ARTT Communication Model

around reliable information and trustworthiness

Engage?

- Right Intentions? Context? Audience? Frame of Mind?

Understand

Listen

- Active Listening for POV
- Receptive Listening
- Listen for Identity
- Political Listening

Empathize

- Address Emotions
- Take Another Perspective in Political Conversations

Inform

Notify

- Warn Others (“Prebunking”)
- Emphasize Consensus
- Cite Reliable Sources

Encourage Healthy Inquiry

- Ask What Other Sources Say
- Evaluate Source Text Quality
- Verify with Family and Friends
- Pause and Think Before Sharing

Correct

- Counter Rumor with True Info
- Correct and Explain
- Use Logic-Based Arguments when Correcting

Connect

De-escalate

- De-escalate (through receptive listening)
- Use Humor, but Carefully

Share stories

- Tell First-Person Stories
- Invite a Story*

Demonstrate Care

- Personable Relationships*

Counsel

Appeal to Social Norms/Values

- Appeal to Civility through Moral Values
- Describe Social Norms around Responsible Behavior
- Remind People to Share Accurate Information
- Warn About Reputational Costs of Sharing Rumors
- Accuracy Nudge
- Encourage Empathy around Targets of Hate Speech

Frame

- Frame Your Correction around the Poster’s Values
- Positive Framing*

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