

# MODERATION

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## Short introduction

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# WHAT IS MODERATION?

## Overview

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- Moderation means leading or guiding a group in meetings, workshops, or discussions
- The moderator takes an objective role in this process
- The aim is to strengthen and structure cooperation and interaction.
- Depending on the size of the group and the objectives, possible approaches may differ
- In the following, you will learn essential things about moderation, the tasks involved, practical tips, and the tools we recommend for this purpose.



# WHY IS MODERATION USEFUL?

## *Advantages*

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- In a network, people with different competencies, ideas, ways of working, and personalities come together.
- Keeping track of meetings and meeting everyone's needs takes time, money, and other resources.
- A facilitator can remedy this by providing specific guidance to the group.
- This way, all participants are involved, and as one can consider as many ideas as possible.
- As a result, the network operates efficiently and effectively.
- This strengthens motivation, communication, creativity, and cohesion.



# TASKS OF A MODERATOR

## *Dos and Don'ts*

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### DO:

- Structuring, resolving confusion, preventing disruptions
- Activate and motivate participants
- Openly address disagreements
- Visualise and document contributions
- Encourage follow up ideas
- Be aware of time constraints and rules



### DON'T:

- Participate actively in discussions
- Vigorously assert (own) ideas
- Judge contributions/participants
- Interrupt participants (due to time constraints, sometimes an interruption is unavoidable, then pay attention to politeness)

# 10 TIPS FOR GOOD MODERATION

*A moderator should...*

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1. **Be prepared.** She/he should know the topic (no expert knowledge needed) and sketch out a broad schedule.
2. **Take a deep breath.** Stage fright is quite normal and can be reduced through relaxation techniques.
3. **Accept contributions** and **prevent** them from **being rated**. If a contribution does not fit the topic, a topic repository (see Tools) can be useful.
4. **Maintain flexibility.** Unplanned things can and will happen - a flexible schedule ensures that you can react with confidence.
5. **Have a break.** Short recovery breaks as needed bring new energy. Set a clear time frame (5-10 min.) so that they do not get out of hand.

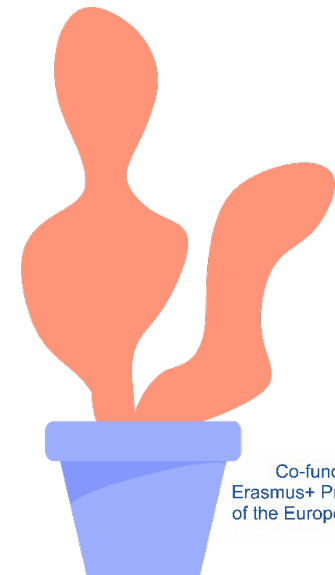


# 10 TIPS FOR GOOD MODERATION

*A moderator should...*

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6. **Present oneself confidently.**  
This starts with body language: Position yourself visibly in the room and make sure you stand steady.
7. **Express oneself clearly, comprehensibly and purposefully.**
8. **Keep an eye on the time.**  
This applies to the participants' speaking time as well as to one's own.
9. **Provide variety.** The combination of different moderation methods motivates active participation.
10. **Ask for feedback.** Through feedback sessions, one can find out what went well and what could be improved.



# THE FOLLOWING TOOLS CAN SUPPORT YOU:

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- **De Bono Thinking Hats**

Look at problems from six different perspectives to prevent a one-sided view of the problem and prejudices.

- **Open Space**

Participants only have a thematic framework, so there is a lot of creative freedom. The Open Space method is particularly suitable for large groups.

- **Group Agreements**

A group agreement is a method to facilitate cooperation in a workshop or network.

- **Fishbowl Method**

The fishbowl method provides an opportunity to discuss group results in small circles of members and still include contributions to the discussion from the whole group.



# THE FOLLOWING TOOLS CAN SUPPORT YOU:

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- **Parking Lot**

Parking lots ensure that no thoughts, questions, ideas, or comments get lost. If participants in a workshop want to say something that does not fit the topic, use the parking lot as a solution to record these thoughts.

- **World Café**

In a World Café, the participants get into conversation with each other. Through ever-changing constellations of participants, they examine the problem from many different angles.

- **Flinga**

Flinga is a web-based tool that makes it very easy to design online collaboration environments. It enables digital brainstorming.



# REFERENCES AND FURTHER READING:

## How to get results with groups:

Wilkinson, M. (2012). *The Secrets of Facilitation: The SMART Guide to Getting Results with Groups* (New and Revised ed.). Jossey-Bass.

## About facilitating multicultural groups:

Hogan, C. (2007). *Facilitating Multicultural Groups: A Practical Guide*. Kogan Page.

## Creating a culture of collaboration:

Schuman, S. (2006). *Creating a Culture of Collaboration: The International Association of Facilitators Handbook* (1st ed.). Jossey-Bass.

## Remote facilitation and communication:

Duffy, M., Keith, E., Lu, J., Mäkitalo, I., McGrath, K., & Nunesdea, P. (2020). *Beyond Virtual Meetings*. Amazon Digital Services LLC - KDP Print US.

