



COMPLETE CASE

“The Screenshot That Changed Everything”

1. GENERAL CONTEXT

- Secondary school (generic, adaptable to any context)
- Timeline: last 48 hours
- Situation: growing social conflict within a class group

 There is tension, division, and one student directly affected

2. CHARACTERS (role-based, not named)

Person A – Message Sender

- Student
 - Active member of the group
 - No intention to harm
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Person B – Message Receiver

- Close classmate
 - Receives the original message
 - Does not initially interpret it as offensive
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Class Group

- Receives incomplete information
 - Makes quick assumptions
 - Amplifies the situation
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Person C – Distributor

- Shares the screenshot
 - Does not verify context
 - Believes they are “exposing something important”
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Third Parties

- Not directly involved
 - React emotionally
 - Increase social pressure
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3. REAL EVENT (WHAT ACTUALLY HAPPENED)

Person A sends a private message to Person B:

 **Original message:**

“That was a bit intense today... I’ll explain later 😊”

 **Actual meaning:**

- Ambiguous comment
 - No one is mentioned
 - Not offensive
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4. KEY DISTORTION (ORIGIN OF THE RUMOUR)

Person C obtains a **partial screenshot** of the message.

 **Edited version:**

“That was a bit intense today...”

 **Removed:**

- “I’ll explain later”
 - the emoji 😊
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 **Effect:**

- The tone becomes more serious
 - It appears critical
 - It creates suspicion
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5. RUMOUR PROPAGATION

♦ **Phase 1 – Initial Interpretation**

- “They’re talking about someone”
- “It must be about what happened in class”

♦ Phase 2 – Social Media Spread

The screenshot is shared in a group chat / story.

👉 Comments appear:

- “They always do this”
- “Talking behind people’s backs”
- “This is not okay”

♦ Phase 3 – Escalation

Interpretations become stronger:

- “It was intentional”
- “They’re creating drama”
- “They can’t be trusted”

🌟 6. CONSEQUENCES

🧑 Person A

- Feels attacked
- Confused about what is happening
- Experiences frustration and anger

🧑 Person B

- Feels uncomfortable
- Unsure whether to intervene
- Hesitates

🧑🧑 Class Group

- Becomes divided
- Increased tension
- Rapid judgment

🧑🧑 Third Parties

- Take sides without full information
 - Amplify the conflict
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7. CORE ISSUE

👉 The problem is NOT the message itself

👉 The problem is:

- lack of context
 - misinterpretation
 - irresponsible sharing
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8. FINAL TRUTH

- The message was NOT offensive
 - There was NO intention to harm
 - The conflict was created by:
 - missing context
 - assumptions
 - rapid spread
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9. CONNECTION TO MISSIONS

Mission 1

Reconstruct:

- original message
 - edited screenshot
 - timeline of events
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Mission 2

Identify emotions:

- Person A → frustration
 - Person B → uncertainty
 - Group → anger / judgment
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Mission 3

Distinguish:

- evidence vs interpretation
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Mission 4

Decide:

- appropriate actions

Mission 5

Resolve:

- repair the situation
 - communicate effectively
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10. MATERIAL DESIGN REQUIREMENTS

You will need to create:

- full chat version (original)
 - edited screenshot
 - forwarded messages
 - comments / reactions
 - short testimonies
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11. LEARNING VALUE

This case allows students to work on:

- critical thinking
 - empathy
 - communication
 - digital responsibility
 - conflict resolution
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12. DESIGN CONDITION

👉 Students DO NOT know the truth at the beginning

👉 They must discover:

- that information is incomplete
 - that interpretations can be wrong
 - that real damage can occur
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FINAL STATUS

- ✓ Coherent and realistic
- ✓ Emotionally engaging
- ✓ Fully scalable into materials
- ✓ Strong SEL alignment
- ✓ Ready for implementation

