

Chair and moderator best practices

Connect with your association

Reach out to your association before May to confirm the date, time, session format (i.e. Zoom Meeting or Webinar), and the speakers for the session that you will be moderating or chairing.

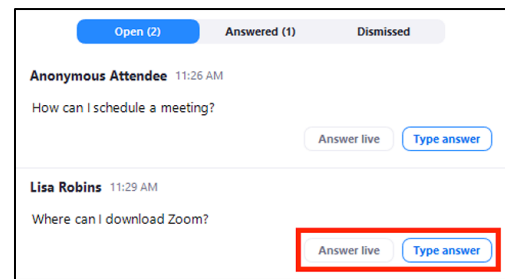
Successfully facilitating Q&A on Zoom

One of your primary roles as a session chair/moderator is to monitor and respond to the flow of attendee questions, and identify the questions that the presenter should answer.

Answering a question in a Zoom Webinar Q&A

Questions will appear in the Q&A text box feature:

1. Click **“Answer live”** to answer aloud (ex: if a speaker has answered the question during their presentation content).
2. Click **“Type Answer”** to type back a response.
3. Hover over the question to **“Dismiss”**.



Regular Zoom Meetings do not have a Q&A function so attendees can ask their questions through the **“Chat”** feature.

Before your session

Green room time

Before every live session, you will receive dedicated time to go over last-minute items. The scheduled 15 minutes prior to your session’s start time is classified as your ‘green room time’. During this time, the session Event Technician will complete a video and audio quality check with you. As a moderator/chair, this is also your chance to confirm pre-arranged presentation elements such as, overall session flow, Q&A organization, and timekeeping with the session speaker(s).

Notes to be discussed with session speaker(s):

- Have a **3-minute warning** before the session is about to start.
- May be helpful to prepare a couple of questions to kick-start the Q&A.
- When you are not speaking, turn off your video and ensure that your microphone is muted.
- If the presenter is going overtime, the chair (you) may (at your discretion) audibly intervene to inform the presenter that they must conclude. Staying on time is imperative to a successful virtual session!
- Prepare speaking notes in case you need to chat with the audience unexpectedly due to technical difficulties.
- Promote the next session that will follow. Check with your Program Chair to collect this information or check your association program.

During your session

Housekeeping notes to announce at the beginning of the session

Suggested virtual land acknowledgment statement: I'd like to acknowledge the Indigenous Peoples of all the lands that we are on today. While we meet here on a virtual platform, we should take a moment to recognize the importance of the land on which we are each located. We acknowledge the territory to reaffirm our commitment and responsibility in building positive relationships between nations and in developing a deep understanding of Indigenous peoples and their cultures. From coast to coast to coast, we acknowledge the ancestral and unceded territory of all Inuit, First Nations, and Métis peoples.

Audio/Video during presentations for attendees: We ask that you turn off your video and mute your audio for the duration of the presentation. We will invite you to turn on your video at the beginning of the Q&A period.

If this session is being recorded: A reminder that this session will be recorded and made available on the platform within the next 72 hours. The platform will be available to all registered attendees until June 3, 2022.

Networking lounges: We encourage the conversation to continue even after this session has ended. Please head over to the networking lounge (link can be found within your auditorium) to continue the conversation about this session. We will also post this link in the chat.

In the event of a code of conduct concern

The Event Technician will confirm with the chair/host that they (chair/host) will be the lead for decisions arising from a code of conduct concern. The Event Technician will be prepared to react, **with direction from the chair/host**, to do the following within the first 2 to 3 minutes:

- Mute the attendee presenting inappropriate discourse.
- Turn off the video of the attendee.
- Disengage chat and/or Q&A feature.
- Remove attendee from the session and put them into the waiting room.
- Submit via chat feature to the waiting room the following text:
 - *Under the guidelines of our Code of Conduct, we are committed to offering a safe space for all attendees. The conduct demonstrated did not support maintaining a safe space and therefore the decision was made to remove you from the session. You may reach out to the Congress Ombuds to discuss your concerns. Confidential email: Congressh.ombuds@gmail.com.*