FORUM MEDIATION:

I would register my presence by commenting to a post. I would then account for why I was not inline for some time, if appropriate.

Online, I would acknowledge the presence of a complaint in the forum-citing the complaint in question. I would then assure the complainant that I would handle the situation and encourage him not to destructed by negative comments but be steadfast on our journey in the discussion.

Offline, I would advise him/er that in any journey, there those who start early and others who delay but all reach the destination. So, they should not rush to responding but reflect enough before they do. And their reflection does not make them abnormal.

I would then approach the group online and advise that it was the responsibility of the facilitators or the system to grade participants, so none has a right to judge another. So, it was the duty of participants to build one in the course. And that online the facilitator has the right to nudge a reluctant/idle participant.

Calling names was not part of the chatiqurtte.