

BE!
more
balanced



Moderation – Best Practices out of 5 programs

TOP Moderator skills

- Target orientes
- Solution orientiert
- Calm and secure appearance
- Neutral with a eagle eyes perspective
- Courage to openly adress hidden topics, obvious emotions and conflicts
- empathical personality
- Pleasant and friendly manners
- Reliability
- Focused and 100% Present
- Structured and organised

Set of moderation questions

What do you think? What is missing? What else? What is the intention?

In case we are not able to come to a decision right now: Whom else do we need to come to a decision? What is the required next step?

How do we best move forward? What keeps us away from finding a solution? What alternatives/ other options/ solution can you think of?

How important is this topic? Where should our key focus be? What has the highest priority for us at the moment? Where do we need to concentrate on?

I have the impression we are moving around in the same circle/ we are losing our attention into details/ we do not move forward with this approach? What is your impression? How do we best come out of this loop / back to our focus/ priority?

Can you please demonstrate your point in a picture/ explain in other words / summarize in 3 sentences?

What do we want to achieve? What is the impact, the added value?

TOP Moderation – preparation

Clarification of expectations from the participants. **Send the agenda** proposal including time and presenter for each agenda topic

- **Start: Clarification of the Meeting target** and how this fits to the long term company goals und Klärung wie diese Meeting.
- Specific expected results and the added value
- **Completion:** Summary and review of the meeting targets and see wht is still open and way forward
- Feedforward round: what was going well and what can be improved next time, what specifically will each participant going to change caused by this meeting.

Pro-active moderation – getting the most out of the meeting

- Pay attention to the central theme
- Take care of the time plan. Request if changes are needed
- Motivate to act to show accountability
- Ensure a fair and open discussion
- Vary the rhythm and the speed
- Find the right balance between let discussion go and interrupt when getting lost in details or stuck in loops. Sharing your neutral observation and asks the team what is best now.
- Ensure transparency– Clarification of hidden topics or emotional reactions
- Add humor
- Ensure sufficient speech time for all participants
- Strengthen listening, appreciation and attention for each other

Modertor – clear signs to interrupt

- Repetitions (a sign that a participant does not feel heard) Question back what options do you see or what helps you to come out of the loop helps.
- In case more than one person is speaking at the same time address the speaking order.
- Especially when some participant share one room and other join via phone share your observations of obvious emotions, body language.
- Ask: what do you mean specifically in case one speaker addresses topics vague.

Review after the meeting – success check list

- ✓ Have all topics been discussed with attention on finding a solution. Are the meeting targets fully met?
- ✓ Is there an agreed actions and decision list for each addressed topic worked out including a responsible person and a follow up time plan?
- ✓ Has the Agenda timeplan been met or changed in agreement with all participants and fit to the agreed priorities and impacts?
- ✓ Have the topics been addressed to the responsible contacts?
- ✓ Has the relevance of the addressed topics been clarified?
- ✓ Was the discussions during the meeting fair and solution oriented

Benefit of excellent moderators for the company

Strengthen the motivation, inspiration, accountability, effective meeting time usage, achieving meeting targets