

Communication between teachers and learners

Why is this important?

- The learning environment changed: every day life is based on communication / (social) media, learning has to be part of that world, not left behind
- "Good" communication is essential for the success of the course.
- Effective online communication can save time and money.
- Reducing social isolation.

Must have

- Consider equipment (computer, internet, programmes e.g. word 2007, facebook-profile or google account)
- Consider IT-skills, give a minimum of requirements (e.g. learners must know how to open an e-mail etc.)
- Making people familiar with technical aspects
- Agreeing the rules at the beginning (deadlines, schedules e.g. define dates for online sessions, deadlines for exercises; rules of conduct)
- Clear communication strategy of the trainer (e.g. weekly e-mail to all participants every Monday)
- Self discipline, motivation
- Consider safety issues (learners don't want to give away too much personal information)
- Communication must be very clear (explanations of homework etc.)
- Teacher training not only on technical issues but also on communication and presentation skills
- Feedback structures

Might have

- Face-face-meeting at the beginning, maybe personal meetings from time to time
- Instruments of rewarding and punishing
- Individual tutoring respecting the learners' skills
- Teacher is the moderator of forums, chats etc.
- Teacher and moderator during online sessions
- Visualising things (instead of writing)
- Organise online-teamwork
- Positive Public relation (PR) to educational organisation

Box:

„Icebreaker“:

Possibility to start the webinar and make sure everything works: Ask the participants what they can see if they look out of the window – it's easy to answer, you get a personal impression of the participants and the teacher can check if the technical things work.