



An Inter-Regional Knowledge Sharing Series on Avian and Human Influenza

Videoconferencing Guidelines for Moderators

You are going to moderate a discussion, knowledge sharing or a dialogue among several remote sites which are linked by one of the modern information and communication technologies, a two-way interactive videoconference (VC). Here are some tips to help you understand the technology, and facilitate your moderation when you chair the session.

Tips of Using the Technology

1. Use the microphone properly by not getting too close or too far from it; turn on the microphone before speaking, and turn it off after finishing;
2. Look directly into the camera in front of you to give the semblance of eye contact to audience;
3. Wait a second for a remote site to respond as there is a delay of sound transmission;
4. Avoid excessive movement when speaking as that will make your picture jerky;
5. Be careful to whisper to the next person as the microphone of your site might be on – if you do, your quiet (perhaps private) words will be heard across the globe.

Major Roles of the Moderator of a VC session

1. Keep the event flowing by making all the transitions from site to site and person to person;
2. Manage time according to the running order;
3. Introduce all speakers/panelist/resource persons and VIP guests;
4. Ensure that participants are recognized and given the opportunity to speak/interact;
5. Facilitate communication by eliciting questions/comments, ensure that proper members address questions, and summarize during and at the end of the session to highlight important points.

Twelve Steps of Moderating the Communications via VC

1. Before the session, obtain and be familiar with the running order (detailed plan of the VC session with time allocation) and introduction of all speakers;
2. Check site connection to make sure both audio and picture quality are good (could be done in advance by technician and other people);
3. Open the event by announcing the official name/title of the event;
4. Welcome participating sites in X, Y, Z, including your base, address a remote site by its country name, (exceptions: Washington, Paris, sometimes Tokyo);
5. Introduce yourself by name and role;
6. Brief all speakers/participants on session objectives and agenda, the sequence of activities;
7. Announce time allocation plan and how time will be managed;
8. Remind all sites to mute their microphone when not speaking;
9. Invite the presenter by introduce him/her briefly, and remind time allocation, as well as how time warning will be handled if necessary;
10. Ask for questions/comments on presenter's input from sites on a unbiased order (e.g. using ascending/descending alphabetical order), state the order in advance so the site will be prepared;
11. Summarize mid way and at the end to facilitate the communication;
12. Closing the session by providing conclusion of discussion and thanks of contribution from major parties including someone behind the screen.