



Moderating a Hybrid Conference

Moderators are essential to make a hybrid conference more than just a live-streamed event.

Moderator Strategies for Success

Strategy #1: Set an inclusive tone

Why do it: Conference learning is a shared experience. Intentional use of language to include virtual attendees sets the stage for a hybrid experience.

How to get there	Dos and dont's
<ul style="list-style-type: none">• Greet both virtual and in-person attendees.	<ul style="list-style-type: none"><input type="checkbox"/> Do address, and welcome both audiences, including before and after breaks. Add a welcome (back) note in chat.<input type="checkbox"/> Don't state that online is a "nice option" or "it's great that we can accommodate those unable to be here in-person" as this might send a message that online learning is inferior to in-person.<input type="checkbox"/> Do share the number of virtual and in-person attendees. Invite virtual attendees to share where they are joining from in the chat.
<ul style="list-style-type: none">• Celebrate the advantages of hybrid learning.	<ul style="list-style-type: none"><input type="checkbox"/> Do acknowledge that hybrid learning offers an inclusive, accessible learning experience and works for a variety of learning styles.<input type="checkbox"/> Do state advantages of virtual learning (e.g., reduce travel, join from any location, pause the live feed, a close-up view of the speaker, and opportunities to ask questions without standing at a mic).<input type="checkbox"/> Do advise if the in-person learners can access the PowerPoint slides after the program.

Strategy #2: Make an extra effort to engage virtual attendees

Why do it: Virtual conference attendance is growing and is a preferred mode of learning for many physicians.

How to get there	Dos and dont's
<ul style="list-style-type: none">• Make an extra effort to engage virtual attendees	<ul style="list-style-type: none"><input type="checkbox"/> Do add comments and prompt questions in the chat during, and at the end of talks.<input type="checkbox"/> Do make an effort to greet virtual attendees first and offer to start with a virtual question before taking in-person Q&A.<input type="checkbox"/> Do share a recap of virtual chat with in-person attendees, including resources shared or any significant discussions. Alternatively, if there are important conversations or events during in-person breaks, share these with virtual learners.<input type="checkbox"/> Don't allow technical issues to take over the chat discussion. Advise participants to direct tech concerns to tech support (provide email or phone contact).
<ul style="list-style-type: none">• Support speakers	<ul style="list-style-type: none"><input type="checkbox"/> Do remind speakers to acknowledge and/or address virtual attendees when also welcoming in-person attendees.<input type="checkbox"/> Do ask speakers to clarify if they are willing to share slides and/or their email for questions. If possible, follow-up with speakers during breaks to address online questions and share these in the chat.<input type="checkbox"/> Don't use pointers or other in-person approaches that don't translate well in virtual settings (e.g., show of hands, shout-out, pair-share). Encourage the use of interactive approaches that engage all attendees (e.g., online polling, reflective questions).<input type="checkbox"/> Do flag important or controversial virtual chat topics for speakers to address during Q&A.