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?”
