Protocol: Management of questions and discussion on the webinar

Introduction

Management questions and Discussion is important for maintaining a professional atmosphere, ensuring balance in participation, and achieving the goals of the webinar.

1. Defining the rules of communication

1. The microphone must be turned off until the participant has the floor.
2. Questions are asked in the chat or with the approval of the moderator.
3. Participants should use an academic and polite tone.
4. Insults and inappropriate comments are not allowed.

2. Setting time for questions

1. Questions in the chat are allowed at any time.
2. Shorter questions can be answered immediately by the moderator.
3. More extensive questions are left for the end of the webinar.
4. The live discussion lasts a maximum of 15 minutes.
5. The moderator signals when it is time to end the question.

3. Monitoring and selection of questions

1. Questions from the chat are reviewed and grouped by a support person.
2. Repetitive questions merge into one.
3. Priority is given to questions related to the main topic.
4. The moderator decides on the order of responses.
5. Unintelligible questions may be returned to the participant for clarification.
6. Personal questions will be answered later, outside of the discussion.

4. Leading the discussion

1. Participants speak in the order determined by the moderator.
2. Each participant has a maximum of 2 minutes to present.
3. The discussion is exclusively on the topic of the webinar.
4. The moderator can interrupt a participant who is straying from the topic.
5. Inappropriate comments will result in the microphone being muted.
6. All participants have an equal opportunity to participate.
7. The discussion ends when the moderator concludes that the objectives have been met.

5. Summarizing and linking

1. The moderator or lecturer highlights the most important conclusions of the discussion.
2. The summary includes 3–5 key messages.
3. Unanswered questions are recorded and elaborated upon later.

4. The conclusions are shared with participants along with the webinar materials.
5. If the webinar is recorded, the question segment is marked separately.