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# GOOD GAME PLAYBOOK

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# WHAT IS THIS PLAYBOOK

The Playbook was designed as a guide for managing in-game toxicity: how to recognize it, avoid spreading it, and protect yourself from it for a more positive gaming experience for all of us.

This will include information on self-care, knowing our own limits and triggers, as well as a broader sense of understanding - how can toxic games communities affect player wellbeing?

We recognize that everyone's experience is unique, so this toolkit is not meant to be the end-all be-all resource for fair play, but rather one of many that you can consult for a better understanding of the topic.

This Playbook was made in collaboration with Safe In Our World. For more resources, [click here](#).



# TOXICITY IN ONLINE GAMING

FOR EVERY 6 ADULT PLAYERS, 5 HAVE EXPERIENCED HARASSMENT IN ONLINE GAMES

71%\*

OF ADULT PLAYERS  
EXPERIENCED ABUSE  
INCLUDING PHYSICAL  
THREATS, STALKING &  
HARASSMENT

83%\*

OF ADULT PLAYERS  
HAVE EXPERIENCED  
TOXICITY WHILST  
PLAYING ONLINE

28%\*

OF YOUNG PLAYERS ARE  
QUITTING VIDEO GAMES

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The impact of  
toxicity within  
online communities  
is significant:

- 47% of players more closely managing who they play with
- 10% of young players showing a decline in school performance

# TOXICITY & TILT

## GETTING ANGRY

Part of being a gamer means getting tilted sometimes. But, if your anger causes you to do things you regret or hurts those around you, there are things you can do to better manage it.



Find out which triggers affect you more on our interactive quiz.

## WHY DO WE GET TILTED?

The best way to overcome a tilt situation is to recognize which types of situations might trigger our anger and frustration. These include



# KNOW YOUR WARNING SIGNS

## UNIQUE STRESS SIGNATURE

Each one of us has a unique stress signature that we should become familiar with.

## LEARNING THE SIGNS

Learning to recognize the signs of fatigue, frustration, or stress can allow us to take action to remedy these issues ourselves. If you start to notice these signs, consider taking a short break.

## ASK FOR HELP

It's also helpful to talk to someone about how we feel when we are stressed - it's often the case that our friends might feel the exact same way. You don't need to experience it alone.

### QUESTIONS TO ASK YOURSELF

- How do I know I am stressed?
- How can I feel better without hurting others?

### COMMON SIGNS OF STRESS

- Feeling irritable or impatient
- Feeling anxious, nervous or afraid
- Difficulty concentrating
- Feeling overwhelmed
- Sleep and/or appetite disruption





# COPING WITH ANGER

## WHEN CAN ANGER BECOME A PROBLEM?

- Feeling angry a lot of the time
- Feeling stressed, tired or physically unwell because of your anger
- Displaying verbal/physical aggression (online or offline)
- Having 'a short fuse' - reacting with anger quickly or
- disproportionately to things that irritate you

## HOW DO I BETTER MANAGE MY ANGER WHEN GAMING?



Recognize the signs - what are your triggers?

You can use the [Fair Play Program's](#) dedicated quiz to help you identify these.



Learn about your relationship with games - why do you play? Which games make you feel good? Which games make you feel angry?



Will your anger solve the problem? Your anger can make you and your teammates play worse and lose you games.



Take a break. Even a 5-minute walk away from the game can help us mentally reset, regulate our emotions, prevent burnout, and reflect.



# DEVELOPING SELF-AWARENESS

**BECOMING AWARE OF YOUR EMOTIONAL AND BEHAVIORAL PATTERNS IS THE FIRST AND BIGGEST STEP TOWARDS ADOPTING HEALTHIER GAMING HABITS.**

**How can I develop self-awareness?**

Some questions to ask yourself:

- Am I in a bad mood in general?
- Would playing make my mood worse or better? How could my mood affect other players?
- Am I taking my frustration out at other players? Am I playing to win or just for casual fun today?
- Am I performing as well as usual or is it just one of those days? Am I having fun or am I tilt-queueing?

Tilt Queueing is when a player continues playing matches out of frustration or underperforming in a previous one. This leads to a vicious cycle of underperforming from tilting and tilting from underperforming. Taking a break when tilted helps avoid such situations.



# BUILDING RESILIENCE

BEING THE TARGET OR WITNESS OF TOXICITY CAN HAVE SIGNIFICANT IMPACTS ON OUR WELL-BEING. YET, WE HAVE THE POWER TO BUILD OUR RESILIENCE TO BETTER PROTECT OURSELVES IN THESE SITUATIONS.

**BUILDING RESILIENCE DOES NOT MEAN YOU DON'T EXPERIENCE DISTRESS. IT'S THE ABILITY TO ADAPT TO CHALLENGING SITUATIONS.**



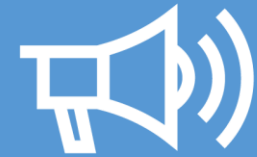
## TRY NOT TO STRUGGLE ALONE

Playing and talking with people who make you feel good can protect your peace and be a great boost to your mood.



## REMEMBER

Other players' behavior is not a reflection of who you are. You can't change it, but you can change the way you react to it.



## TAKE ACTION

Try your best to not engage with toxic behavior. Instead, you can use the tools at your disposal to mute, block or report players.

**Note: Resilience takes time. Practice self-compassion during the process.**

# PRACTICING SELF-CARE

The trinity of healthy diet, regular exercise and good sleep are the foundations of good self-care. However, self-care also extends to our gaming habits.



## LEARN WHEN TO STEP AWAY

Our experiences can only get richer when we improve wellbeing of our communities: gaming is for everyone, and our behavior should reflect that.



## REMEMBER WHY YOU PLAY

**Making time for the things you love;** whether it is gaming or not  
**Monitor how you feel** before you game, when you're gaming and after you have finished playing  
**Identify your warning signs**  
**Prioritize your wellbeing**



## KNOW WHO TO PLAY WITH



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#SafeInOurWorld

**SAFE  
IN OUR  
WORLD**

THE VIDEO GAMES MENTAL HEALTH CHARITY

**SAFEINOURWORLD.ORG**

the video games mental health charity

**FAIR PLAY PROGRAM**

Ubisoft Connect's interactive tool to combat toxicity and become a greater player

**GLOBAL HELPLINES**

a list of global resources to guide and protect players