

M2L10

Dealing with Rule Breakers

Okay, let's talk about rule violators. There's going to be rule violators in your group, what do you do? Okay, so the very first thing is you've got to consider is it a mild violation or severe violation? A mild violation might be that they posted a link when they shouldn't have or they put an affiliate link when they shouldn't have or perhaps they self-promoted. Now, I like to do a three-strike deal, especially in my free programs. I'm less lenient in my free but more lenient in my paid groups because they paid. But I am a stickler for rules, and the security of the group and the culture of the group really relies on those rules.

Mild Violations

What I do when there's a mild violation is I take a screenshot of the comment or post that they created, then I delete it. Now, Facebook will automatically ask you, "Do you want to tell this person why you deleted it or not?" and you can actually check off which rule they violated, so that they know. I find this to be a little cold and it makes that person feel like, like they're in grade school and they just got in trouble.

What I like to do is, I don't notify them, I can make a note to my admins why this was deleted, but what I do is I then message them on Facebook with the screenshot and say, "Hey, I just want you to know we deleted your post or comment. Reason being is because it violates/it's against this particular rule. I know this is your first time doing this and no problem. Just wanted to let you know that if you go in the group and you can't find your comment it's because of this." Okay. Usually they'll come back and they'll say, "I'm sorry, I didn't know." and that's fine.

The other thing that I do is that if I find that multiple people are doing the same thing, so they're violating the same rule, I'll go in and with humor, I'll post in the group, I'll say, "Hey, everyone just wanted to remind you about the group rules. There's a couple of sassy people in the group, avoiding or breaking the rules. I thought I'd just bring them to your attention." Then I link it over to either a file where I've created, put all the rules or an announcement, or maybe I say, "Click about in the left hand side of this group to see all the rules," and so they read it in the description. Okay, so you've got those people taken care of.

Severe Violations

If the violation was severe, and you'll know when this happens; they've harassed someone, or you know, I don't like getting into negatives, but you'll know when it happens. What I want you to do is almost the same as the previous one, but a little bit more detailed. What we're going to do is we're going to take a screenshot of it. When you go to delete the comment or the post, I want you to also block the member. Okay? Then what will pop up is a few other options, and if you go to HTV I actually show you how to delete and block a member in three different videos: so how to remove them from the group if they posted, if they commented, and removing them via the group directory. I want you to go in there and look at those for the details of it. You don't have to go now. It's whenever this comes up for you, if it does. Then you're going to block them from the group.

When the violation is severe, and especially if you didn't catch it right away, I want you to go to the group and tell the group what happened. You don't have to name names or what the scenario was, you just have to say, "Look, there was a major violation of the group rules today, and I want you to know that I take your safety and your comfort in this group very seriously. That person's been removed from the group. I just wanted you to know because, hey, we value you and we don't tolerate whatever was violated or we just don't tolerate that behavior." Your members will probably be really thankful that you did that because either they'd noticed this behavior from this person before or they know that they really want to be comfortable in a group setting, okay. It's the community, it's where they go, it's where their people are. They want to be comfortable there.

All right. Oh, and the other thing I wanted to mention is that there's an option to mute a member. What muting a member does is it actually temporarily disables their ability to comment or post. It's kind of ... I'm not a fan of it because it feels like the real-life version of putting tape over someone's mouth and that's not a very good visual, is it?

What I want you to do is go ahead and not use mute, and instead just let that person know why these things have happened. There is an option when you right click on the little arrow or the three dots beside their comment or posts that you could make sure that all their posts need to be pre-approved by the host or the admin, I should say. That's another option for you instead of muting.

All right. Have a great day, everyone.