

Q&A: QUESTION & ANSWER



WHAT IT IS

A way to allow learners to engage more with the content by thinking critically and asking questions

IDEAL FOR

Wrapping up a unit of content

HOW IT WORKS

Q&A sections are commonplace in online sessions today. And it's your group size that will determine how it should be conducted. For mini-events, Q&As can be done ad hoc to create a level of intimacy. Larger groups tend to have questions asked in the chat, which is collected and moderated by a "question facilitator" at the end.

For dedicated Q&A sections, the moderator should start by creating a safe environment. They can frame the discussion and invite learners to participate by saying, "there are no right or wrong answers. Complex problems have several aspects to them, so please feel free to participate in the discussion".

If you receive a lot of great questions from the learners and you are going overtime, export them and respond to them in a follow-up email or newsletter.

Read the back of this card to learn more about where to place Q&A sessions and how to select questions.

INSPIRATION

[1] Article: [4 Ways to Fix the Q&A Session](#)

[2] Example: [EasyRetro](#)

ADD ON

Some learners are not as quick to come up with questions. To give everyone the same chance, consider giving them a few minutes to reflect quietly to formulate ideas.

REQUIREMENTS

Roles:

- 1x moderator
- 1x question facilitator (for larger groups)

Software:

- Chat function

CONSIDERATION CHECKLIST

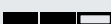
- What learning will be reinforced during the Q&A?
- What opening questions can put learners in the right mind frame for asking questions?
- Is the format of your Q&A inclusive to the size of the learners?



Any size



10-20 min



preparation

social

opening

input

main

assessment

closure

reflection

follow-up

Disaster Risk Financing
& Insurance Program



Placing your Q&A

- At the beginning: If you are conducting a series of online events, you might as well kick off a session by starting with a Q&A. The questions for the Q&A session can be collected at the end of the last session or the beginning of the new session. By doing so, you recap what was presented in the last session. Make sure you clarify how the topics from the last session are connected to the new one.
- In the middle: You can include short Q&A sessions throughout your online event to provide some space for learners to reflect on what they have heard.
- At the end: Usually, Q&A sessions take place at the end of an event.

Selecting questions

The quality of a Q&A session not only depends on the expert providing answers but also on the depths of the questions raised by the learners.

Have a question facilitator quietly select questions to be asked at the end of the session. That way, they can filter what questions the expert can answer best and what goes along with the overarching topic of the event. If finding a question facilitator requires more work, you might consider the following alternatives for selecting questions for larger groups:

- Use the learners as question facilitators – This can easily be done by using tools such as [EasyRetro](#).
- Incentives – When voting on the questions, consider having a prize for the best one.
- First come, first served – Open up the floor for learners. They can type in their question in the chat or unmute themselves to ask their question directly.