

Dealing with Trolls While Gamming - Interview Questions

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- 1. Do you have anything to add to (or expand on) in regard to the tips that were listed in the first article?**
- 2. Do you think you get more or less trolling than the average chat host? Why?**
- 3. Do you have any advice for a NEW cam chat host in terms of dealing with abusive comments and trolling in general?**
- 4. Do negative comments or rude cam clients still get to you/upset you? How do you deal with it, if it does? Do you have an outlet to let off steam?**
- 5. Do you have any ideas/suggestions about what we can do as a community to reduce the amount of trolling/bullying that's present on cam sites?**

1. You pretty much covered all the bases and I agree with the entire article. The analogy of a chat room being similar to a call center is dead on. It's the same "customer service" principles but different environments. Call center reps try to "turn the difficult ones around" or even think that "difficult people aren't challenges..they're opportunities". Great! But that doesn't usually work in a cam chat room. Best defense as stated is to ignore, block, and ban....or all the above reasons already mentioned.

2. Definitely less. For a couple reasons. I don't put up with ANY bullshit. Zero tolerance. No second chances. NONE. And the same applies for any disrespect to myself OR my fans during a show. I want a positive environment for everyone..a place to have fun and be comfortable. That means no annoyances. No distractions. When possible I'll always try to have a room moderator to kick, silence, block, or ban those that can't play fair. Unfortunately these idiots will always be there... and it's impossible to rid them all. How can any broadcaster try to control them AND give a show at the same time? It's impossible. It's like playing Tetris trying to keep up with the amount of assholes. Room mods are GOLD for this reason. Then you're able to focus your attention and energy where it should go.

3. Have a thick skin. Reality check---->Assholes come with the territory. Most important---> DON'T ever take any disrespect or abuse. Don't EVER take negative comments personally. Don't try to have the last word. Don't argue. Don't interact at their level (it's useless and you will not win).
Do make sure your viewers have the greatest time in your chat room. That is your priority. And it can only be accomplished in ways stated above and in the article: Silence,Ban,Kick, Block. Let those chat room mod functions be your only defense. Unless you'd rather stoop to the level of an annoying member.... then go ahead. You'll look like just as much of an asshole as them.
Guaranteed.

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Remember..you are on cam. In front of hundreds to thousands of people. Do you really want your fans and viewers to see a negative side of you arguing with some douche bag? It ain't worth it. Just block the mother fuckers and be done. Easy. And if you ever think that chat room assholes are potentials for money in your pocket then it's time for another reality check. Or maybe even a different job.

4. Never. Zero tolerance. No questions asked. No second chances. Period. Fuck up the first time and you'll get an instant ban or block. Life is just too short to deal with douche bags or be bothered by them.

5. I don't know how all the sites work and what the room mod options are in each but I think it is imperative for every cam chat room to have a room moderator option (as in cam4's room mod option for example). Allowing the broadcaster to choose their own room mod is the best option for room control. Any performer knows that it's a job in itself to try and get rid of spammers, advertisers, assholes, etc. Hail the almighty room moderator! Think of them as club bouncers. Let them kick out all the riff raff and assholes for you.