

CHAT FUNCTION



WHAT IT IS

Utilizing the chat function to enable interaction between the moderator and larger groups

IDEAL FOR

People to feel like they are in the same room and can interact with each other publicly

HOW IT WORKS

Open chat

When sessions are in smaller groups, have the chat function set to “public” so people can interact and learn from each other. Allowing them to have the chat open as a way to express themselves to others, will also help to create a sense of community. During the introduction of the session, the moderator should explain how the chat function works. They can also advise learners to comment or share issues they have in their geographic regions when a presentation is carried out for the moderator to read during the Q&A afterward.

See back of card for moderated chats.

REQUIREMENTS

Roles:

- Chat administrator

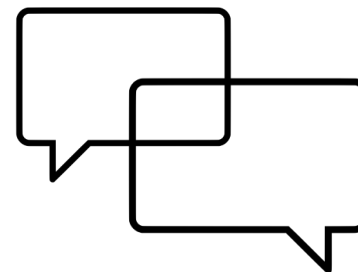
Software:

- Chat function set to public

INSPIRATION

[1] Card: #7 Competitive Poll

[2] Video (8:49): [Is Live Chat in Webinars a BAD Thing?](#)



CONSIDERATION CHECKLIST

- Is there an open registration for the online session? Could this be an issue having an open chat?
- What areas of the online session could benefit from open-ended answers from learners?
- Are there templates where the chat administrator can write FAQs for learners facing technical difficulties?

ADD ON

If there is a very high engagement or debate in an “open chat” within smaller groups, the moderator can think of setting up an asynchronous e-debate (see #24 Asynchronous E-debate).



Any size



N/A



preparation

social

opening

input

main

assessment

closure

reflection

follow-up

Disaster Risk Financing
& Insurance Program



Moderated chat

For larger groups, consider having a chat administrator moderate the chat while a session is carried out. They should be introduced at the start of a session, say a few words about themselves with their video on, explain how the chat function works, and communicate the rules, (see “Rules for moderated chats”). It is their responsibility to keep the chat active, safe, and speak on behalf of the organizers.

Ways to encourage learners to use the chat can include a “chat waterfall”, where the administrator asks learners to say hello in the chat and where they are joining from. They could also ask short-answered or open-ended questions regarding the learning topic, for people to write their experiences. Just note that the chat administrator and moderator should align when these questions are asked, so the moderator knows when to read through the chat so learners feel like their answers are being acknowledged.

If your online session is an open registration, you may want to think if the moderated chat is a safe option for your audience, or if you want to keep it restricted and use anonymous engagement methods like polls.

Rules for moderated chats:

- Don't use the chat for other topics, promoting a business or internal discussions
- Be respectful of other learners and speakers. Write in the chat as if you would face-to-face.
- If someone enters a question you have as well, or you would like to have an answer to as well, indicate by writing “good question” or “+1”.
- The chat will be observed during the online session. Questions asked during presentations will be saved at the end during the Q&A segment.