

Tips for Moderators: *Making Your Session an Outstanding Learning Experience*

Produced by the Management and
Personal Development Section

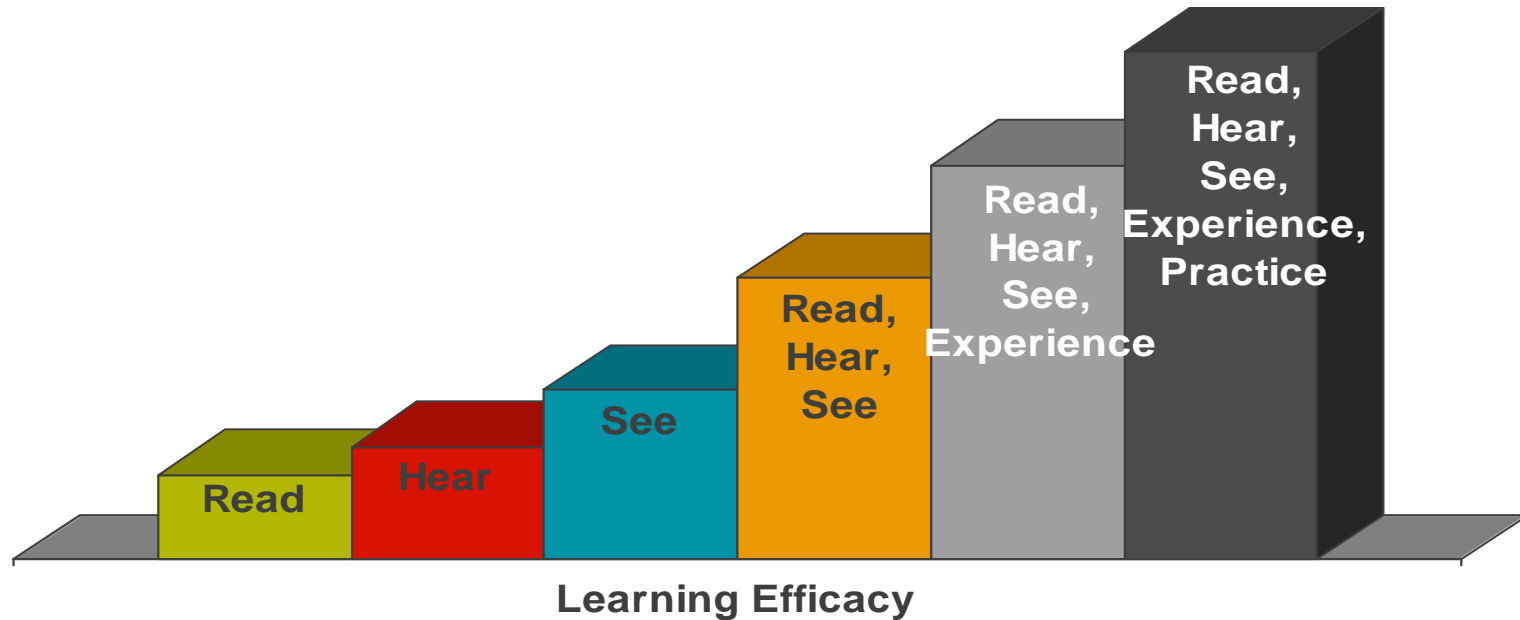


Why This is Important

- Session participants attend to learn
- They want to feel that their time is well spent
- Presenters want to deliver their message to an engaged audience
- Increasing the level of interaction in sessions increases satisfaction
- People learn through multiple channels



People Learn:



Effective moderators create the environment for participation and information exchange



Moderators Serve 4 Roles:

- Planner
- Stage-Setter
- Facilitator
- Time-Keeper



Planner





Moderator Role: Planner

- Successful sessions result from good planning
- Moderator may also be the session coordinator
 - Recruit speakers
 - ◆ Consider recruiting 1-2 speakers rather than 3
 - Fine tune session description and learning outcomes
 - Define the session approach





Moderator Role: Planner

- Working with presenters
 - Advance planning call with presenters
 - ◆ Outline the agenda and coverage of topic
 - ◆ Define how the session will flow
 - Meet presenters in advance
 - Have a “dry-run”; practice as often as possible
- Preparing your opening and closing remarks
 - You set the stage
 - Practice!



Stage Setter



Moderator Role: Stage-Setter

The Moderator:

- Sets the tone for the session
- Provides context for the presentations
- Integrates the presentations for a cohesive and impactful message



Setting The Stage - Tone

- Arrive early
- Verify room logistics
- As people enter the room, welcome them!
- Set audience's expectations for participation and questions



Setting the Stage - Context

- Introductory remarks before introducing the presenters:
 - Why is this issue important?
 - What relevance does it have to the actuarial profession?
 - How do the presentations fit together?
- Introduce the presenters:
 - Their background
 - Their expertise and fit relative to the topic



Facilitator



Moderator Role: Facilitator

You have significant influence on the level of engagement and interaction:

- Establish with presenters if and how they will interact with each other
- Encourage presenters to take questions throughout rather than holding to the end



Moderator Role: Facilitator

Help stimulate the interaction:

- Ask the audience a question during your opening remarks
- Be prepared to be the first questioner as presenters speak
 - ◆ Ask a “novice” question
- Call on people
- Use real or hypothetical case studies (readable on screen)



Moderator Role: Facilitator

Attendee participation:

- Identify location of microphones
- Provide index cards so participants can write-down questions
- Play “pass the mike” (smaller groups)
- Use “runners” and have written questions brought to the podium (larger groups)



Time-keeper



Moderator Role: Time-Keeper

You keep the schedule on track

- Set the schedule in advance
 - ◆ Agreement with the presenters how to communicate
- Have a time piece within easy view



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Resources

