

Online Facilitation

People are becoming more confident using online technology and are developing new ways to work together. Groups are now working cooperatively across time and space and facilitators are facilitating online meetings for virtual groups of many different kinds.

Global distributed teams, virtual organisations, online communities, distance learning and online training all require a new set of facilitation skills. Aspects of body language, tone of voice, posture, group energy, intuition, spiritual, psychic and other levels are difficult to access online. The skills of online facilitation are key to the effectiveness of these online groups.

With effective facilitation, international cultural experience is expanded and worldwide inclusiveness is more possible. Using the internet and its technologies can be an exciting way to meet, share and work with others.

Programme Dates 2009

18 May - 26 July

(A minimum of 5-6 hours per week is required)

Programme Leaders

Programme leaders are experienced facilitators who are part of the Zenergy Team and work together to create Zenergy's leading edge technology.



Stephen Thorpe

Stephen Thorpe is a group facilitator specialising in the online domain. He is a researcher who loves to assist people to develop the core skills for facilitating online groups.



Dale Hunter

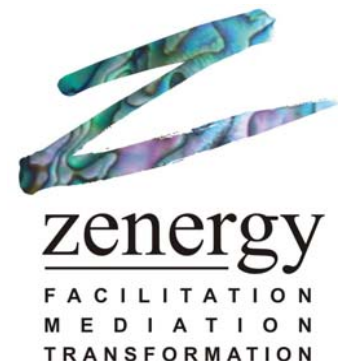
Dr. Dale Hunter is a group facilitator, mediator, coach and author in the field of facilitation. Her work includes conferences, public meetings, conflict resolution, team building and individual coaching.

About Zenergy

Zenergy Ltd is a co-operative company with a team of facilitators, mediators and coaches all working to achieve our shared vision of *Whole people co-operating in a sustainable world.*

Zenergy has an international reputation, having delivered facilitation training programmes and workshops around the globe in countries including NZ, Australia, Singapore, Malaysia, China, South Africa, Germany, the UK and the USA, and is widely regarded as being on the leading edge in the development of the facilitation profession worldwide.

Founder and Director Dale Hunter, has co-authored four books on the topic of group facilitation and co-operative organisational practices: *The Zen of Groups*, *The Art of Facilitation*, *The Essence of Facilitation* and *Cooperacy: A New Way of Being at Work*. The fully revised edition of *The Art of Facilitation* was published in April 2007. See the book website: www.artoffacilitation.com



Online Facilitation

A 10-week skill
development
programme

About the Programme

Online Facilitation Skills is an experiential programme based on the Zenergy person-centered facilitation approach. The programme provides participants with the skills and capabilities necessary to facilitate online groups to achieve their purpose. *The programme* is a part-time 10-week skill development programme.

In this programme, *online facilitation* is explored through group interaction, reflection, and practical exercises using a variety of online tools. The programme also provides a theoretical framework (philosophy and methodology) for online facilitation.

This programme is ideal for those who are serious about improving their online facilitation skills, and/or facilitating groups who work both face to face and online.

Participants receive coaching and feedback from Zenergy's programme leaders, and the group.

Who should attend

Online facilitation is a key skill for anyone involved in working with distributed teams and in the online domain. This includes:

- F2F facilitators, managers, virtual team leaders and consultants
- Trainers of distance education, online training and online education
- Online community moderators who want to improve the effectiveness of their community

Required reading

Participants of this programme will be given access to relevant chapters from *The Art of Facilitation* (2007) by Dale Hunter and articles and tutorials.

Some of the tools

Forum

For specific conversations, often related to our weekly topic and also to the weekly programme readings.

Skype

For pair conversations and also for audio conference calling.

Blog

For conversations where initial postings are made by the session facilitator and comments are added by participants.

Second Life

Participants create their own virtual character and meet in *Second Life* to explore different aspects of facilitating in online 3D interactive environments.

Video Conferencing

For real-time facilitated conversations related to our weekly topics.



Expected outcomes

Key aspects of the programme are:

- Identifying the unique aspects of facilitating online groups
- Applying the Zenergy person-centered approach online
- Exploration and application of a range of facilitation processes
- Exploring the use of email, forum, blogging, Skype, video conferencing, and possibly field trips into Second Life

Investment

The investment required to complete the Online Facilitation is NZ\$1,450 (+GST). ~AU1,320 (inc GST), ~US\$945, ~€715, ~£635, ~CAN\$1,150, plus 5-6 hours of your time per week over the 10-week programme.

What to do next

To register for this programme online please visit www.zenergyglobal.com/of

For more information, or to register, please email us at zenergy@xtra.co.nz or contact the Zenergy office at:

119 Mt Eden Road
Mt Eden, Auckland 1024 New Zealand
Ph: +649 638 7326
Skype: [zenergyglobal](https://www.skype.com/en/contacts/zenergyglobal)

Comments from Participants

What I found most valuable was having the opportunity to attempt facilitating through various channels, and witnessing others as they experienced the technologies for the first time. - Erich Zirnheld, KCS - Global Services EMC Corporation, BC, Canada

It was phenomenal and a really illuminating... I am so excited about putting it more into practice... I enjoyed exploring the different media as I would never have given all those different things a go if it wasn't in structured format. I can see its uses as an educational tool. - Laurel Freeland, *The Zone*, Dalesford, Australia

I found this whole course tremendously useful in heightening my awareness of the potential for online communication. - Christine Toner, *Business Coach and Facilitator*, Christchurch, New Zealand

This program gives me a chance to look at facilitation in a different way. - Xiaomu Guo, *ORBIS International*, Shanghai, China

Gaining an understanding of the nature of online communication and facilitation and how very different it is to in-person facilitation. Andrew McFadden, *Facilitator*, Hamilton, New Zealand