Content Moderation & Governance

Design clear, defensible moderation practices — before issues escalate.

Building safer, healthier digital communities.

A structured, hands-on workshop that equips your organization to confidently manage content, reduce risk, and foster respectful engagement across intranet and member-based platforms.

Why This Matters

Modern digital communities move fast. Without clear moderation and governance, risk follows quickly.

Common consequences of weak moderation frameworks:

- Inconsistent enforcement
- Escalations to leadership
- Legal and HR exposure
- Moderator burnout
- Loss of trust and credibility
- Crisis-driven policy creation

This workshop gives your team structure, clarity, and defensible decision-making — before problems arise.

Who This Is For

Tailored to your organization's environment and risk profile.

Ideal for teams managing:
- Employee intranets
- Member, customer, or partner communities
- Professional networks
- Hybrid internal + external platforms

Participants often include:
- Community Managers
- Intranet Owners
- Trust & Safety Teams
- Internal Communications
- Legal & Compliance
- HR & Risk Stakeholders
- Platform Administrators

What We Cover

1. Moderation Risk Assessment

- Platform-specific risk mapping (internal vs external)
- Legal, HR, and reputational exposure
- High-risk content types and escalation triggers
- Where organizations most commonly get caught off guard

2. Content Policy & Governance Framework

- Defining acceptable vs unacceptable content
- Participation standards and tone guidelines
- AI-assisted moderation — where it helps and where it doesn't
- Documentation best practices for audits and leadership alignment

3. Enforcement & Escalation Models

- Clear moderation roles and ownership
- Tiered response frameworks (warnings, removals, suspensions)
- Handling repeat offenders and edge cases
- Escalation paths to HR, Legal, or Executive Leadership

4. Managing Sensitive & High-Risk Situations

- Clear moderation roles and ownership
- Tiered response frameworks (warnings, removals, suspensions)
- Handling repeat offenders and edge cases
- Escalation paths to HR, Legal, or Executive Leadership

5. Practical Application

- Real-world moderation scenarios
- Interactive decision exercises
- Knowledge checks and quizzes
- Optional facilitated working sessions applied to your platform

Common Moderation Mistakes We Help You Avoid

- Relying on "common sense" instead of documented standards
- Treating internal and external communities the same
- No defined escalation path
- Over-reliance on AI moderation tools
- Inconsistent enforcement across moderators
- Waiting for a crisis before formalizing governance
- Policies that exist — but aren't operationalized

Key Outcomes

By the end of this workshop, your team will have:

- ✔ A clear, defensible moderation and governance framework
- ✔ Defined roles, responsibilities, and escalation paths
- ✔ Increased confidence handling sensitive or high- risk content
- ✔ Alignment between moderation practices and legal obligations
- ✔ Practical tools that can be applied immediately
- ✔ A shared understanding of what "good moderation" looks like

Format & Duration

5–10 Hours Total
Depending on:

- Depth of content required
- Number of platforms in scope
- Whether facilitated working sessions are included

Delivery format:

- Virtual (remote)
- Combination of presentation, discussion, and applied exercises

Investment

Content Moderation & Governance Workshop $12,500 USD

Includes:

- Customization to your platform and risk environment
- Senior-level facilitation
- Scenarios and applied exercises
- Post-workshop materials

Certification & Professional Recognition

Participants receive:

- Certificate of Completion
- Digital Badge recognizing expertise in content moderation and governance

Ideal for professional development and internal enablement.

Bring Structure to Moderation — Before You Need It

If your organization is scaling engagement — or already navigating moderation complexity — this workshop ensures you stay ahead of risk instead of reacting to it.

Book the Content Moderation & Governance Workshop