



TOP TIPS

MODERATING SESSION CHATS

IN-ROOM

ONLINE



EYES AND EARS

Act as the "eyes" and "ears" of the online participants while you're in the session room to keep them as connected as possible.

TRANSLATE

Repeat key phrases from the sessions or pose questions to keep the chat current and focused on content.

USE YOUR VOICE

Monitor the questions from the chat for the speaker and present them during the live Q&A portion.



ONLINE GUIDE

Keep participants involved. If there is a pause for an activity or discussion, update them on what is being said.

FOCUS

A chat can be derailed by one comment. Keep participants focused to get the most out of their experience.

RECOGNITION

When posing a question, recognize the person asking the question by name. Example: "Caitlin asks."

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