

**Create “in” and “out”
groups**

**Create symbols to
strengthen the
differences between
groups**

**See the out group as
less than human**

**People or governments
plan how to get rid of
the “out” group**

**The media are used to
stir the hatred**

**The “out” group is
separated from other
citizens**

**The victims are
murdered**

**The memory is so
shameful that it is
denied**