

Handling Challenging Posts

Challenge	Example	Solution
Sharing private information	Posters introducing themselves with full name, sharing e-mail and telephone numbers	Edit comment; remove private information by replacing it with a note between square brackets. If the purpose of the entire comment is self-promotion/advertisement with an excess of personal information and nothing more, remove/replace the contents of the entire comment.
Inappropriate comments	Inappropriate comments made about others in the thread.	Depending on content, inappropriate comments are either acknowledged and deflected, or removed altogether by means of editing the comment and replacing content with a note between square brackets.
Awkward/shocking posts	Awkward/shocking posts sharing personal opinions or situations (e.g.: accusing customer service representatives of being racist, divulging serious health serious issues (off topic) or unpleasant living situations of family members.	Remember that these posters, while they may be jumping on an opportunity to rant about their personal matters, are sharing with you (and the rest of the discussion) a piece of their reality. Acknowledge response and try to probe about the topic at hand.
Off-topic posts	In an open forum, posters have the ability to create new topics. Sometimes topics go too far off track and can be too controversial.	Edit the original post and place a message at the top in a large, bright font. Comments: If the comment is not offensive, acknowledge it and try to bring the discussion back to the topic. If the comment is offensive, remove/replace it with a note in square brackets.
Members offering moderation suggestions	Sometimes posters will not appreciate having off-topic threads closed; some will request an open discussion for posts of any nature, while others will request deletion of locked threads and accuse moderators of closing threads when they agree with the content posted.	Provide a clarification on what the plans/goals are for the community. For example: <ul style="list-style-type: none">• "At this point, we do not have plans to create discussions for open topics."• "Moderators do not close threads based on their personal position on the topic at hand."