faville
facilitators of virtual learning

3.
Online facilitation techniques
Scenario 2

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Comments

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Scenario 2

Judith is a virtual facilitator of a fully online course with 2 years of experience in blended learning training courses. During the course, she verifies that she is having some problems with the management of online activities. She has the perception that the amount of time and effort that she put into the course is much greater than expected, and sometimes she uses part of her free time to engage in facilitation, namely the following activities: informing learners about what they will do, giving technical help, answering questions and messages, giving them feedback and to very often to explain the evaluating criteria for the work to be done.

Comment from Maria, a certified online facilitator and Online Trainer of Facilitators

In the online context it is important to have a well-delineated strategy regarding to communication and the way of information is provided. The degree of ambiguity and misunderstandings in written communication is much higher than that of face-to-face communication, not only due to the absence of a whole set of signals and codes that help to interpret the messages and fix the meaning, but also because any doubts or misunderstandings can't be exposed and dissipated at very moment when communication occurs, like in a face-to-face context, Therefore, it is convenient to:

1. Make a clear and explanation of the entire schedule, activities, rules, etc. previously. After all, what is expected from the online learner.

2. Due to personality reasons, there are online learners who navigate the course, but are not noticed. They consume knowledge without contributing. This requires some time for adaptation. The facilitator should create more direct stimulus is required situations and develop strategies to stimulate their level of participation, helping with communication.

3. Non-compliance with deadlines may result in the unsuitable planning of both the part of the course and the management of the work overload, information and the personal and professional agenda of the participan. The facilitator should be attentive and monitor what is happening, and for example, being

flexible and agreeing deadlines according to the materials to be consulted and work to be carried out.

What to do?

Taking into account the scenario described, put yourself in the shoes of this facilitator. Based on the 10 Online Facilitation Techniques described in the text refer to:

As a facilitator, what is your 'alternative survival plan' to change the situation? Indicate 3 facilitation techniques to be carried out by the facilitator.