



Example One Day Moderating Training Plan

09.55	Arrive, coffee
10.00	Orientation in qualitative methods Experience an introduction as respondents Importance of the introduction; ways of doing respondent introductions
10.15	Overview of qualitative research practice: the mindset and best practice in moderating, managing the process. Tuckman model videos, what to do at different stages of a group
11.00	Eliciting skills – ways of asking good questions and getting information
11.30	Coffee
11.40	Eliciting Exercise in groups of 3 for individual feedback on interviewing style Asking questions to groups – sparking off spontaneity
12.00	Structuring a topic guide to help in managing stimulus and people
12.10	Outline of projectives – general pointers for using the simpler ones
12.20	Managing difficult respondents and situations
12.40	Review and add questions to topic guide for afternoon exercise
13.00	LUNCH (set up camera for group)
13.40	Moderation task (for 6-8 delegates) to practice eliciting skills, handling the process, following dynamics, and experience being a respondent. Delegates take turns to moderate a group amongst themselves
15.15	Tea (set up playback of video)
15.30	Feedback using the video of the group. Personal feedback and general commentary on group processes and findings
16.45	Questions, comments, feedback, learning points
17.00	CLOSE

