



Two hundred and seventeen re-displays avoided

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Quarter · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **That is not a comfort: it is what separates sustainable work from work that wears people out.**

What the moderator sees before the content

Nature announced	Messages this quarter
Explicit violence	34
Sexual content	21
Harassment	18
Threat	11
None of these	556

The moderator sees the nature, then chooses when to open. A moderator opening a queue without knowing what it holds receives everything unprepared.

Re-displays avoided

Situation	Messages	What is presented
Message already handled, re-reported	217	The earlier decision, without the content
New message	423	The content, after the nature is announced

Two hundred and seventeen times, a moderator would have reread content a colleague had already settled. Re-submitting it adds nothing and costs whoever opens it.

What keeps your moderators going — and what the queue gains by it

What I hold to	What you gain
The moderator reads, I prepare the file	Every message arrives with its nature announced and the earlier decision where one exists: 217 needless rereads spared over the quarter, and the decision stays a person's
The counters bear on the queue, not on people	You steer delay and volume without making expensive the decisions that call for stopping
The load is spread over the files	Whoever takes the hard file loses nothing by it — and those files are what holds your community's reputation

A moderator measured by volume works fast. Yet the decisions that count are those where one has to stop, and they are rare — counting time spent makes them expensive to take.

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