

Key Moderating Skills

- Reflecting & Clarifying
- Summarizing
- Shifting Focus
- Asking Probing or Follow-Up Questions
- Managing Conflict
- Using Silence
- Using Non-Verbal Signals (Body Language)

Reflecting and Clarifying—feeding back or restating an idea or thought to make it clearer.

- > “Let me see if I’m hearing you correctly....”
- > “What I believe you are saying is....”

Summarizing—briefly stating the main thoughts.

- > “It sounds to me as if we have been talking about a few major themes....”

Shifting Focus—moving from one speaker or topic to another.

- > “Thank you, John. Do you have anything to add, Jane?”
- > “We’ve been focusing on views 1 and 2. Does anyone have strong feelings about the other views?”

Asking Probing or Follow-Up Questions—using questions to help people explore disagreements, understand multiple perspectives, and uncover common ground.

- > “What are the key points here?”
- > “What would someone with a different point of view say?”

Managing Conflict—helping conflict and disagreement to be productive.

- > “Let’s refer to our ground rules.”
- > “What seems to be at the heart of this issue?”
- > “What do others think?”

Using Silence—allowing time and space for reflection by pausing between comments.

Using Non-Verbal Signals (Body Language)—

recognizing and understanding how people communicate without using words.

- > “What signals am I sending with my body?”
- > “What signals am I reading from others?”
- > “How do I signal encouragement?”
- > “How do I invite others to participate?”

