As the facilitator, I would post a STOP order, all participants should stop posting.

I would then request other participants to give me time to handle the issue then come back to them later. Meanwhile I would post to them the next discussion question to keep them busy, which perhaps, would help cool the temperature.

I would then engage the offender by private means. I would first highlight the strong points of his post.

I would then remind him the chatiquette which we jointly developed respecting each other’s opinion, views and feelings.

I would then inquire from him the reason behind his post. And whether he thinks his post would fan the discussion or terminate it.

I would then advise him to give a written apology for the sake of the benefits offered by the course.

I would then give the feedback to group and create a forum to give written apology.