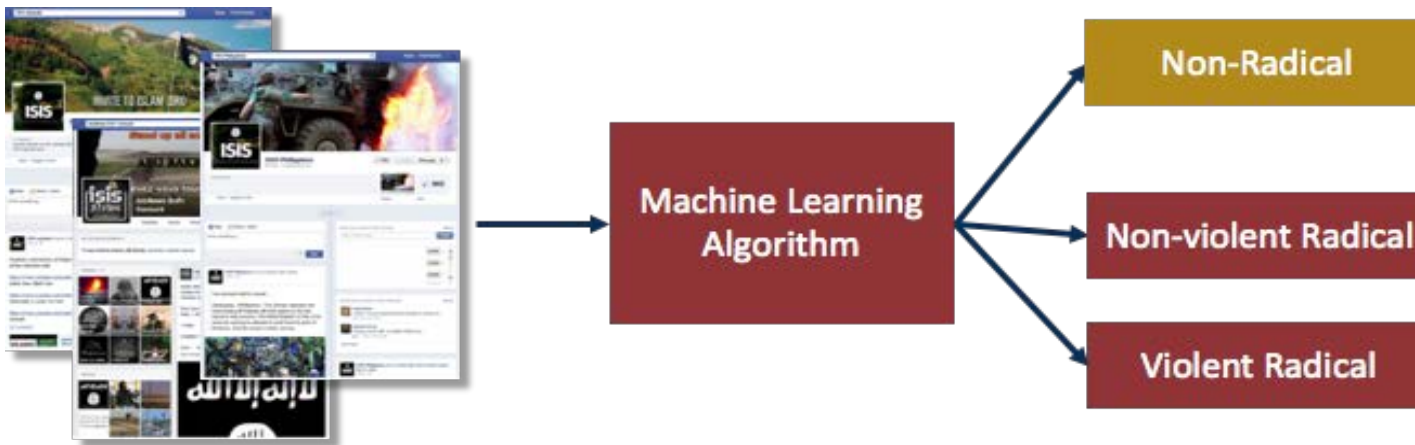
- Machine learning algorithms to identify radicalised users on Twitter
- Distinguishing between **non-radicals** and **radicals**, and between **violent** and **non-violent** radicals

Cooperation  
WP3-WP7



Key achievements  
since last review

- Integration with  
online analysis  
tools



(Rowe & Hassan, 2016)



551 non-radicals



460 verified accounts

**Machine  
Learning  
Classifier**

Precision = 96%  
Recall = 84%  
F-score = 89%

# T3.4 Linguistic Patterns

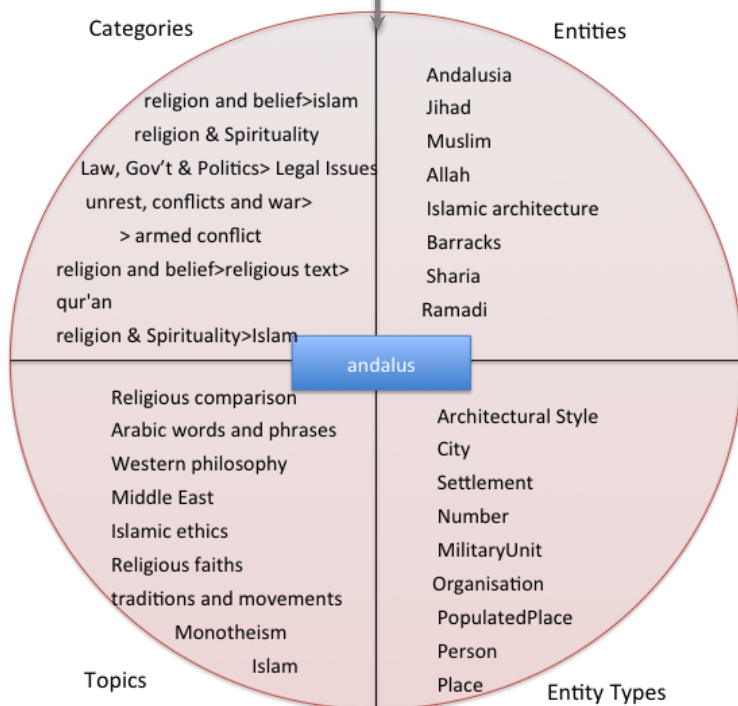
Cooperation  
WP3 - WP4- WP7



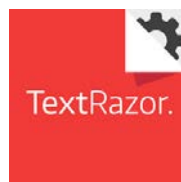
## Radical Terminology

	Term	Translation and definition	Variants
1.	Abu Mus'ab az-Zarqawi	ISIS's spiritual founder & a former leader of al-Qaeda in Iraq	Abu Musab az-Zarqawi
2.	Al-'Adu al-qarib العدو القريب	The near enemy - In the perception of jihads these are local Muslim governments	Al-Adu al-qarib
3.	Al-'Adu al-bai'd العدو البعيد	The far enemy -- In the perception of jihads these are Western governments	Al-Adu al-baid

pro-ISIS  
users



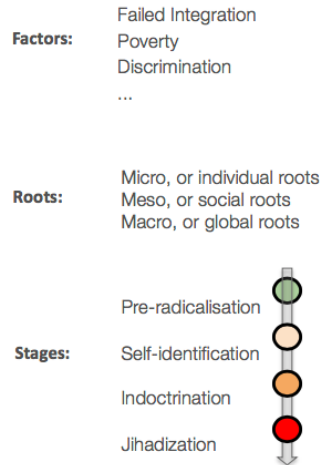
“general”  
users



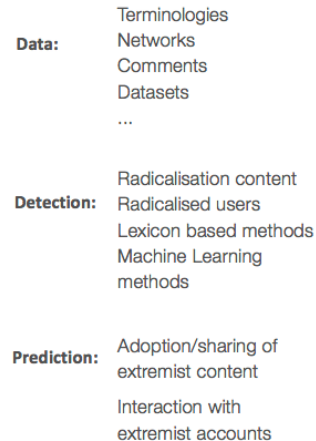
# T3.4 Radicalisation Influence Patterns



## Social Science



## Computer Science



Cooperation  
WP2 - WP3 -WP7

## Radicalisation Influence

- Individual: similarity of own content to radicalisation terminology
- Social: similarity of retweeted content from followees to radicalization terminology
- Global: similarity of content shared from news and websites to radicalization terminology



Micro or Individual roots



Meso or Group roots

Macro or Global roots



Authored posts

Content from friends

Content from news and other websites



Radicalisation Influence

Fernandez, M.; Asif M; Alani, H. Understanding the roots of radicalisation on Twitter.  
WebScience 2018 **Best paper award!**

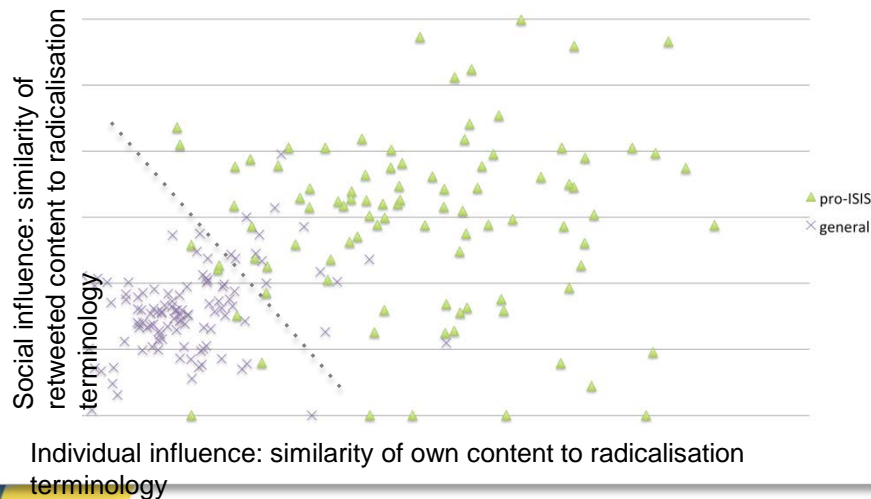


# T3.4 Network Influence Patterns

Cooperation  
WP2 - WP3 -WP7



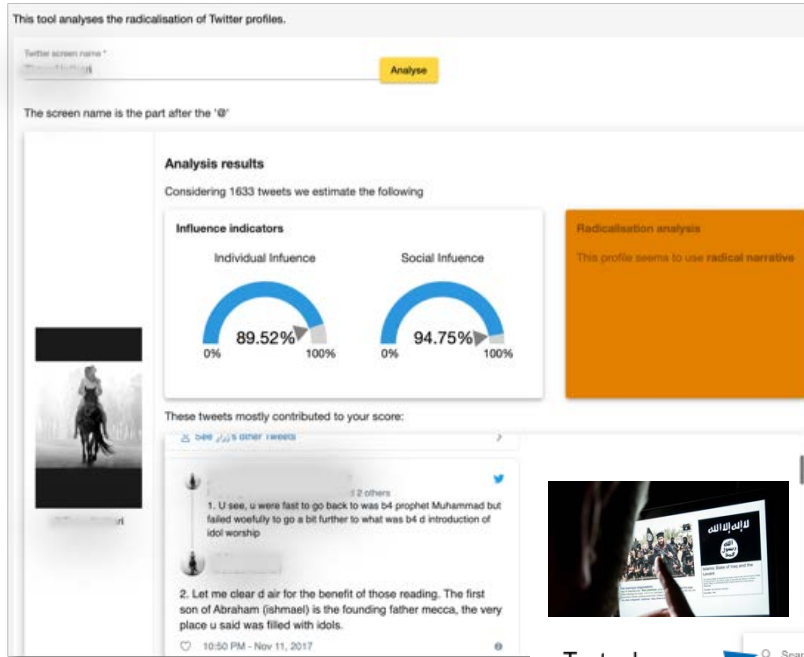
- The network is the essence of social media platforms.
- Harm propagates across the network, and influences recipients over time.
- The more radicalisation content a user is exposed to and shares, the more likely is for the user to adopt similar language over time





# T3.5 Developed Prototypes

Cooperation  
WP3 - WP4- WP7



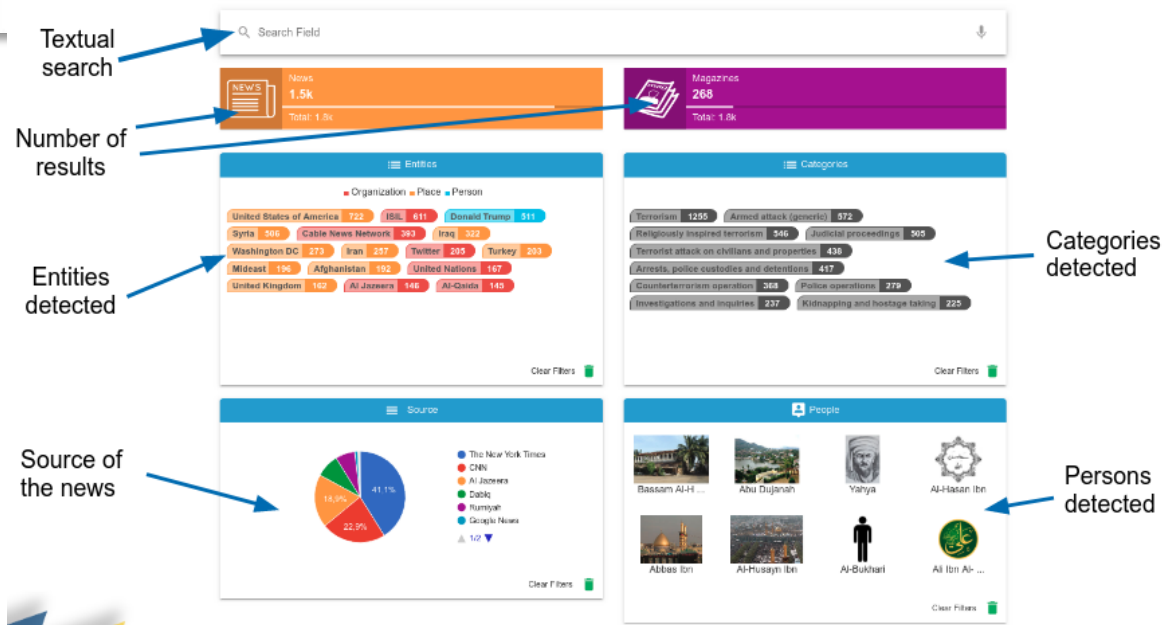
Social media alerts to radicalization turning points



Key Achievements since last review

- Full integration and prototype development
- Testing with LEAs and experts

Identification and Analysis of Radicalisation Narratives Offline



# T3.5 Challenges of Radicalisation Technologies



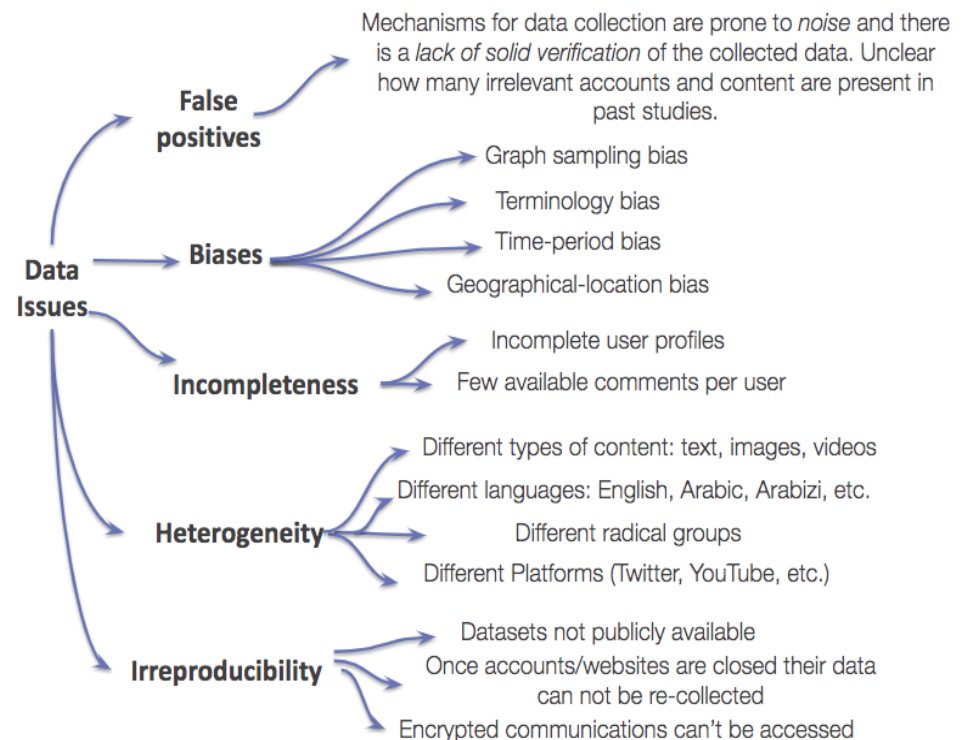
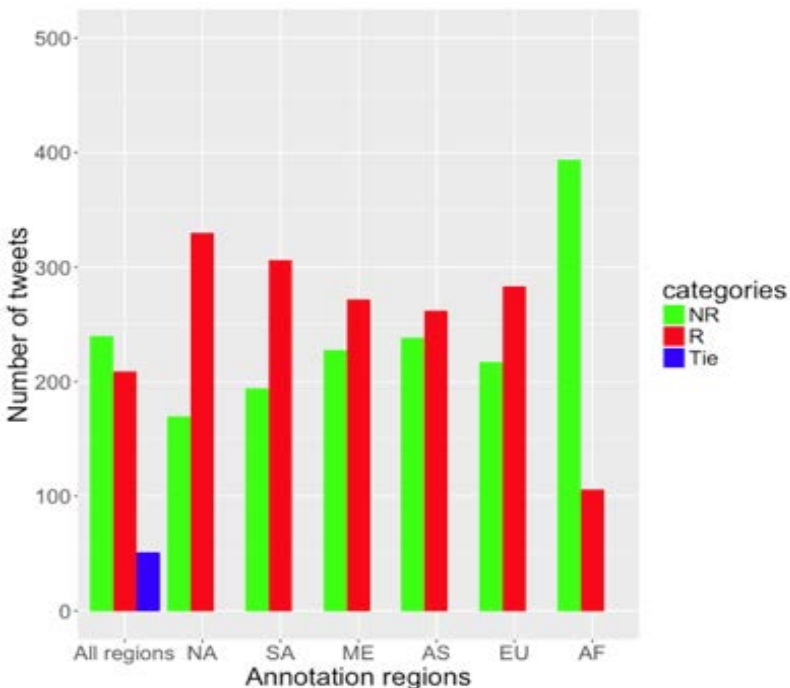
Cooperation  
WP2- WP3 - WP4- WP5 - WP6- WP7



Key achievements since last review:

- Reflections of 3 years of applying Artificial Intelligence to target online extremism

Fernandez, Miriam and Alani, Harith Artificial Intelligence and Online Extremism: Challenges and Opportunities. In: McDaniel, John L.M. and Pease, Ken eds. *Predictive Policing and Artificial Intelligence*. Taylor & Francis.



# Relevant Outcomes

## Prototypes

- Identification and Analysis of Radicalisation Narratives Offline
- Social media alerts to radicalization turning points

## Deliverables

- 6 WP3 Deliverables (D3.1 - D3.6) and 1 WP7 Deliverable (D7.1)
- Contributions to other deliverables and WPs within the project

## Scientific Publications

- 14 Scientific Publications in top conferences and journals. Selection:
  - Fernandez, M.; Asif M; Alani, H. Understanding the roots of radicalisation on Twitter. WebScience 2018 **Best paper award!**
  - Fernandez, Miriam and Alani, Harith Artificial Intelligence and Online Extremism: Challenges and Opportunities. In: McDaniel, John L.M. and Pease, Ken eds. *Predictive Policing and Artificial Intelligence*. Taylor & Francis.
  - Denaux, Ronald, and José Manuel Gómez-Pérez. "Textual Analysis for Radicalisation Narratives Aligned with Social Sciences Perspectives." Text2Story@ ECIR. 2019
  - Araque, Oscar, and Carlos A. Iglesias. "An Approach for Radicalization Detection Based on Emotion Signals and Semantic Similarity." IEEE Access 8 (2020): 17877-17891.

## Invited Talks

- 10 Invited Talks/Interviews in International Venues. Selection:
  - Interview with "El Pais". One of the principal Spanish newspapers  
[https://elpais.com/tecnologia/2019/01/02/actualidad/1546466761\\_871053.html](https://elpais.com/tecnologia/2019/01/02/actualidad/1546466761_871053.html)
  - Participation in the seminar: Security, Terrorism and Radicalization: Threatens, Challenges and Responses", Euroarab Foundation, Granada, Spain.

## Synergies

- Collaborations with National and International Initiatives. Selection:
  - Centre for Policing Research and Learning (Open University, UK) <https://www.open.ac.uk/centres/policing/>
  - Collaboration with the CICERO EU project <https://www.cicero-project.eu/the-project/>

Tools were perceived as useful and valuable to provide support to existing practices and procedures of LEAs

- ❖ Simultaneous analysis of multiple data sources
- ❖ Social media network exploration (gathering further intel from an initial account)

Policy recommendations: reflection on the challenges and opportunities of applying technology to target online extremism:

- Ethical vigilance
- Reliable data
- Replicability
- Collaboration across disciplines & organisations
- Integration with humans and technology
- Contextual adaptation of technology





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# **Trivalent**

## **WP4 -Counter-narratives against radicalisation**

**Design of the communication effort: model format against  
violent extremism communication**

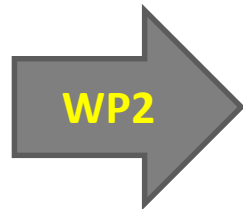
*Catholic University of Sacred Heart, Milan*

*Marco Lombardi*

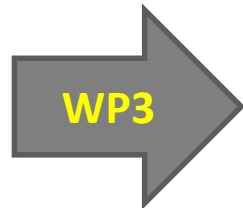
# WP4 in Brief



The main objectives of WP4 are the following:



WP2



WP3

- 4.1: **Building of effective counter-narratives**, targeting the specific categories of radicalised individuals identified under WP2
- 4.2: **Identification of the most effective channels** for spreading these counter-narratives using both online and offline media, based on the work carried out under WP3
- 4.3 Development of a methodology to comprehensively **evaluate the effectiveness of counter-narratives** in countering violent radicalisation.

WP leader: **UCSC**

Task leaders: **UCSC, Z&P, UNIROMA3**

01 -04 -2018

01 -04 -2018

01 -10 -2018

30 -04 -2020

31-10-2018 Report on the spread of extremist narratives

30-04-2020 Design of the communication effort

30-04-2020 Measure of Effectiveness Methodology Report

# T 4.1 - Main Results



## 17 Extremist Groups and their narratives:

- Isis
- Al Qaeda
- National Socialist German Workers Party
- National Action
- Forza Nuova
- Pegida
- Soldiers of Odin
- Identitair Verzet
- Génération Identitaire
- Identitäre Bewegung Deutschland
- Veneto Fronte Skinheads
- Blood and Honor
- Red Brigades
- Informal Anarchist Federation
- Revolutionary 17 November
- Conspiracy of Fire Cells
- Revolutionary Self – Defence Organisation

- a wide range of extremist communication channels from **online** communication platform to **offline** communication activities
- the study states the exploitation of a wide range of **individual and social vulnerabilities** with the aim of championing the ideology as the only solution
- related to online communication channels, the focus is on the use of **social media** channels like Facebook or Instagram and messaging platforms
- as for **offline** communication activities span from flyers to no profit
- the reasoning behind the communication effort results to be playing **over strategic conduits**
- not neglect considering the danger constituted by **non-conventional media** of communication
- social media platforms serve as a “**force multiplier**”
- showcases a much **broader audience**
- alluring a **need for security**
- extremists use all the channels available on the internet both **to promote** and communicate with each and to seek **new followers** for their terrorist acts

# From T4.1 to T 4.2

The main objective is to envisage and develop a communication strategy for prevention beyond so called “counter narrative” and “alternative narrative”



The message:  
the “narratives”



The source:  
the radical groups



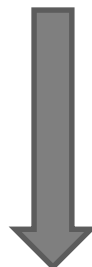
The targets:  
the target audience



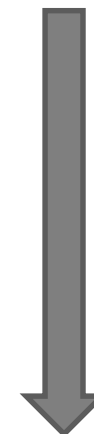
The channel:  
the dissemination



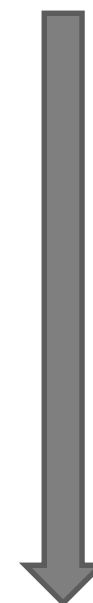
Social media as a “force multiplier”. Many channels: videogames, chats, encrypted software.



Young: digital born. Viral and imitative behavior. Foreign fighters. Vulnerable people.



Less strategic coordination. More independent media. Operational communication.

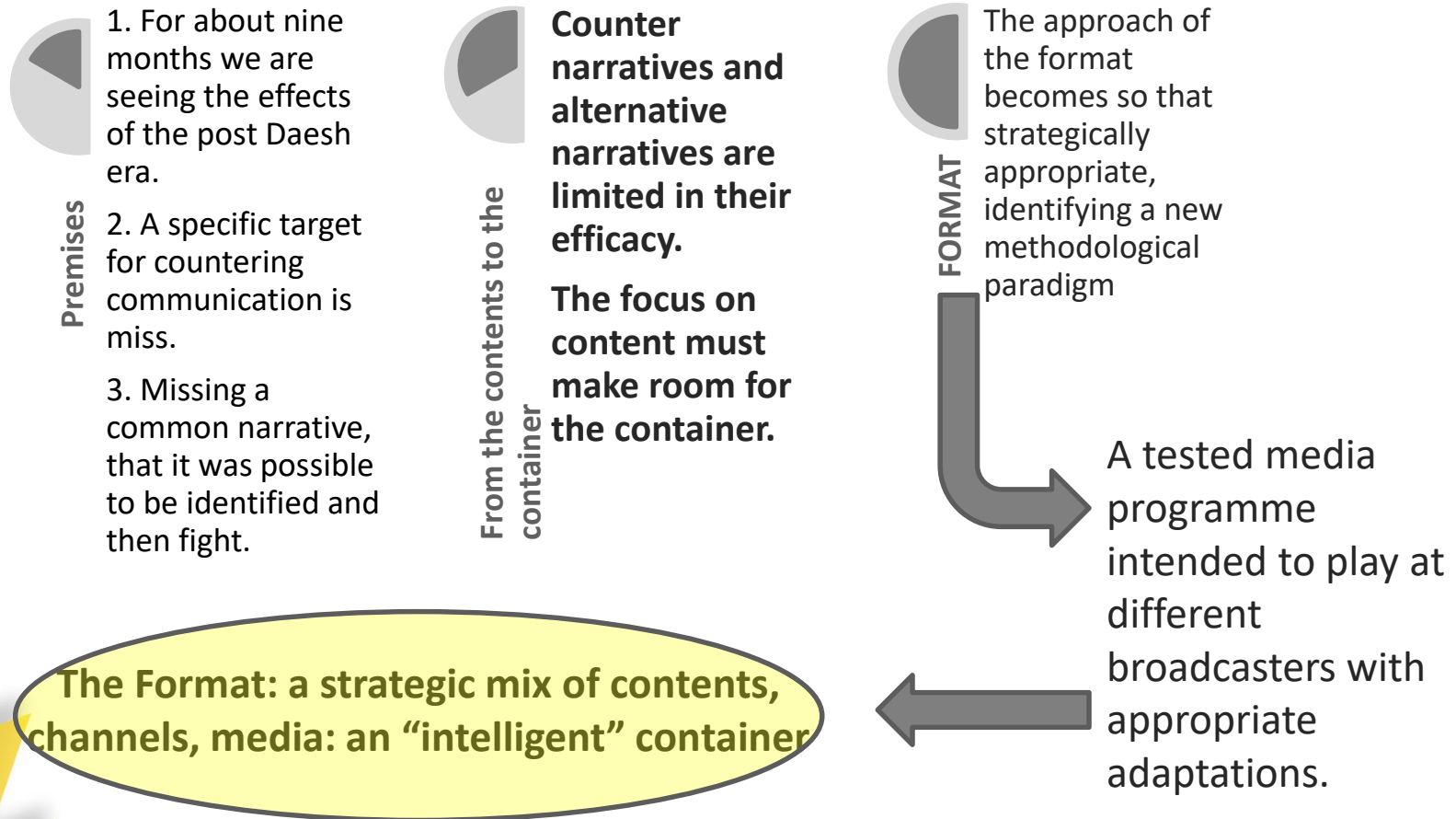


The communicative paradigm has become more complex: “Many messages many contents.” Limited effectiveness of counter narratives

## D 4.2

# Design of the communication effort

Building communication formats, through which narratives should/could reach potentially vulnerable audiences, addressing real needs of an “ideal reader”.



## D 4.2 SWOT ANALYSIS FINDINGS



- to date **the communication of violent extremist groups appear to has been more proactive, sophisticated and effective than the one put in place to counter them**
- communicative context can lead to disinformation in space distinguished by Socio-Technical Systems. **This new space is yet to be fully understood, defined and regulated and this lack of control represents a threat.**



- **increasing cooperation, coordination and coherence of the communicative enterprise**
- **new information and communication technologies could be effective to get to the target**

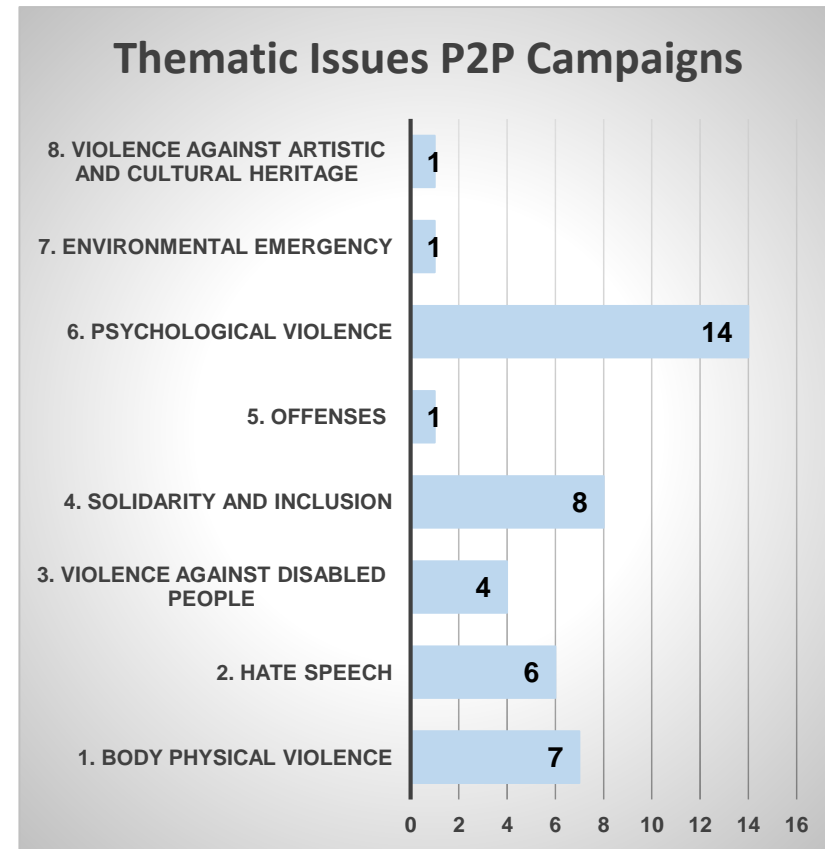
# D 4.2 Pilot Testing P2P Campaigns



UCSC **250 Bachelor Students** were involved in P2P Campaigns  
(from February 2020, more 50K reached)  
**38 original P2P Campaigns** were developed

## Main findings

- Varieties of thematic issues
- the definition of **what is violence** and what is not, it is also **depending on the message exposure, the context where the people live, the past experiences**
- **two sides of the same coin: psychological and physical violence are the most chosen issues**

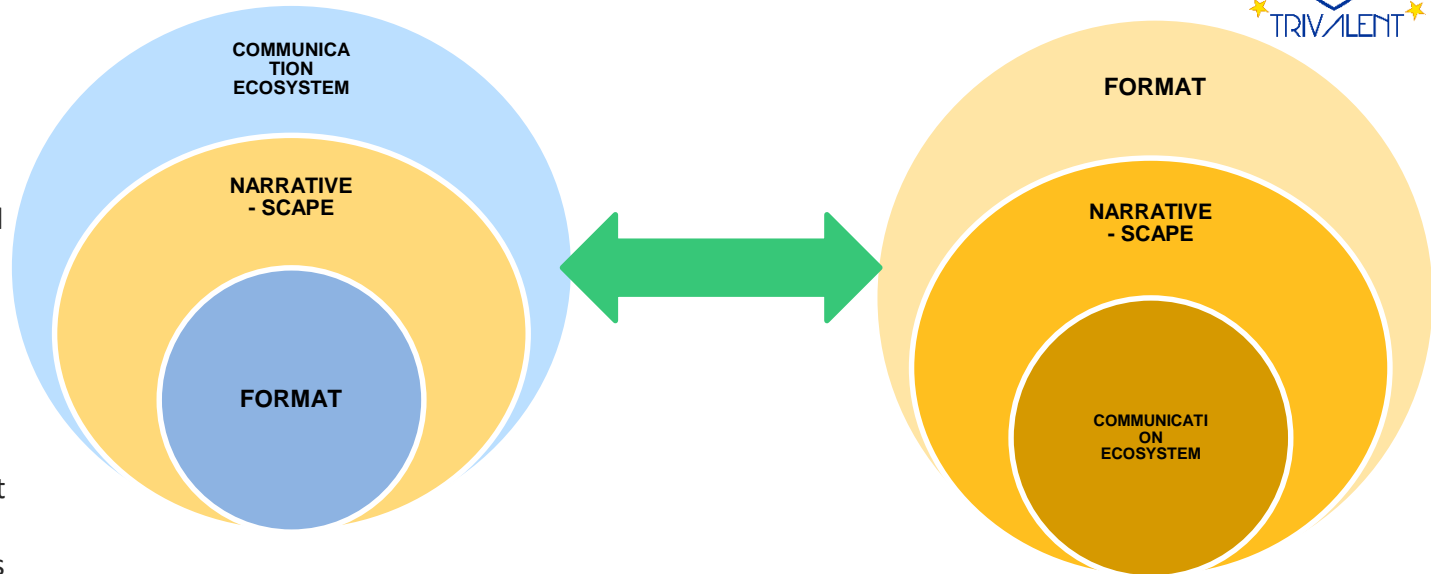


# The Rise of Format Model



## Theoretical) Premises:

- the narrative ecosystem paradigm refers to the sociological theory of frame conceived by E. Goffman and the mass media communication framing and priming effects theory
- the different – scape identified by Appadurai (1996) referring to the cultural processes and their dynamics
- format is the cultural output to counter violence in the context of the new channels of communication



## SWOT analysis:

- Fragmented/selected audience of the audience focus on complex and interconnected socio – technical systems
- the vulnerability of social context where the people live

## Pilot testing:

- violence as a multidimensional concept according to personal, social and context variables
- role of emotions, feelings and affects ( FEAR model)

***The format is a media – cultural product consisting of communication guidelines in the consideration of feelings, emotions, perceptions belonging to the audience; types of narrations; features of the current scenario and narrative -scapes adapted to the single communication ecosystem and for the specific purpose of the communication process.***



# FORMAT MODEL – Key features / Operational Guidance



1. a more homogenous communication: **the comprehensive approach**
2. communication process is **context sensitive**
3. focusing on the **wider dimensions of a single concept**
4. the relation among framework, sources and audience needs to be multidirectional
5. defining **key features of the scenario** and the context of the communication ecosystem
6. **tailoring target audience** according to the specific societal and technological frameworks
7. development of **grounded and collaborative audience**
8. defining **key features of an effective source**: communication competences and abilities; relation with the channel; trust and credibility
9. applying a sort of **spiral of silence** for the violent and extremist contents
10. planning a **training course** focused on how could be the development of the needed soft skill for communication processes

# D 4.3 Measure of Effectiveness Methodology



Given the **new communicative context, complex and pluralized** as analyzed and emerged in D 4.2, the need that becomes important is to consider **different methods of evaluation, already existing**, taking into account the **characteristics of the communicative context and the multiplicity of aspects** constituting the new communication process

## Methodology

1. Critical analysis of the **existing literature on studies** evaluating the effectiveness of online counter and alternative narratives campaigns within the CVE efforts;
2. Identification and presentation of **some analysis models** useful to identify all the factors that can play an important role within an online counter-messaging initiative;
3. Development of **a guiding model** for the implementation and evaluation of such campaigns.
4. Implementation of the proposed model through the analysis of some **online awareness campaigns** (pilot study)
5. The social media metrics are a useful tool to measure from a quantitative point of view the effectiveness of an online campaign in terms of awareness and engagement, but they **rarely allow us to assess the impact** in terms of changing beliefs, attitudes and behaviours. The latter can only be achieved through qualitative analysis tools, such as focus groups, in-depth interviews etc., and the development of specific offline tools.

# D 4.3 Measure of Effectiveness Methodology



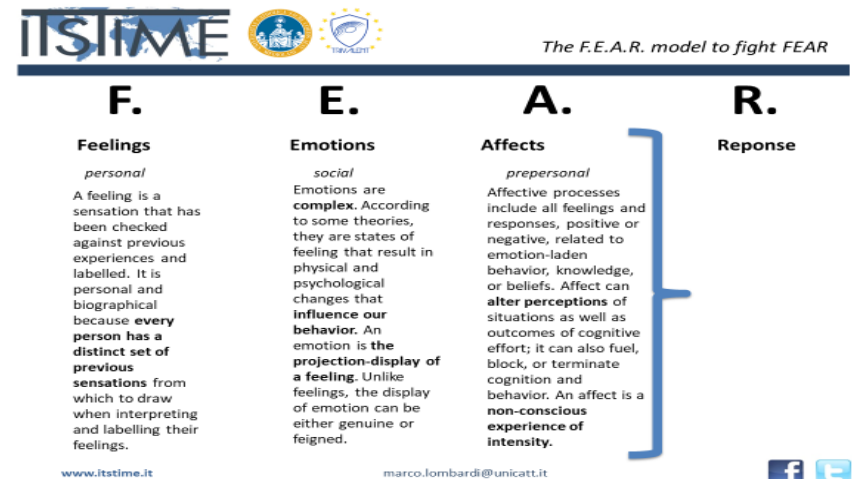
Result

Countering fear with  
F.E.A.R.

GAMMA+ model (elaborated by RAN)  
revisited:

- ☐ Goal,
- ☐ Audience,
- ☐ Message,
- ☐ Messenger,
- ☐ Media,
- ☐ Action plus Monitoring and Evaluation.

Useful skeleton for  
an effective  
assessment  
methodologies ....



# Useful skeleton for an effective assessment methodologies



	GOALS	ACTIONS	TOOLS
<i>Awareness</i>	Number of individuals that have been reached	Impressions, reach and views	Social media and website analytics services
<i>Engagement</i>	Number of individuals interactions	Likes, comments, shares and retweets	Social media and website analytics services
<i>Impact</i>	Connection online and offline actions	Comments, interactions, discussions	Quantitative and qualitative data analysis: geo-location analysis; sentiment analysis, online surveys, in-depth interviews and focus groups



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# Preventing Radicalisation. Policies Comparative Analysis

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Security Research and Advisory

TRIVALENT Final Review, 11 June 2020

## T5.1 - Comparative analysis of existing policies

### Task description (GA)

*“Aim of task T5.1 is to provide a **comparative analysis of counter-radicalisation policies** implemented over the last few years, assessing their **strengths and weaknesses**, and identifying **possible areas of improvement**. Different types of policies will be examined as part of this task, including repressive, preventive, legal and administrative measures. While the primary focus will be on policies put in place within EU Member States, measures implemented by other countries will also be taken into consideration. The main output of the comparative analysis performed under T5.1 will be a **collection of best practices and lessons learned**, which will be used as inputs during T5.2 for developing a set of recommendations for the design of future counter-radicalisation policies”.*

## T5.1 - Methodology

### 1. Comparative method on selected case studies

- European Union;
- EU Member States (Italy, France, Spain, Belgium and the UK);
- Non-EU countries (USA, Canada, Australia).

### 2. Identification of four analytic dimensions

- Security public agencies against terrorism;
- Repression and prosecution measures;
- Preventive measures;
- Web-related measures.

## T5.1 - Reference to GA

- Comparative analysis of counter-radicalisation policies ✓
- Assessment of strengths and weaknesses ✓
- Identification of areas of improvement ✓
- Analysis of repressive, preventive, legal and administrative measures ✓
- Analysis of counter-radicalisation policies in non-EU countries ✓
- Collection of best practices and lessons learnt ✓
- Achievement of MS2 ✓

## T5.1 - Reference to call text (SEC-06-FCT-2016)

- “Preventing and countering radicalisation must engage the whole society, and requires a holistic treatment, and a multidisciplinary approach” ✓



## T5.2 - Policy recommendations

### Task description (GA)

*“Building on the results of the previous task and WPs, T5.2 aims to deliver an integrated and comprehensive **set of policy recommendations** to support the European community of stakeholders in the fight against violent extremism. The recommendations will **address all the steps of the process of countering radicalisation**, from prevention, investigation and prosecution to conviction, rehabilitation and reintegration. The identified measures will therefore be **directed at different target audiences**, including EU policy-makers, law-enforcement agencies and civil society actors. The element of cooperation between the various stakeholders involved will be particularly emphasised within the recommendations, as will be **compliance with ethical and legal standards**. Output of T5.2 will be a written document, D5.2, describing in detail the aim and scope of the proposed policy recommendations”.*

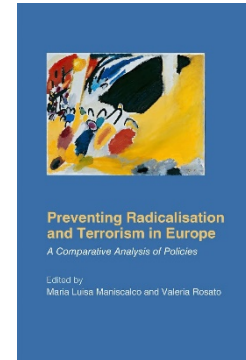
## T5.2 - Methodology



- **Step 1:** Analysis of existing counter-radicalisation policies implemented at the EU-level and by five Member States (Italy, France, Spain, Belgium and the UK), focusing on the role of policy-makers, LEAs and civil society actors;
- **Step 2:** Evaluation of existing policies directed at identifying gaps and loopholes in current policies as well as possible areas for improvement;
- **Step 3:** Development of recommendations for future policies - addressing the main gaps and loopholes - tailored to various EU actors as well as to different phases of the counter-radicalisation process;
- **Step 4:** Validation of the proposed policy recommendations through an assessment of their compliance with EU ethical and legal standards.

## T5.2 - Reference to GA

- Set of policy recommendations directed at different stakeholders ✓
- Analysis of the whole process of countering radicalisation ✓
- Compliance with ethical and legal standards ✓
- Description of aim and scope of policy recommendations ✓
- Synergy with other EC-funded projects ✓
- Dissemination activities ✓



## T5.2 - Reference to call text (SEC-06-FCT-2016)

- “Proposals under this topic should focus on developing policy recommendations and practical solutions to be implemented by security end-users” ✓
- “Security policy-makers and law enforcement agencies should benefit from a full set of policy recommendations and tools aimed at improving their ability to prevent and detect radicalisation by national and local security practitioners” ✓



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# New model of cooperation between LEA's and civil society

*Final Review - Deliverable D5.4*



TRIVALENT Final Review, 11 June 2020

# Objectives

- Develop a **model to enhance cooperation** between LEAs and civil society;
- Consider **ways to assist actors from civil society** in both providing LEAs with **timely alerts regarding individuals** that may be undergoing a radicalisation process and managing such situations before violent actions are committed;
- Develop **policy recommendations and practical solutions** to be implemented by security end-users.

# Methodology



- Elicitation of TRIVALENT LEAs through a **questionnaire**, with particular attention to:
  1. How LEAs **interact with civil society**;
  2. How LEAs **explore new technologies** of communication;
  3. What are the **expectations towards the future** in this area.
- Analysis of the inputs received;
- Analysis of the outcome of D5.3 “Analysis of the current relationship between LEAs and civil society” and **best practices** provided by OSINT, in order to further investigate the **current communications trends** between LEAs and civil society.



# Results - 1



## Related to LEAs

- Increasing shift from reactive / mitigation actions to a **more prevention-focused paradigm**;
- Enhance the **involvement of civil society actors** in joint efforts towards the prevention of the radicalisation phenomenon;
- Adoption of a decentralised approach: the **lack of consultation and coordination with civil society actors** could lead the latter to perceive themselves as passive participants or receivers of law-enforcement measures.



# Results - 2



## Related to civil society actors

- Family, friends and CSAs should **improve their general knowledge of symptoms of radicalisation**, habits and behaviors of radicalised subjects, in order to assist LEAs in the prevention efforts;
- **Emarginated subjects** coming from low-income backgrounds, living in banlieues, etc. should be **included and educated to feel part of EU values**;
- The potential **damage deriving from a terrorist attack** to relatives and loved ones is often - even unconsciously - felt like something distant and extraneous, leading therefore **to perceive security as a matter of which others should take care**.



# Results - 3



## Related to both LEAs and civil society actors

- **LEAs should take into account civil society actors' existing differences**, peculiarities and needs, avoiding therefore to label them as “spy” or “incline to victimisation”;
- **Training is a key aspect in both enhancing CSAs'** (e.g. teachers, personnel working in prisons, etc.) **detection abilities and providing LEAs with specialised soft skills**, as well as with technological, procedural and organisational capacities;
- **Mutual understanding**: both LEAs and civil society could overcome not only cultural, but also more practical barriers that impede communication and prevention of violent actions. **Language barriers such as the use of dialects**, for instance, can prevent joint counter-radicalisation efforts;
- **Need to introduce new communication tools that are able to meet both CSAs and LEAs needs**

## Recommendations for high-level policy and decision makers



# Policy and Solutions - 1

With the aim to further **facilitate communication and information sharing between LEAs and civil society**. In particular, such recommendations might include, amongst others:

- **Select new police officers** not only according to the physical capabilities of the candidates or the general knowledge of the law - among other characteristics that the majority of LEAs look for in their recruits - but also to **the emotional intelligence and communication skills**, that are often needed to solve conflicts and create a trustful and relation-building environment (D6.1 “New skills for LEAs and practitioners in the field”);
- Create special units / **LEAs’ sections for community policing and dealing with the radicalisation issue**, so that they could be better prepared to deal with this specific problem;
- Increase the number of **specialised units to connect with civil society and NGOs, using the new technological communicating platforms**;

# Policy and Solutions - 2



- Increase or create a **modernisation program for equipment** (e.g. smartphones, tablets, etc.) and **generalise the access of LEAs operatives to online platforms** and recent technological platforms;
- Enhance the number of **LEAs specialists in terrorism and violent extremism**, with particular reference to **behavior dynamics and cultural diversity issues**;
- Appointment – within **each LEA counter-terrorism unit** - of personnel **advising people seeking for guidance and support**, as well as providing training to staff working in the field of counter-radicalisation.

# Policy and Solutions - 3

- **Need to develop a new communication tool (Chatbot – D5.5)** for enhancing the ability to connect all actors involved in facing this security issue (LEAs, CSAs, NGOs, etc.).



# Conclusion



- Terrorism, regardless of the ideology behind it, must be **prevented initially by those who have the possibility of detecting** the (sometimes) subtle changes in the violent radicalization process, **LEAs have just a part of a task that belongs to all of society.** Preventing and countering radicalization must engage the whole of society, and requires a holistic treatment, and a multidisciplinary approach.





# Thank You



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## ***IT Communication Tool (chatbot)***

Samy SNIDER ([samy.snider@viseo.com](mailto:samy.snider@viseo.com))

Thibault CELIER ([thibault.celier@viseo.com](mailto:thibault.celier@viseo.com))



# Innovative features : an innovative way to reach people



- Compared to humans, **robots are neutral and do not judge** whereas people have always a latent fear of being judged when confronted to a real person. Recent research, including one conducted by the U.S. Army in partnership with the Institute for Creative Technologies (University of Southern California) to detect PTSD among army's veterans has shown that people were significantly more likely to open up and talk to a **virtual assistant** than to a real human.
- To our knowledge, TRIVALENT is the **first international initiative** that applies these findings to the **issue of violent radicalization**
- The tool is modular in its essence, hence it can be embedded in **many different channels at the same time**: websites, mobile apps, social media pages etc...

# Innovative features: a chatbot designed through a holistic approach



- Following the work conducted in **WP2** that offers a multi-factor model of radicalisation that takes different levels into account (micro, meso, and macro), the chatbot has been designed with a set of questions that are related to **each of these levels** in order to assess the situation
- The ability for any LEA to add its own questions and recommendations of CSOs depending on its local context encourages LEAs to build new links with CSOs by offering them **a new digital tool** that they can use in coordination with LEAs, thus enhancing the **multidisciplinary approach** that is seminal for the fight against radicalisation and terrorism.
- The language and terms used by the chatbot have been reviewed multiple times during the design and development phase in order to ensure that there is not any **bias** towards a specific community

# Innovative features: promoting a new role in the relationship between LEAs and CSOs



- People often fear to contact the police directly because they might think that **it could potentially make things worse** for the person who is suspected of being involved in a process of violent radicalisation
- Hence, TRIVALENT proposes the idea of a **trusted third party** who could act a trustworthy mediator between the person who is worried of the current situation he or she is witnessing and police forces.
- Similarly to the efforts to design a chatbot with an **empathic tone**, and as it has been emphasized in **T 5.4 (New model of cooperation between LEAs and civil society)**, citizens have to feel reassured that what they are willing to share with this trusted third party won't be repeated to police forces **unless they specifically agree**.

# Chatbot demo



<https://trivalent-project.eu/chatbot-prototype/>





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# **"Guidelines new (soft)skills for LEAs to tackle radicalization and Training programme"**

**"Trivalent Final Review - 11 June 2020"**

***Francesco Antonelli, WP Leader***

## WP6 Objective



To define a set of skills and competencies needed by LEAs and other practitioners to counter the violent radicalisation phenomenon in an effective way.



# Relation to the Work Programme



## Specific Challenge:

terrorist groups and extremists are capitalising on advances in technology to spread propaganda and radical behaviours, but **traditional law enforcement techniques are insufficient to deal with these new, evolving trends in radicalisation...**

## Scope:

- Preventing and countering radicalisation must engage the whole of society, and requires a **holistic treatment**, and a multidisciplinary approach.
- While Societal Challenge 6 mainly focuses on studying the phenomenon of radicalization, in order to provide input to the successive policy-making, proposals under this topic should focus on **developing policy recommendations and practical solutions** to be implemented by security end-users.

## Deliverable 6.1.: relation to the «Specific Challenge»



*...traditional law enforcement techniques are insufficient to deal with these new, evolving trends in radicalisation...*

**D.6.1.: Identifying existing gaps within LEAs** and other relevant actors [TL: Lokale Politie Voorkempen (LPV), Belgium].

### Outcomes:

- The importance for LEAs to be organised in a way that allows officers to invest in **sustainable relationships** with citizens, organisations, schools and any other entity in the neighborhood;
- The importance of a **great emphasis on community policing**;
- The need of an **efficient and fruitful communication** between vulnerable people and police officers or prison guards or between police officers from different forces;
- The importance **to share intelligence** between LEAs from different European countries.
- to enhance the **culture of human rights**



# Deliverable 6.2.: relation to the «Scope»



*Preventing and countering radicalisation must engage the whole of society, and requires a **holistic treatment**, and a multidisciplinary approach.*

## **D. 6.2: Manual for improved counter-radicalisation efforts** [Università Cattolica del Sacro Cuore (UCSC), Italy]

**Objective:** to develop a manual describing the competencies and skills required by various LEA practitioners in order to detect, prevent and counter violent extremism;

## D.6.2 «Manual for improved counter-radicalisation efforts»

**The results of D 6.1 «Gap Analysis» made evident the necessity to focus on New Skill for Leas to counter – radicalisation.**

**According to the need assessment conducted in D 6.1, the new needed skills for Leas to counter – radicalisation are Soft Skills**

**D 6.2 Methods: mixed method approach.**

The methodology consists of the **following actions:**

- I. A secondary source analysis [Europol Te-Sat Terrorism Situation (2014-2019) and the Trend Report and the Global Terrorism Index (2014-2018)];
- II. An analysis of the Leas feedback coming after the workshop held in Tirana, Albania, on May 2019;
- III. An analysis of the findings emerging from the working group held in Rome on June 2019.

# Dimensions of soft skills listed for different levels

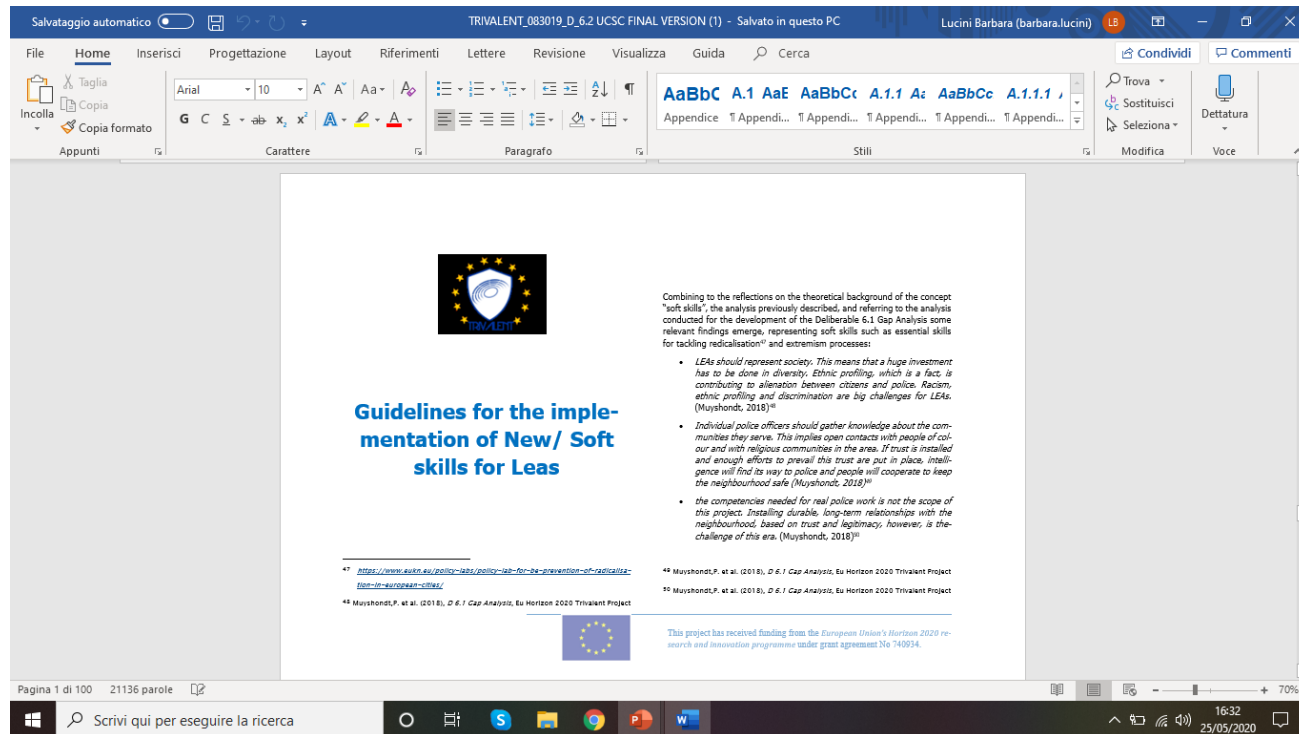


	Soft Skills		
Three Levels	Individual	Organisational	Cultural
1. Detect	Empathy, Lateral thinking, Curiosity, Motivation, Active listening, Positive attitude	Complex Problem Solving, Confidence, Time Management, Diplomacy, People Management	Knowledge, Cultural Intelligence, Trust, Empathy, Multitasking
2. Prevent	Teamwork, Empathy, Creative thinking, Active Listening	Leadership, Teamwork, People Management, Diplomacy, Teamwork	Intelligence, Cultural Intelligence, Trust, Diplomacy, Positive Attitude
3. Counter	Integrity, Self esteem, Decisive Action, Lateral thinking, Creativity, Stress Management	Teamwork, Problem solving Multitasking, Exploratory	Behavioral skills, Creative thinking, Accountability, Openness, Adaptivity, Competency

Source: D. 6.2 Final Report, p. 44

# The Manual for Leas

**The Manual can be printed,  
download and it is ready to be used  
after a tailored training course**



# Deliverable 6.3.: relation to the «Scope»



*While Societal Challenge 6 mainly focuses on studying the phenomenon of radicalization, in order to provide input to the successive policy-making, proposals under this topic should focus on developing policy recommendations and practical solutions to be implemented by security end-users.*

**D. 6.3: «Train-the-trainers» programme** [Ministero della Giustizia, (DAPDGFormazione), Italy].

**Objective:** to develop a programme directed at trainers from inside LEAs with the aim of help raise trainers' awareness about the process of radicalisation and ensure that they are fully equipped with the knowledge and skills they need in order to effectively respond to the challenges posed by violent extremism

## **D.6.3 «Train-the-trainers» programme**

### **Methods:**

integration of the insights gained from D 6.1 and D 6.2 with suggestions and indications that emerged during the meetings and workshops between LEAs and civil experts in order to develop the training curriculum.



## **D.6.3 «Train-the-trainers» programme: outcomes**

- I. Creation of the Syllabus “Knowing Islam to counter radicalism”** to ensure the common knowledge flow among LEAs involved in the detection and prevention of radicalisation and violent extremism;
- II. Creation of a course delivered through:**
- ✓ Frontal lessons
  - ✓ Projection of lectures held by professors and experts of radicalisation
  - ✓ Projection of educational videos
  - ✓ Projection of film clips related to the topic of radicalisation
  - ✓ Working groups.

## WP6: General conclusions

- **From the gap analysis**, the main training-professional and organizational needs regarding LEAs can be thus summarised:
  - to enhance **occupational/professional culture**;
  - to promote **initiatives at the institutional and individual levels**;
  - to enhance the **culture of human rights**;
- The **Manual** – especially the “Guidelines for the Implementation of New Soft skills for LEAs” – **provides useful insights on how to design and implement soft skills for LEAs in order to tackle radicalisation**;
- The **“Train-the-trainers” programme** focuses on countering Islamic radicalisation and it is **designed to be very practical and interactive**, integrating a variety of active learning methodologies (e.g. research, group learning, problem-based learning) useful both to transmit knowledge to participants and offer them the opportunity to discuss and **exchange their experiences**.





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# WP7

## Validation of the TRIVALENT solution

**Workpackage Leader:**

**Ezio Gaetano**

**Ministry of the Interior - DPS**

**Central Directorate for Preventive Police**

**Trivalent final review**

**11 June 2020**

# Validation of the TRIVALENT solutions

## 3 IT tools



- Alert to radicalisation turning points
- Identification and analysis of radicalisation narratives offline
- IT communication tool (chatbot)

## 2 manuals



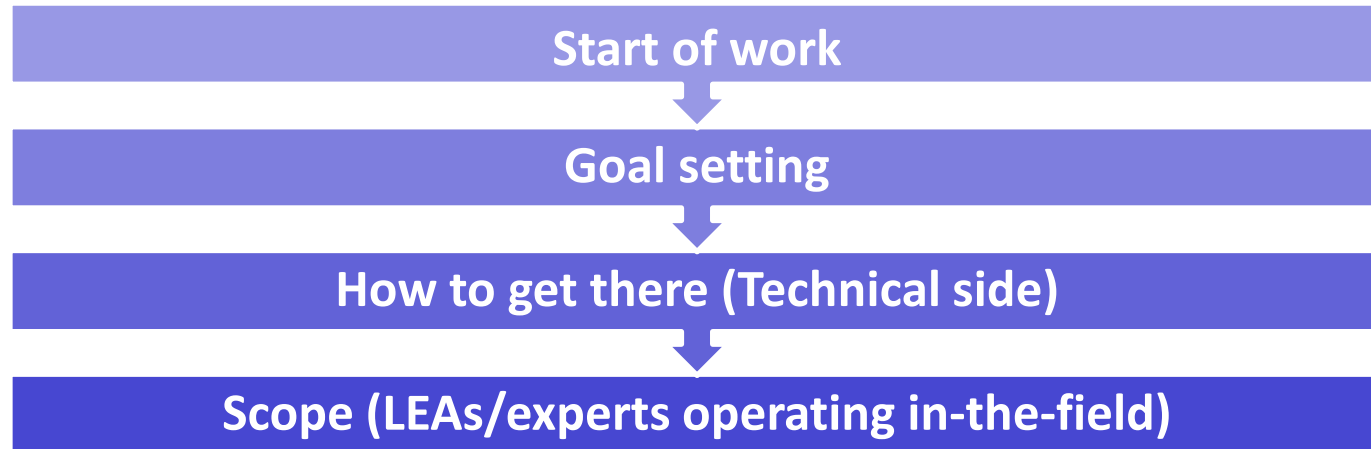
- New model of cooperation (between LEAs and CSOs)
- LEAs new skills to tackle radicalisation

## 1 course



- Specific training course addressed to LEAs branch involved in countering radicalisation





METHODOLOGY



## VALIDATION PROCESS

GETTING ON BOARD  
INTERNAL/EXTERNAL  
STAKEHOLDERS  
(LEAs, CSOs, RESEARCHES, EU  
NETWORK, PRIVATE SECTOR)

EVALUATION  
OF EFFECTIVENESS

COMPLIANCE  
WITH GA

GETTING ON  
BOARD END-  
USERS (LEAs,  
CSOs)

TEST BY EXPERTS IN THE  
FIELD (LEAs, CSOs,  
ACADEMICS INVOLVED  
IN P-CVE)

DISCUSSANTS  
ADDITIONAL  
STATEMENT



### D 7.2 – P 3.1

- Work package: **WP3 Analysis of radical narratives on-line and off-line**
- WP Leader: **Open University**
- Task: **T 3.5** Leader: **Open University**

*Analyse the influence of radicalisation to which users are exposed in social media channels, in particular Twitter*

*Obtain alerts for those users where the influence is above a certain threshold*

*Identify other potential users at risk based on the network of social media relations*

#### ***Tool's positive features (field experts) :***

- *Starting point for an investigation*
- *Over-time study of the radicalization process in its lexical evolution*
- *Identification of a previously unknown radical account*

#### ***Added value (end-users):***

- *Deepening the information activity on the relational network of the identified radical account*
- *Opportunity offered to analysts to extract data predictive of the development of the radicalization process of the targeted accounts*

## Identification and analysis of radicalisation narratives offline

D 7.2 – P 3.2

- Work package: **WP3 Analysis of radical narratives on-line and off-line**
- WP Leader: **Open University**
- Task: **T 3.2** Leader: **Universidad Politecnica de Madrid**

*Scraping and processes radical material as well as general newspapers*

*Applying natural language processing and machine learning techniques to extract information of the news and classify them automatically*

*Providing a front end where users can search news and understand the analysis*

*Creating a corpus of radical texts that can be used for other purposes*

### ***Tool's positive feature (field experts):***

- *Simplifying the automatic collection of all the content traceable on the net, relating to "targeted" contexts*
- *Speeding up analysts' activities*

### ***Added value (end-users):***

- *Easy to use, allowing a wide detection capacity*
- *Updating element is crucial for outlining the trends of the radicalization phenomenon*
- *Less working time*
- *Increased ability*

### D 7.2 – P 4

- Work package: **WP5 New policies and tools for tackling radicalisation**
- WP Leader: **Zanasi&Partners**
- Task: **T 5.5** Leader: **Viseo Technologie**

*Foster communication and collaboration between LEAs and CSOs*

*Improving the detection of individuals engaged in a process of violent radicalisation.*

*Interaction with users to show the route for addressing concrete cases with support*

*Apply this new technology to the context of violent radicalisation detection.*

#### ***Tool's positive features (field experts):***

- *Simple and clear to use*
- *Questions sufficiently complete and responsive to the possible scenarios of manifestation of the radicalization processes*
- *Adequate level of empathy*

#### ***Added value (end-users):***

- *Creating win-win solutions to involve CSOs*
- *Opportunity to rapid access, even with basic skills*
- *Enhancing LEAs capability in building trust with citizens and communities*

## New model of cooperation

D 7.2 – P 5

- Work package: ***WP5 New policies and tools for tackling radicalisation***
- WP Leader: **Zanasi&Partners**
- Task: ***T 5.4*** Leader: **DGRSP**


*Building mutual trust between LEAs and CSOs*

*Identifying new communication channels*

*New shapes of training*

*Enhancing cooperation between LEAs and CSAs*

### ***Manual effectiveness (field experts and the target group):***

- *Identifying trust and clear rules as key elements for an effective cooperation*
  - *Promoting a legal framework facilitating information sharing*
  - *Aiming at a proper training of the actors involved*
  - *Exploiting modern technologies aimed at building trust between LEAs CSOs*
- 



## LEAs new skills to tackle radicalisation

D 7.2 – P 6

- Work package: **WP6 New skills for LEAs and practitioners in the field**
- WP Leader: **UniRoma3**
- Task: **T 6.2** Leader: **UCSC**

*Providing an useful tool for LEAs to tackle radicalisation in all stages: prevention, detection, countering*

*Making possible the adoption of new skills such as soft skills*

*Strengthening the community policing approach and community resilience perspective*

*Implement training methods*

### ***Manual effectiveness (field experts and target group):***

- *Enhancing the phenomenon's awareness*
- *Improving LEAs' performance in building trust with citizens and communities*
- *Establishing time and sources saving within the work processes*
- *Creating ability in team-work, in a multidisciplinary environment*

## Train-the-Trainers course: Exploiting TRIVALENT solutions and findings

D 7.2 – P 7

- Work package: ***WP6 New skills for LEAs and practitioners in the field***
- WP Leader: ***UniRoma3***
- Task: ***T 6.3*** Leader: ***DAP-DGFormazione***

*Developing a training curriculum directed at trainers from inside LEAs*

*Enhance trainees' awareness about the process of radicalisation*

*Ensuring knowledge and skills needed in order to tackle violent radicalisation.*

*Increasing the ability to solve complex problems of communicating effectively both at an interpersonal level and with the communities*

### ***Positive features (LEAs end users/attendees):***

- *SILLABUS*
- *Increasing awareness of one's behavioural skills*
- *Widening understanding and competence in communication skills*

### ***Highly appreciated (LEAs attendees):***

- *Session dedicated to radicalisation “indicators” as source for LEAs staff for identifying a certain individual has begun down “the path” of radicalisation process*
- *Session addressed to stimulate attendees for elaborating a prototype of training course*

### ***Added value (LEAs end-users):***

- *Elaborating a model of training programme of all LEAs engaged in the difficult and delicate sector of counter radicalization*

