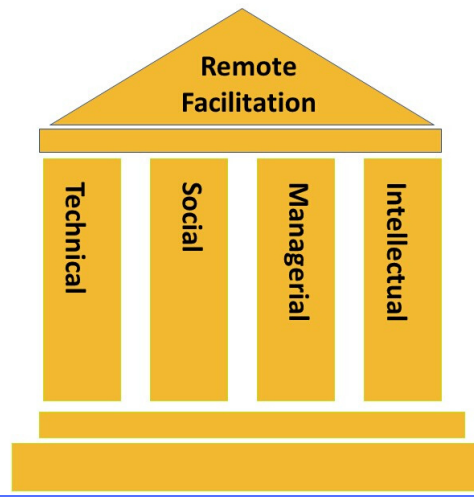
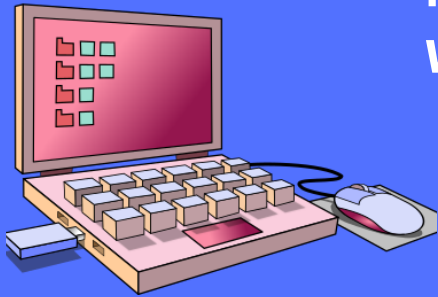


# Four Pillars of Remote Facilitation



## Technical



**THE ROLE OF FACILITATOR IS TO HELP LEARNERS GET COMFORTABLE WITH THE TECHNOLOGY PLATFORM.**

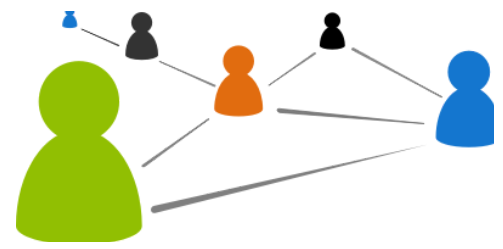
Use a welcome graphic to greet participants that includes basic troubleshooting tips:

- Check audio
- Add to the chat
- How to control mute
- How to add video

**THE ROLE OF THE FACILITATOR IS TO CREATE AND MAINTAIN A FRIENDLY ENVIRONMENT THAT MAKES LEARNERS FEEL SAFE INTERACTING WITH EACH OTHER.**

Build a community of learners by using video, adding 'fun' elements to your posts like stickers and graphics, and starting with low-risk questions and discussions.

## Social



## Managerial



**THE ROLE OF THE FACILITATOR IS TO SET AGENDAS, TIMELINES, EXPECTATIONS, AND NORMS FOR SMOOTH ONLINE DISCUSSION WHILE KEEPING LEARNERS FOCUSED ON THE RIGHT CONTENT AT THE RIGHT TIME AND ANSWERING QUESTIONS AS THEY ARISE.**

Communicate:

- what you will do together
- how you will accomplish it
- why your content is important
- when you will take a break or finish
- who will be expected to do certain things like share or post

**THE ROLE OF THE FACILITATOR IS TO PREPARE THE EXPERIENCE SO THE LEARNER OWNS PART OF THE PROCESS: DESIGN A SESSION WITH INTERACTION THROUGH QUESTIONING, EVALUATION, ANALYSIS, AND APPLICATION.**

Think about how to deliver content in new ways. Replace 'sit and deliver' slides with activities:

- Follow a link
- Click through an interactive graphic
- Watch a video
- Complete a mini assignment
- Post to the chat or share out loud

## Intellectual



**ENGAGE YOUR PARTICIPANTS IN NEW WAYS**

### Consume

- Research Articles
- PowerPoint Recording
- YouTube Video

### Create

- Poll Everywhere
- Padlet
- Explain Everything

### Communicate

- Chat
- Zoom
- Skype

### Collaborate

- OneNote
- MS Teams Files
- Google Docs