What’s your DQ?

Help! Someone posted an inappropriate photo of my child on social media.

What strangers is my child meeting online?

A smart phone at age 10... a smart choice?

My kids haven’t been bullied online... have they?

Is my child addicted to online games?

I often share photos of my kids on Facebook. What could go wrong?

Watching adult videos? At his age?

EMPOWER YOUR CHILD WITH DIGITAL INTELLIGENCE
The impact of technology on Singapore’s landscape is impossible to ignore: our roads have the world’s first driverless taxis, our homes are getting smarter with connected appliances, and our children have the latest gadgets in hand. If we consider increasing Internet penetration, global smartphone usage, and the growth of new technologies – such as the Internet of Things and Artificial Intelligence – an increasingly digitised world is inevitable.

In Singapore, we have found that 12-year-olds spend over 6 hours on their electronic devices every day. Given this high rate of exposure, it is necessary to encourage our children to hone their skills in navigating the digital world whilst also teaching them to sidestep the many dangers that fill this world. As Singapore continues to leverage on the advantages of a digital world to improve our daily lives, parents are facing ever-growing parenting challenges in the face of digital transformation.

The DQ Parent Resource aims to empower parents with information packaged as easy tips to raise children to be safe, smart, and kind digital citizens. The Media Literacy Council has successfully worked with the DQ Institute on this resource guide to fulfil our mutual goal of equipping every parent, no matter their background, with the skills to raise digital natives.

I hope that you will find this parent guide a useful tool in teaching your children to be their best digital selves, and a relevant resource in your family’s digital journey.

As a mother, I have worried about the effects of digital technology and digital media on my two children. That is why DQ was developed, for both my children and for yours. I strongly believe that every child can unlock their full potential in this digital world, if they are equipped with the right skills. I hope this guidebook will empower your family to minimise the risks and to maximise the opportunities of our digital future.
A High DQ Child is Smart, Responsible, and Future-Ready.

High DQ is associated with safer digital use, higher academic achievement, and greater global awareness and empathy.

How to use this Parent’s Guidebook

“What’s Your DQ” aims to help parents empower their children with digital intelligence (DQ). This guidebook will help you learn alongside your children as they progress through the DQWorld.net online program. For most effective results:

1. Help your child register on DQWorld.net and begin completing the 8 DQ Skill Zones. When registering, be sure to enter your email address so that you receive parent updates.

2. When your child completes a DQ Skill Zone, you’ll get an email. Conduct the DQ TOP Up activities with your child after they complete each Zone to help them reinforce their new digital skills!

3. The best way to improve your child’s DQ is to help improve your community’s DQ together. Teach other families about #DQEveryChild through social media. Show your family media rule to your friends. Share your ideas for empowering children with DQ with the hashtag #DQEveryChild

DQWorld.net is a world-leading online education platform to teach 8-12 year old children 8 must-have digital skills. It empowers them to become informed and discerning citizens.

- Internationally recognized: By UNESCO, World Economic Forum, OECD and more
- Holistic: High quality and comprehensive digital citizenship education
- Proven: Educational efficacy was proven effective by scientific research
- Easy-to-use: Student-directed learning with minimal supervision of parents and teachers
- Play & Learn: Fun gamified learning for any child to self-learn DQ

About the DQ Score

DQ is a measurable score indicating a child’s readiness for the digital world. Knowing your child’s DQ can help you make better digital parenting decisions.

- **Score**
  - Excellent (Above 115): Healthy online habits and excellent digital citizenship skills! Encourage your child to hone their strengths.
  - Satisfactory (100 – 115): Satisfactory online habits and digital citizenship skills. Help your child gain all 8 DQ skills by working on their weaknesses.
  - Less than Satisfactory (85 – 99): Less than satisfactory online habits and digital citizenship skills, and may be exposed to cyber risks. Your child should not have their own mobile device or social media account at this time.
  - At Risk (Below 85): Risky online habits and poor digital citizenship skills. Talk to your child before they use any digital media.
Parents are the most important people when it comes to empowering children with DQ. But many parents aren’t sure how to help because they don’t think they know enough about technology. No worries! You don’t need to be a technology expert to help your children stay safe and responsible online.

The core DQ principle is ‘Treat others as you wish to be treated’. Apply this principle to your children and treat them as a fellow digital citizen, building trust and showing respect.

### 3 Steps to TOP Up Your DQ

**Talk**

*Talk regularly with your child* about what they do and who they meet online, just as you would about their offline lives with school and friends.

**Obey**

*Set clear and fair family media rules* that apply to both you and your child about appropriate online behaviour, device usage, and family values. Whatever you agree on, be precise, practical, and, most importantly, persevere!

**Play**

*Families that play together, stay together!* It takes effort, but help your child balance their online activities by providing healthy and wholesome offline activities.

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**Answer these questions** and find out your digital parenting style at

[www.WhatsYourDQ.org](http://www.WhatsYourDQ.org)
What's Your DQ

Screen Time Management

Ability to balance on-/off-line realities

**Minimise**  Excessive screen time and game addiction

**Maximise**  Self-control, ability to focus and time management

**Talk**

Why manage screen time?  
Screen time is the amount of time spent on digital devices and media for fun, and too much of it can cause problems like difficulty concentrating, sleep disorders, and lower grades. Talk to your child about these problems, but also the alternative fun activities they can enjoy instead. Check out Mission 11 on DQWorld.net together!

Set screen time rules. 
Discuss with your child what they think is fair, and set out clear rules about screen time use. Specify which days, how many hours, and what type of media they can use. Then, agree on the consequences of breaking these rules. Most importantly, stick to the rules. Don't worry, it gets easier over time. Check out Mission 15 on DQWorld.net together!

Find offline activities. 
When it comes to the rules, remember the core DQ principle of, 'Treat others as you wish to be treated'. Positively encouraging your kids to follow the screen time rules requires respect and perseverance! Provide them with healthy offline alternatives. Have such an activity on hand (e.g., outdoor activities that benefit family bonding and your child’s health, or even a round of Monopoly) to make it easier for everyone to stick to the rules.

**Obey**

Ensure your child finishes DQWorld.net Zone 1

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Use these DQ TOP Tips!

- Limit screen time to less than 2 hours each day.
- Encourage your child to shut off devices with an early warning (e.g. 5 minute reminder and eye contact acknowledgement).
- Don't forcefully remove devices when time is up; allow your child to put away devices voluntarily and exercise self-control.
- Make specific all-day rules (e.g., no phones during meals, no screens for an hour before bedtime).

**Play**

Talk about screen time habits. How much time do you think you spend online? How about we both track how much time we spend online this week and then compare? What sort of stuff do you do online?

If we want honest answers from our children, it is important to let them know that they will not be penalised. If their answers shock or anger us, it is important to stay calm and focus on finding solutions.

Make your Screen Time Pledge!  
Read each promise aloud together and sign your initials in the boxes at the end.

Our Screen Time Pledge

We will have screen time only on [Sun, Mon, Tue, Wed, Thu, Fri, Sat].
We will limit our screen time to less than [ ] hour(s) per day.
We will finish our top priority before our screen time starts.
Parent’s Priority:

Child’s Priority:

We will not use any digital devices during important family times (e.g., family meal time, reading time, bed time). Our important family times are:

Agree on a fun offline activity as a reward for everyone following the new screen time rules. For example, ‘one-for-one’. If the entire family follows the rules for one month, then the family enjoys itself for one day at an amusement park. What activity would you choose, and why?
What's Your DQ

Privacy Management

Ability to protect your own and others’ personal information

**Talk**

What is personal information?  
Personal information is anything that can be used to identify you in real life. This includes your full name, address, phone number, photos, and more. Remember the core DQ rule and ask your child questions like, “How would you feel if someone had secretly taken photos of you?” and “How would you feel if someone posted your private videos without asking?” to start a discussion on the importance of privacy. Check out Mission 19 on DQWorld.net together!

Treat people’s photos/videos with respect.  
Sharing others’ personal information without their permission is like taking things from them without asking. Get your family into the habit of protecting yourself and others’ privacy by setting rules for photo and video sharing. As a parent, you can start by asking your child for permission to share their photos. Check out Missions 20 and 21 on DQWorld.net together!

**Obey**

Make your Privacy Pledge!  
Read each promise aloud together and sign your initials in the boxes at the end.

Our Privacy Pledge

- We will talk regularly about what we can and cannot share online.  
- We will NOT share any personal information publicly online.  
- We will get permission before sharing others’ private information. We will tell them WHAT we are posting, WHY we are posting, and WHERE we will post it.

**Play**

Strengthen your privacy settings.  
If your child has a social media account, they might not know that posts or photos shared online can be viewed by anyone if privacy settings are not used. Discuss with your child the dangers of strangers having access to their information. Log into your favourite social media site and show your child how to change the privacy settings to “private.” Then, ask your child to do the same for their favourite social media site.

Ensure your child finishes DQWorld.net Zone 2

- Mission 19: Personal Information
- Mission 20: Keeping Privacy on Social Media
- Mission 21: Protecting Other’s Privacy
- Mission 22: Internet Privacy Rights
- Mission 23: Privacy Quiz

Use these DQ TOP Tips!  
Learn to do this on your favourite social networking site together with your child.

- Change default privacy settings
- Limit who can see a post or photo
- ‘Tag’ and de-tag a post or a photo
- Report an inappropriate post to the site moderator
- Block someone from contacting you

Log into your most-used social networking site and review your posts. Then, strengthen privacy settings for your personal photos and videos. Finally, remove private photos of your friends if you haven’t asked them for permission.
Cyber-bullying Management

What's Your DQ

Cyber-bullying Management

Ability to detect cyber-bullying and handle it wisely

Minimise
Cyber-bullying and its harms

Maximise
Resilience to handle difficult issues

What is cyber-bullying?
Cyber-bullying is the act of using the Internet and digital devices to harass or hurt others. Hurtful messages, embarrassing photos, and false rumours can be shared anywhere, at anytime, and with many people. Remember the core DQ principle of treating others the way you would want to be treated, and talk to your child about how this must apply to their online behaviour just as it does offline. You don’t want your child to be scared to tell you if they are cyber-bullied so regularly remind them that you are there to listen to their problems. Check out Mission 26 on DQWorld.net together!

Obey
Make your ZERO Cyber-Bullying Pledge!
Read each promise aloud together and sign your initials in the boxes at the end.

Our ZERO Cyber-bullying Pledge

We will never send rude or embarrassing messages to others.

We will speak up against cyber-bullying and help those in need.

We will remember: don’t reply, save the evidence, and tell a trusted adult if anyone cyber-bullies us or someone we know.

Play
3 steps to stop cyber-bullying.
If your child receives a mean message, they must remember the 3 steps to stop cyber bullying: Don’t Reply, Save the Evidence, and Tell a Trusted Adult. Together, come up with a fun way to help other children remember these steps, be it a song, dance, or haiku!

Ensure your child finishes DQWorld.net Zone 3

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25 Detecting Cyber-bullying
26 What is Cyber-bullying?
27 Identifying Types of Cyber-bullying
28 Being Involved in Cyber-bullying Unknowingly
29 Diffusing a Cyber-bullying Situation
31 Dealing With Cyber-bullying
32 Who are my Trusted Adults?
34 Cyber-bullying Quiz

Use these DQ TOP Tips!
If your child is involved in cyber-bullying, be supportive.
• Don’t blame them or tell them “it’s no big deal”.
• Help your child to think through what has happened and how they feel about it.
• Assure your child that you won’t overreact or take away devices.
• End cyber-bullying by blocking bullies and working with teachers, Internet companies, or law enforcement if necessary.

Talk
Have you ever been cyber-bullied? Or, have you ever seen someone being cyber-bullied? Share what happened, and talk about how the incident made you feel. If you have the experiences to draw on, talk about a time you were mean online, how you felt about your actions afterwards, and the impact it might have had on the other person.

Obey
Make your ZERO Cyber-Bullying Pledge!
Read each promise aloud together and sign your initials in the boxes at the end.

Our ZERO Cyber-bullying Pledge

We will never send rude or embarrassing messages to others.

We will speak up against cyber-bullying and help those in need.

We will remember: don’t reply, save the evidence, and tell a trusted adult if anyone cyber-bullies us or someone we know.

Play
Don’t reply, save the evidence, and tell a trusted adult! Come up with a fun and creative way to help other children remember these steps.
DQ Skill
Digital Citizen Identity
Ability to build an online persona with integrity

Minimise
Online dishonesty and insincerity

Maximise
Integrity and global citizenship

**Talk**

**Are you a global digital citizen?**
We can connect with people from all over the world online. Regardless of our differences in race, religion, appearances and opinions, we need to treat others with respect. Use clear language, post sincere comments, and avoid hateful speech at all times. Treat others as you wish to be treated! Check out Mission 39 on DQWorld.net together!

**Don’t be fake online.**
It is healthy to have an online persona that is similar to your offline one, instead of changing it to get more ‘likes’ or ‘followers’. Encourage your child to be sincere in their interactions and not to be fake online. If your child admits to pretending to be different online, try to find out the reason for the behaviour by asking them questions like, “How do you feel when you are your online persona?” or “If you feel more comfortable in your online persona, is there anything we can do to make your offline life like that too?” Check out Mission 44 on DQWorld.net together!

**Read about your favourite hero.**
Heroes have values and behave in special ways. Talk with your child about heroes that you both like – real or fictitious – and discuss why you like them. Then, read a story about that hero together.

**Obey**

Pledge to be Digital Citizens!
Read each promise aloud together and sign your initials in the boxes at the end.

**Our Digital Citizen Pledge**

We will respect other people’s opinions, even if they differ from ours.  

Parent Initials  Child Initials

We will not create insincere, fake online personas.  

Parent Initials  Child Initials

We will NOT tolerate prejudice or hatred. We will treat others as we wish to be treated.  

Parent Initials  Child Initials

**Play**

Read a story that involves a great hero together with your child. Who did you read about? What outstanding values or behaviour does this hero have? How can you adapt one of these values into your day-to-day lives?

**Ensure your child finishes DQWorld.net Zone 4**

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**Use these DQ TOP Tips!**
- For children, the digital world can be a place to explore new identities. It is not uncommon for children to act differently online from how they do in real life.
- Don’t overreact if your child doesn’t behave as you expect online.
- Provide constant assurance so that your child feels safe enough to talk to you whenever they encounter an inappropriate or upsetting situation online.
What is a digital footprint?

Your digital footprint refers to everything in the digital world that is about you. This includes photos, posts, text messages, search history, and more. Once your information is on the Internet, it's there forever! Negative digital footprints can also impact your offline reputation. Check out Mission 47 and 48 on DQWorld.net together!

Stop, think, and connect.

To leave more positive digital footprints, it helps to pause and reflect on what you are about to do. Before leaving a footprint online, make a habit to:
- Stop: Before your reply, forward or post something.
- Think: Is this information true? Is it private? Can it hurt myself or others?
- Connect: Remember the importance of kindness and compassion.

Check out Mission 52 on DQWorld.net together!

Search your digital footprints.

If you are active online or on social media, you can do a search to find out publicly available information about yourself. This can also help us see how other people view us through our posts, photos that we share or videos that we comment about. What sort of digital footprints do you have? It might be helpful to do a quick search alone before you do this with your child (just in case).

Ensure your child finishes DQWorld.net Zone 5

Mission | Subject
---|---
47 | What is a Digital Footprint?
48 | Digital Footprints Reveal Personal Info
49 | Persistent Digital Footprints
50 | Digital Footprints Impact Reputation
51 | Real Life Consequences of Digital Footprints
52 | Stop, Think, Connect
53 | Digital Footprint Quiz

Use these DQ TOP Tips!

- Sexting is a risky behaviour that is growing among teenagers. Help your child understand that what we do online, stays online.
- Anything shared through ‘private’ chat rooms and photo apps (e.g., Snapchat, which shows 10-second photos) can easily be leaked and made public online.
- Remember the Grandma Rule: "If you can’t show it to your grandma, don’t share it!"

Minimise the digital footprints by deleting the info, photos or videos about you (if you know how to) or asking a website administrator for help (if you can’t). Remind your child that sites like Facebook, Snapchat, and Instagram have the right to keep all your photos and videos even after you’ve deleted them, so be careful what you post!
**Talk**

**Do you have strong passwords?**

Setting a weak password which anyone can guess is like leaving the door to your home open - something which we would never do! Strong passwords are more than 8 characters long and include numbers, symbols, and both lowercase and uppercase letters. Here is how you can create a strong password:

- Think of a sentence with at least 8 words (Jack and Jill went up the hill)
- Take the first letter of each word (jajwUth)
- Change some letters to uppercase (JajwUth)
- Change some letters to symbols (J&jwUth)
- Add some numbers (J&jwUth7)

Choose an old password that you haven’t changed in six months and play ‘Hangman’ with it. Once the game is over, replace the old password with a newer, stronger password.

**Obey**

**Keep passwords safe.**

After learning how to create a strong password, follow these rules to keep it safe:

- Don’t share your password with anyone except a trusted adult.
- Use a different password for each online account, and change each one regularly.
- Always log out of a computer at the end of a session.

**Play**

**Guess my password.**

Play ‘Hangman’, a pencil and paper guessing game for 2 or more players. One player thinks of a word, phrase, or sentence, and the other tries to guess it by suggesting letters or numbers, with a certain number of guesses. Use your old password to play the game!

**Use these DQ TOP Tips!**

- Don’t use public Wi-Fi for accessing sites that require personal information (e.g. passwords, credit card details).
- Turn off GPS and Bluetooth on any portable devices.
- Disable the microphone and camera on laptops or cover the camera!

**Talk**

Create a strong password! Follow the steps on the previous page to create a new, strong password. Talk about how to make an interesting and memorable sentence. What was your starting sentence, and what password did you make from it?

**Obey**

Pledge to keep your passwords safe! Read each promise aloud together and sign your initials in the boxes at the end.

**Our Cyber Security Pledge**

- We will never share our passwords with anyone except our parents!
- We will not use the same password everywhere, and we will change our passwords every six months!
- We will always log out of computers when we are done!

**Play**

Guess My Password! Choose an old password that you haven’t changed in six months and play ‘Hangman’ with it. Once the game is over, replace the old password with a newer, stronger password.
Critical Thinking

**Talk**

How would you teach your friends to not be tricked by false info in the digital world? Come up with a critical thinking message and share it below.

**Obey**

Pledge to think critically online!

Read each promise aloud together and sign your initials in the boxes at the end.

**Our Critical Thinking Pledge**

We will verify whether online info is true or false by checking multiple reliable sources, such as:

- Site 1: [ ]
- Site 2: [ ]
- Site 3: [ ]

We will check if online contents we consume, like music or games, are appropriate for our age and good for us. [ ]

We will never meet online friends in real life, and we will always talk to each other about our new online friends. [ ]

**Play**

Play a game of ‘Two Truths and a Lie’. Both of you should try your best to keep your lies as close to the truth as possible to make the game more difficult, and also make it clear how difficult it can be to spot fake news!

- **Talk**

When online, doubt.

The Internet is full of false information. Because anyone can upload media onto the Internet regardless of its authenticity, you should not believe everything you see. Exercise critical thinking by verifying all the info you see online:

- **Doubt.** Ask, “could this info be false?” Give two reasons.
- **Search.** Check the info against two other reliable sources.
- **Verify.** Do other sources agree or disagree with the info?

Check out Mission 67 on DQWorld.net together!

**Obey**

Never meet online friends in person.

An online friend is someone you don’t know in the real life, but have met online in places like social media sites or multiplayer games. Online friends may not be the people they claim to be. The cute, friendly teenager chatting to your child might actually be an adult with bad intentions. Encourage your child to tell you when they make new online friends, and do not let your child meet online friends in person. Check out Missions 63 and 64 on DQWorld.net together!

**Play**

Spot the lie.

Play a game of ‘Two Truths and a Lie’ with your child. A player comes up with two real facts about themselves and one lie, and list all three. The other player has to guess which is the lie. Lies that are very close to the truth (e.g., “I played football five times last week,” when the truth is two) are the most difficult to spot.

Ensure your child finishes DQWorld.net Zone 7

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**Use these DQ TOP Tips!**

Be a Content Critic! Help your child learn how to critique content on their own.

- **Ask your child about their three favourite movies, games, and apps.**
- **Find out whether these media are age-appropriate by reading their content descriptions and ratings online.**
- **Are these media appropriate for your child, at their age?** Encourage your child to think often about whether the content that they enjoy is appropriate or not.
Digital Empathy

DQ Skill
Ability to be empathetic towards others’ needs and feelings online.

Minimise
Hate speech, cyber violence, and online trolls

Maximise
Empathy and healthy online communication

Do you have digital empathy?
Empathy is the ability to understand what another person is feeling. This can be difficult to do on the Internet because we may not see a person’s face, or hear their voice. This is why we must exercise digital empathy. By listening carefully and trying to understand what others feel, we build stronger relationships and help create positive change. Check out Missions 76 and 80 on DQWorld.net together!

Be an active listener.
If we want to be understood by others, we and our children need to practice listening actively. Try these simple, fun listening games with your child, and talk together about the importance of listening to what others say.

Be an up-stander!
An “up-stander” is someone who stands up for cyber-bullying victims. You can be an up-stander by having courage and empathy in cyber-bullying situations. For example, if Tom cyber-bullies Mina, we could say:

To a trusted adult: “Tom is cyber-bullying Mina, and it’s made her very upset. Can you please help?”
To Mina: “Are you feeling okay?” “Do you want me to go with you to find a teacher to talk to?”
To Tom: “Tom, there’s no reason to be mean. Please take down the post.”
Check out Missions 72 and 77 on DQWorld.net together!

Ensure your child finishes DQWorld.net Zone 8

Mission Subject
71 Courage to Speak Up
72 By-standers vs. Up-standers
76 Listening with Empathy Online
77 Speaking Up with Empathy
79 Empathy for Cyber Victims
80 Don’t Be Judgemental Online
82 Digital Empathy Quiz

Our Digital Empathy Pledge

We will listen to others carefully online.

We will stand up for those in need.

We will not be judgemental towards others.

Use these DQ TOP Tips!
Listen to your child with these three active listening skills:

• Don’t interrupt
• Do make eye contact
• Reflect their feelings by summarizing what they say to you. You can say:
  “It sounds like you feel
  "What I’m hearing you say is

Game 1: Both of you must close your eyes and listen for 1 minute. Discuss what you heard. What did you hear in common, and what did you hear differently?

Game 2: Name a food, then have the next player name another food that starts with the last letter from the previous word (e.g., “Eggplant” then “Tomato,” then “Olive,” then “Escargot,” and so on). Continue taking turns until someone makes a mistake or can’t come up with a word. You can repeat the game using the names of people, places, or even songs!

Game 3: Sit with your backs to each other. One person describes a drawing while the other listens and draws it without looking. By asking questions and listening, players try to recreate the drawing by hand. Stop after a few minutes and look at the drawing together to see how well the drawer listened!
Do you have better ideas to Empower Your Child With Digital Intelligence?

Share yours on social media with hashtag #DQEveryChild

One entry will be chosen every month for a surprise DQ gift!

wwwWhatsYourDQ.org

See what the world is saying about DQ!

"It’s been a wonderful platform to engage people and I believe this is a good way to interest students in learning about cyber wellness.”
Teacher from Catholic High School, Singapore

"The missions are exciting and interesting. We get to learn from them.”
12 year old, Australia

"MY SISTER AND I HAD A LOT FUN DOING THE MISSIONS AND GAME! I LIKE IT!!”
8 year old, Viet Nam

"OUTSTANDING work in promoting digital citizenship for children and parents!”
Ms Irina Bokova, Former UNESCO Director-General

"The students love the platform, they learn what they need to learn, and they’re excited to continue doing it”
Teacher from Oberoi International School, India

"We learned about empathy, like how to be kind to others online”
11 year old, Singapore

"It was the first time that I put my social media settings to private.”
10 year old, Mexico

"I have two daughters who are online all the time and we have to think of a way to make sure their experience is a positive one. That’s why DQ is important. Just like we have IQ and EQ, it’s time for DQ.”
Mr Vikas Pota, father of two daughters and CEO of The Varkey Foundation, United Kingdom

"The students love the platform, they learn what they need to learn, and they’re excited to continue doing it”
Teacher from Oberoi International School, India

"OUTSTANDING work in promoting digital citizenship for children and parents!”
Ms Irina Bokova, Former UNESCO Director-General

"We learned about empathy, like how to be kind to others online”
11 year old, Singapore

"It was the first time that I put my social media settings to private.”
10 year old, Mexico

"I have two daughters who are online all the time and we have to think of a way to make sure their experience is a positive one. That’s why DQ is important. Just like we have IQ and EQ, it’s time for DQ.”
Mr Vikas Pota, father of two daughters and CEO of The Varkey Foundation, United Kingdom

See what the world is saying about DQ!