

# Erasmus+ Virtual Exchange

## Introduction To Dialogue Facilitation

### Overview

In this Interactive Open Online Course “Introduction to Dialogue Facilitation”, participants will learn the functions of dialogue and virtual exchange; identify key principles and components of facilitation; and learn basic skills and approaches to successfully facilitate online dialogues.

This 4-week course starts **November 12, 2018** and consists of 4 modules. Under the Erasmus+ Virtual Exchange project, this training course is offered at no cost. All you need to participate is a computer and internet access.

This is a **paced course**, which means you will see the contents of each module one at a time. A new module will be available every Monday of the course, and you have one week to complete the module contents. Every module includes different types of resources: readings, video tutorials, quizzes, dialogue examples and infographics.

There is an **assessment** at the end of every module where you will use the knowledge and skills learnt in that module. There are also **activities** throughout the module that you are invited to engage on. This course aims at you learning multiple skills and tools and these activities are an opportunity for you to practice and acquire those skills. There are also **talking points** throughout the course: they are questions that you can reflect and discuss with your fellow course members in the comment section.

Upon successful completion of this course, participants will be eligible to continue their qualification and training with the Advanced Facilitation training and consequently become facilitators in one of the Erasmus+ Virtual Exchange programmes.

---

### Course Outline

#### Week 1 – Foundations

Introductions

What is Virtual Exchange?

What is Dialogue?

Dialogue Toolbox

Dialogue tool: Active listening, part I

## Week 2 – Role of the Facilitator

Facilitation models

Safe space

Neutrality & multipartiality

Dialogue tool: Active listening when triggered, part II

Dialogue tool: Asking good questions, part I

## Week 3 – Group Process and Critical Thinking

Learning in dialogue

Critical thinking – defined as digging below the surface level

Dialogue tool: Asking good questions, part II

Dialogue tool: Summaries, part I

## Week 4 – Good Discussion

Good discussion in dialogue

Dialogue tool: Observations

Dialogue tool: Summaries, part II

Assessment

What's next?

---

## Learning Outcomes

### Understand the functions of dialogue and virtual exchange

- *Understand the goals and objectives of virtual exchange*
- *Identify the similarities and differences of facilitating online interactions and offline*
- *Differentiate between dialogue and other forms of communication*

### Identify key principles and components of facilitation

- *Understand principles of neutrality, impartiality, and multi-partiality*
- *Understand the roles and responsibilities of a facilitator*
- *Identify core attributes of a facilitator*

### Learn basic skills and approaches to successfully facilitate online dialogues

- *Self-evaluate one's personal style and the impact on one's facilitation approaches*
- *Develop processes for establishing relationship and trust online as a means for encouraging participation*

### Enable continued engagement with Erasmus+ Virtual Exchange

- *Understand the goals, functions, and future possibilities for facilitating within Erasmus+ Virtual Exchange projects*
- *Gain ability to continue with advanced facilitation training and practice*

---

## Assignments

There are 2-3 weekly activities corresponding with the learning material that participants are expected to submit. These vary in format but generally require practising facilitation through short video clips and giving peer feedback.

---

## Assessment

- Assessment is based on the satisfactory participation in, and completion of, the above assignments.
- Grading: Pass/Fail grading system is used.
  - To pass the course, participants must complete 60% of the course activities and the final assessment activities of all four modules.
  - **To be eligible to continue on in the advanced training, participants are expected to complete the final assessment activities of all four modules and 80% of the other activities.**
- Erasmus+ Virtual Exchange Badge: Participants completing the programme will be awarded an [Erasmus+ Virtual Exchange badge](#) indicating their achievements

In addition, we expect from all course participants:

- Constructive communication throughout the course
- Open attitude to cross-cultural learning