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## 3. Online facilitation techniques

### Scenario 1

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#### Comments



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## Scenario 1

*John is starting his first experience as an online course facilitator. After the course has been going on for some time, he realizes that the students are unhappy with everything. They are told that the course does not give them what they expected, they do not like the timing of the activities, nor is the facilitation being carried out, the evaluations, etc. After all, they're unhappy with everything.*

### **COMMENT FROM TOBIAS, certified online facilitator with 8 year's experience**

*The activity of facilitating online courses requires a very thorough preparatory work, so that participants do not feel disgruntled, unmotivated and apathetic before the course. Being a task with very different characteristics of face-to-face teaching, the preparation of the online facilitator involves another type of investment and backstage work! In the case presented maybe underlying the complaints some of these situations:*

- 1. Slow responses about the trainees' interventions, lack of knowledge of the course contents, insignificant treatment with students, or even hostile to some, absence of course objectives and feedback from the facilitator with regard to the performance of the participant, tense and cloudy environment in the learning community, which does not contribute to an independent learning, self-confident and focused on success!*
- 2. Imbalance of activities during the course, that is, or many activities are required, which does not allow trainees to perform a work with the minimum requirement, or, instead, very few activities, for a given time space.*
- 3. The tutor is silent and/or delaying the response to the resolution of problems contributing to the widespread discontent in his trainees, which may give rise to disparaging.*

### **What to do?**

*Taking into account the scenario described, put yourself in the shoes of this facilitator.*

*Based on the **Ten Online Facilitation Techniques** described in the text refer to:*

- *How can you prepare to face this type of situation?*
- *Why can these types of problems occur?*
- *How can they be avoided?*

*Present 3 facilitation techniques that can prevent this situation.*