

# Role of Online Trainers: Administering the Process

As an online trainer, you have the task of prodding, guiding and prompting the process.

Online trainers can further improve the success of the online training experience by following some process that adds cohesiveness to the learning experience. Let's review the few key areas.

## Informality

Depending upon the objectives of the course, the instructor may decide that informality should be encouraged.

One way to stress the informality of this communications medium is to let people know that perfect grammar and typing are much less important than making their meaning clear.

It's simple to edit items that will become part of the group's report later.

It is also advisable that you encourage learners to familiarize themselves with Internet lingo and acronyms. For example:

BRB = be right back

WB = welcome back

KLINE = you've been banned

from the channel and many others.

## Prodding, guiding and prompting the process



## Be Responsive

My chat buddies respond quickly! Great! Respond quickly to each contribution. One way of doing this is by posting a personal message to the contributor or by referring to the author's comments in a post to the conference.

## Be Patient

Messages sometimes are not acknowledged or responded to for days or weeks by participants.

Be prepared to wait several days for comments and responses, and don't rush in to fill every silence with trainer contributions.

## Use Private Email for Prompting as is Appropriate for Discussion

Using private messages the facilitator can urge participants to join in the discussion, to initiate debates, and to solicit suggestions.

Similarly, ask less outspoken individuals to participate more actively.

## Vary Participants' Amount of Contribution

If there is a participant who appears overly outspoken, ask that person (privately) to wait a few responses before contributing.

George, Can we allow others to share their ideas?

## Don't Overload

The online trainer should pace the training so that the equivalent of about one long post in the lists or discussion rooms per day is made.

If the participants have a lot to contribute, the trainer should contribute less so that the slower participants can keep up.

## **Role of Online Trainers: Administering the Process**

*(continuation)*

The key points to  
remember are as follows

Encourage informality

Be responsive

Be patient

Use private email to prompt  
discussions

Vary participant contributions,  
and

Don't overload

SAMPLE SAMPLE SAMPLE SAMPLE