

# 2020: The rising tide of incivility

Based on the views of  
**500**  
adults & teens



Adults: 18-74  
Teens: 13-17

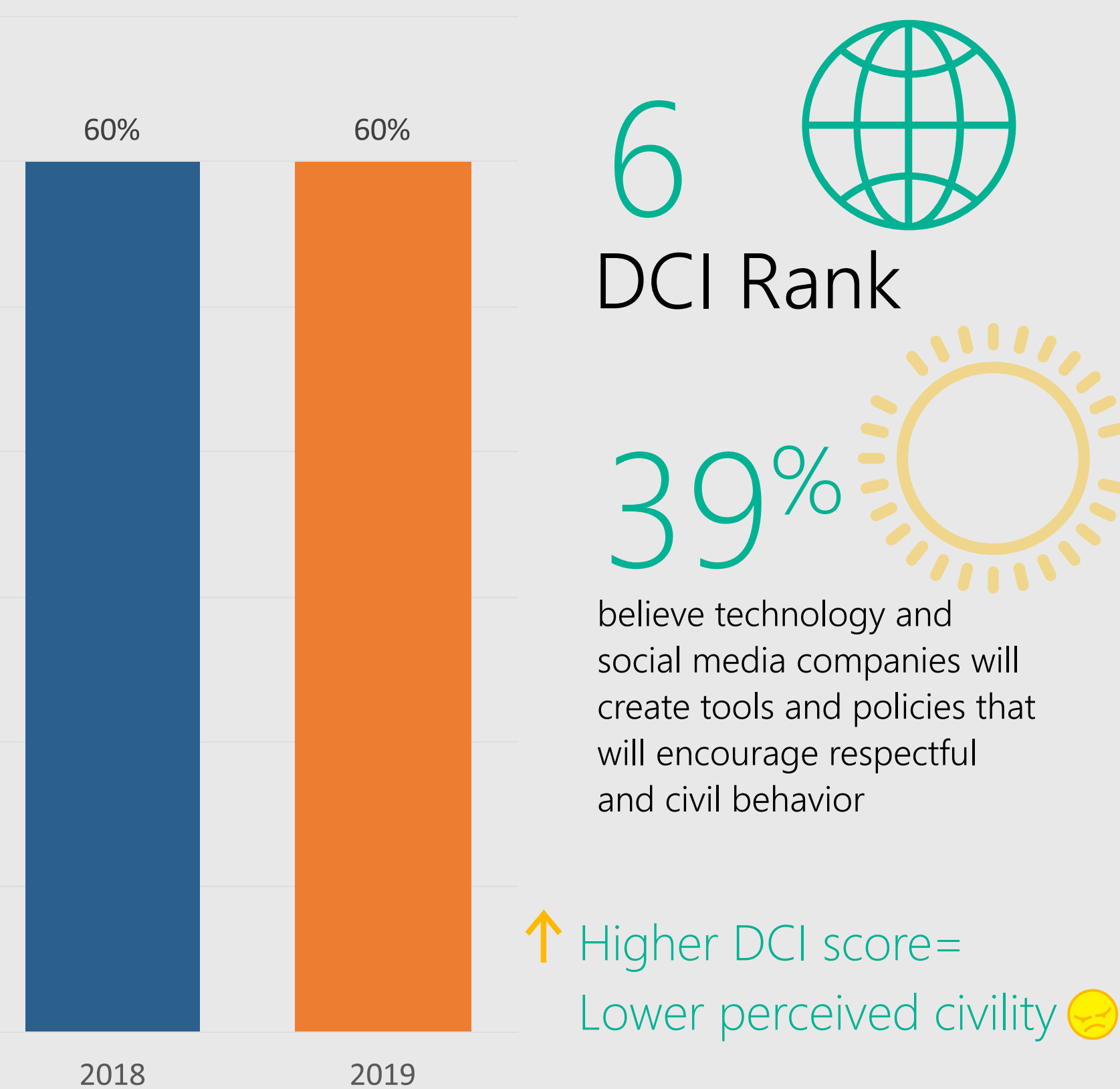
## Canada

### Most common risks



The majority of risks registered minor changes, with the exception of behavioral risks where there were declines in being treated mean (-7) and trolling (-4).

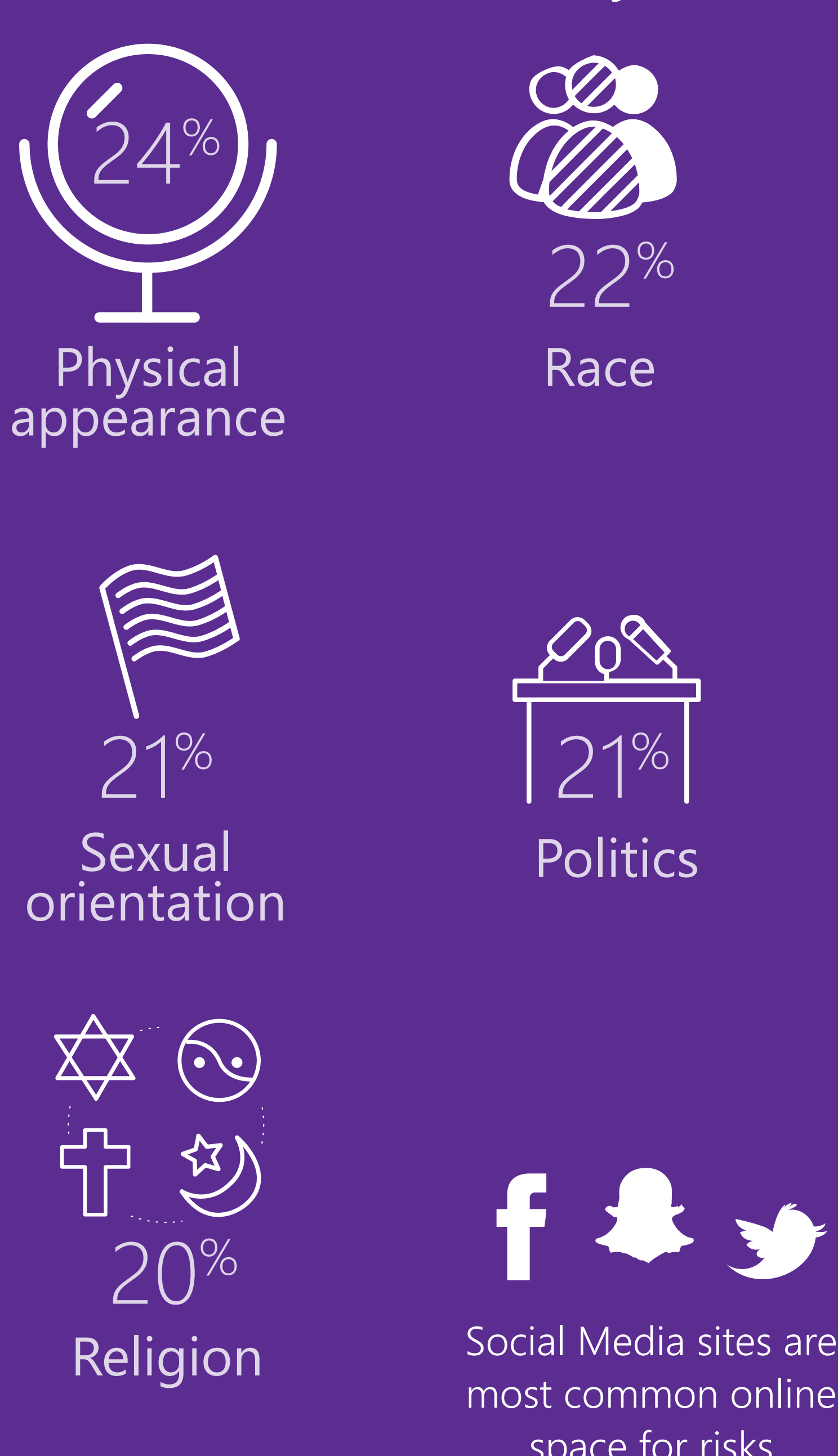
The Canada Digital Civility Index was unchanged  
at 60%



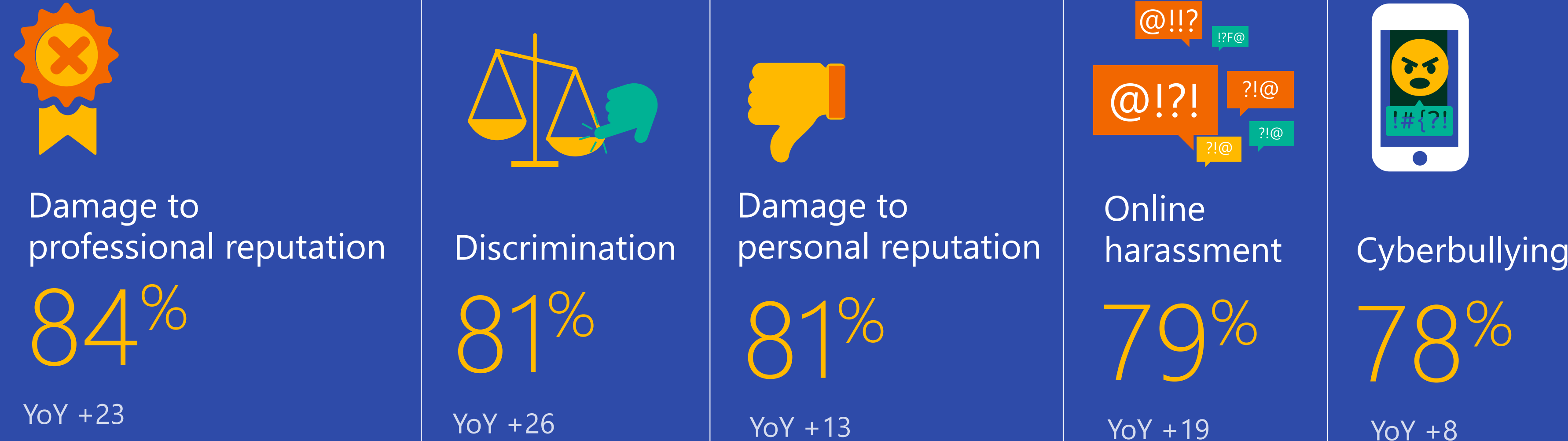
### Risk trends



### Topics that drive the most incivility

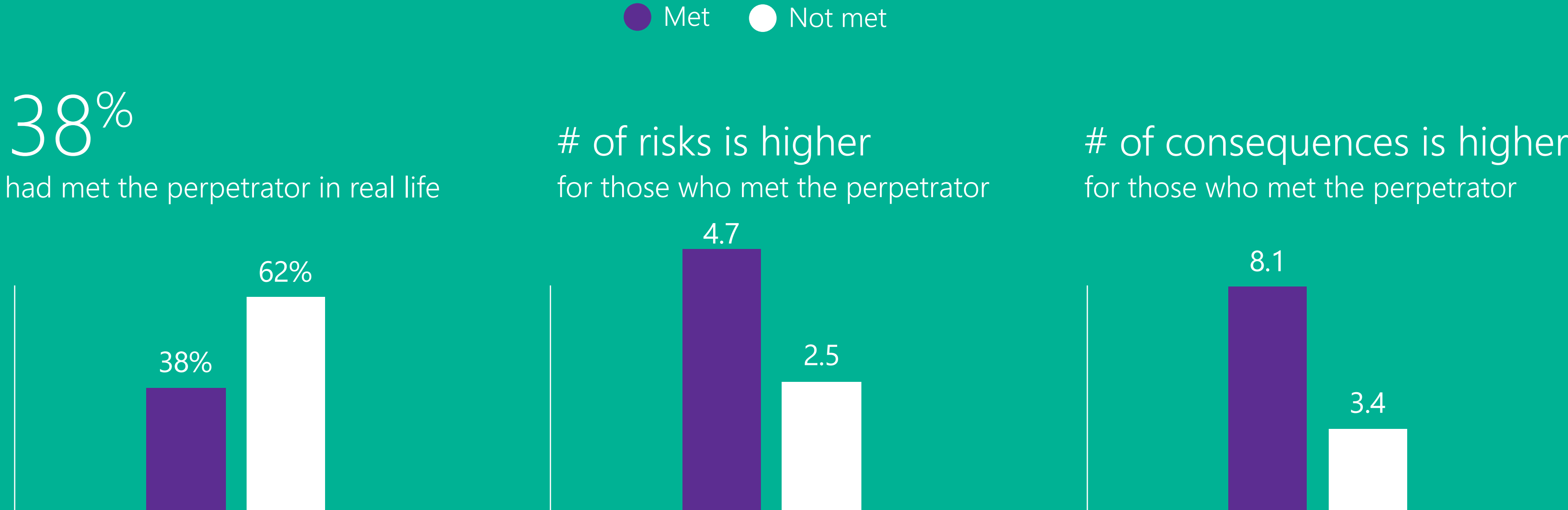


### The five most painful online risks\*

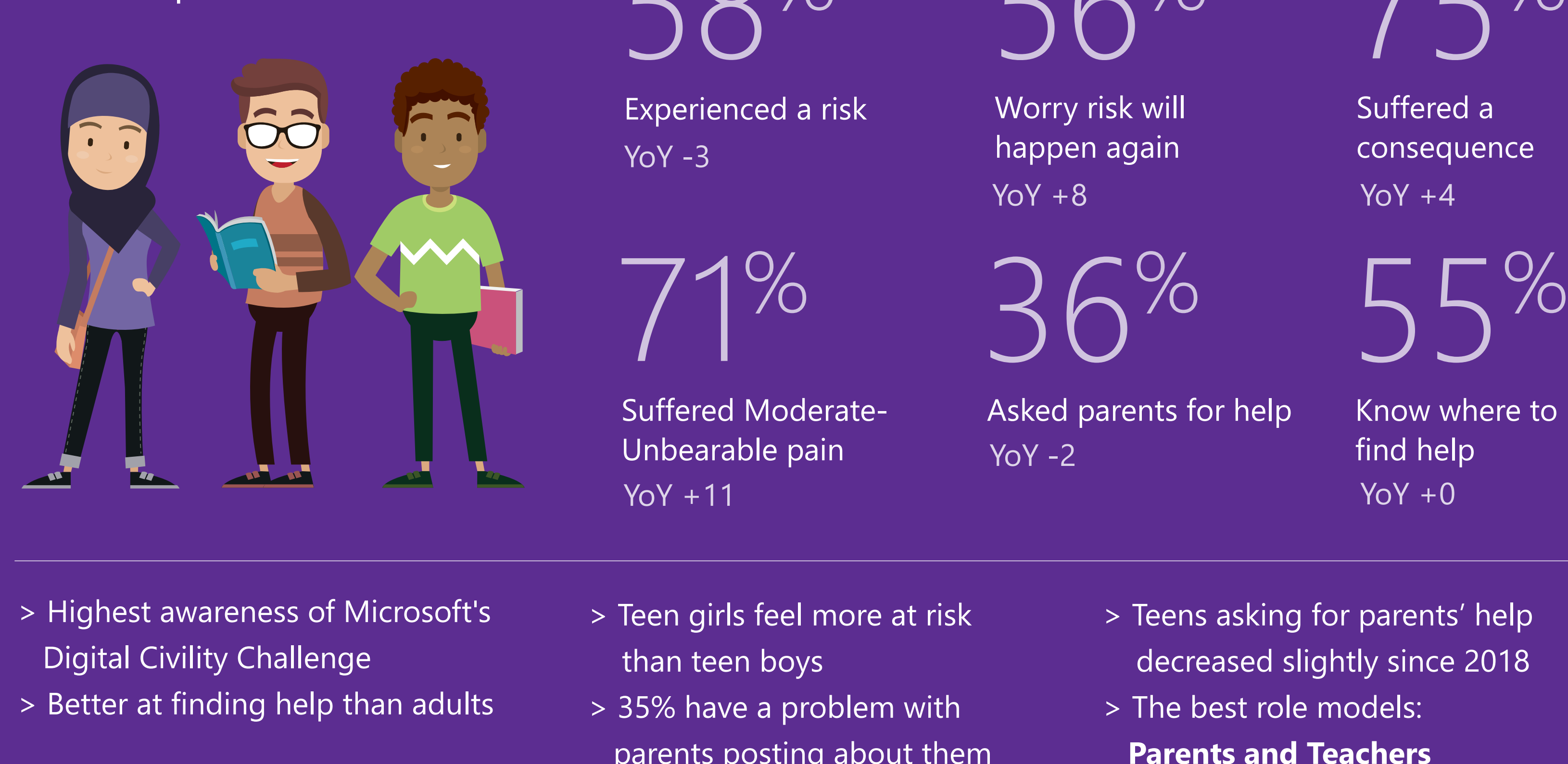


\*Moderate to Unbearable pain

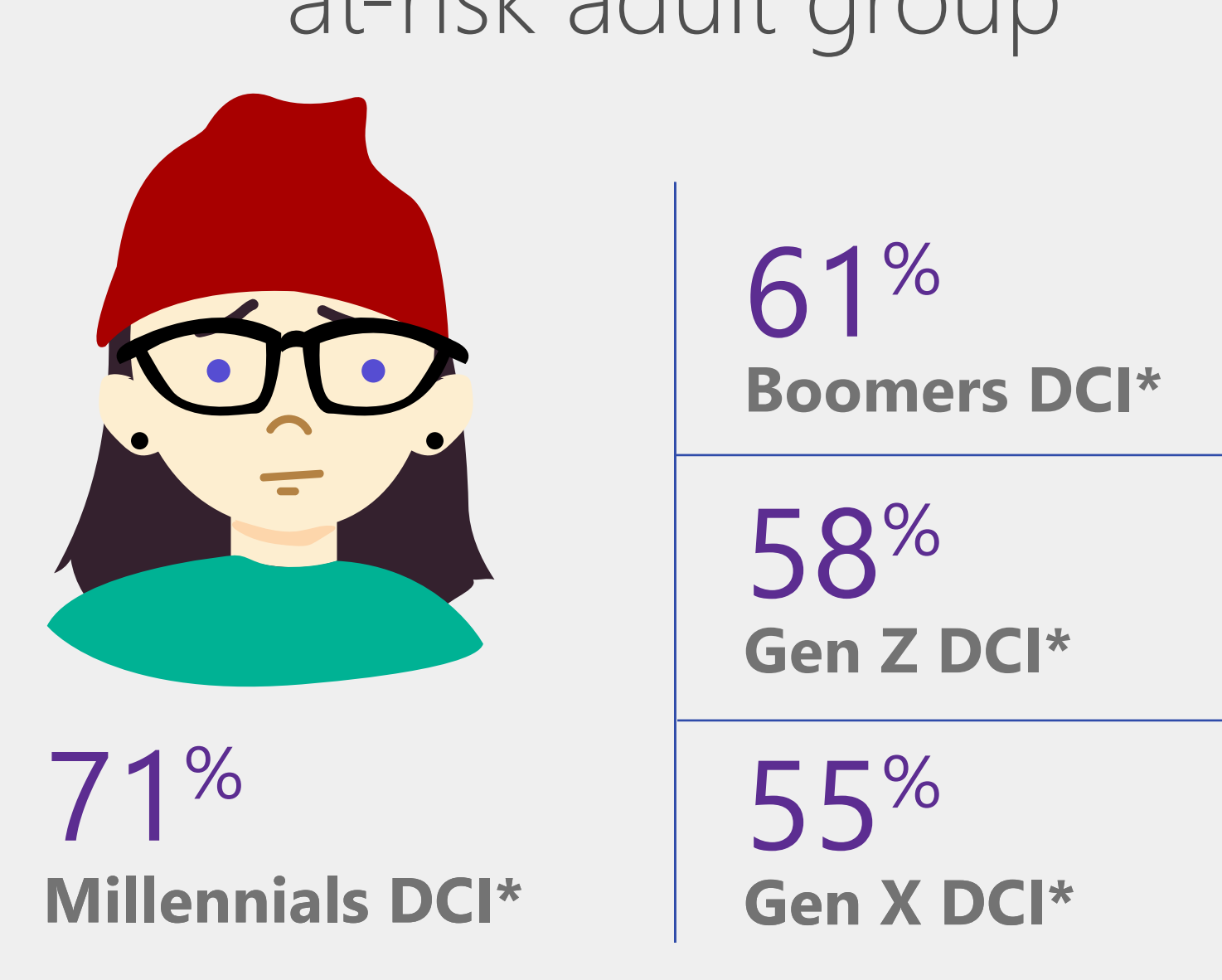
### Familiarity with the perpetrator is associated with increased risk & consequences



### Teen profile



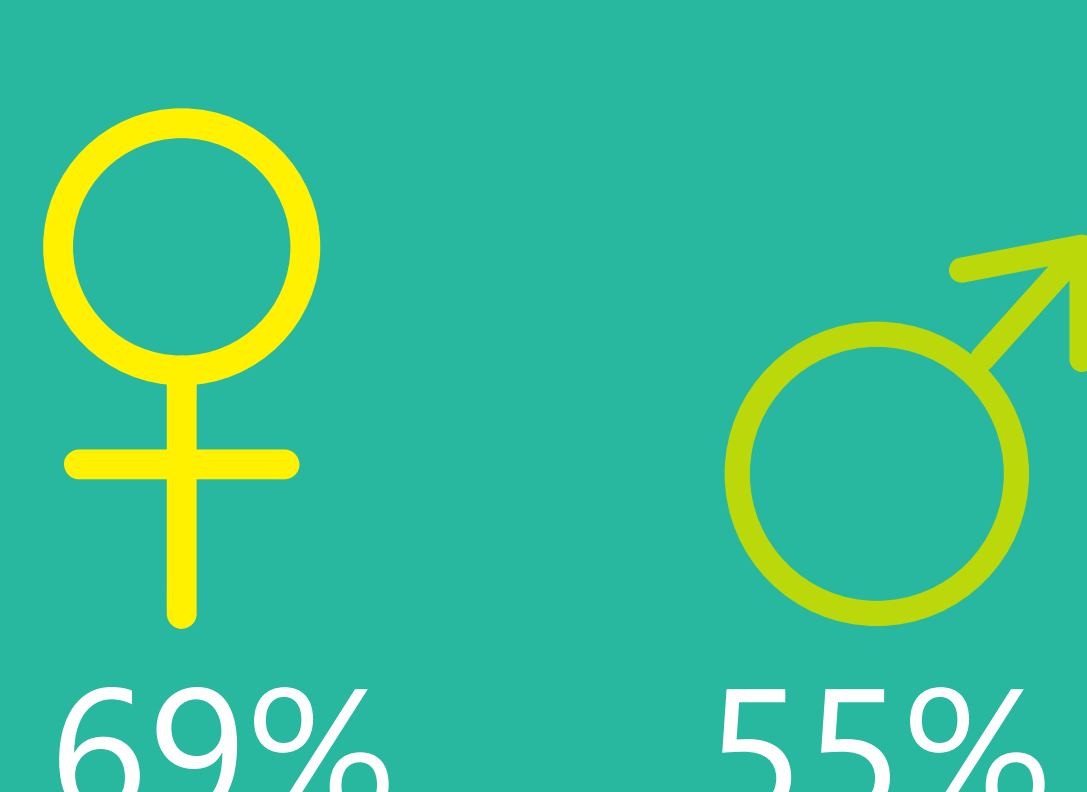
### Millennials are the most at-risk adult group



\*DCI = Microsoft's Digital Civility Index

### Women feel risks are a bigger problem

When asked if risks are a big problem



### Global hot spots



### 5 highest and lowest DCI countries

Ranked by national DCI among 25 surveyed countries

