



12 Tips for Online Moderation

1.

Equipment:

Make sure you have good-quality video and audio and test your devices in advance with the online platform you'll be using.

2.

Sound:

Prevent distracting background noises (e.g. turn off your phone or other devices, close all your doors and windows).

3.

Lighting:

Try to use natural sources of light and make sure there are no shadows cast on your face.

4.

Home Studio Background:

Set up a neutral or appropriate background with logos or event visuals.

5.

Image detail:

Use a landscape format with the moderator centered on the screen, shown from the chest up.

6.

Posture:

Stand or sit up straight and avoid moving around.

7.

Clothing:

Wear business attire that contrasts with your background and avoid stripes or busy prints.

8.

Body Language:

Maintain eye contact with the camera and try to keep gestures to a minimum.

9.

Language:

Speak slowly and clearly, using short sentences.

10.

Behavior:

Be open and responsive to the audience, make notes and show gratitude for questions or contributions.

11.

Process:

Welcome your audience and be sure to remind them of proper netiquette and how to reach the technical hotline.

12.

Presentation Materials:

Prepare your Desktop for screen sharing (tidy icons, neutral background, sensitive data hidden, presentations and materials ready).

Bottom Line

Preparation is everything – when you feel comfortable, your audience does too:

- ➔ Authenticity and empathy win both online and offline.
- ➔ Interact openly and actively with your participants.
- ➔ Sometimes technical difficulties are unavoidable: stay calm and cool.