

E-Tutor Qualification 2021

Workshop II



Co-funded by the
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Agenda

1. Introduction of course supervisors
2. Reflection E-lectures
3. Get2know
4. Group stages & suitable media Tools & effects in the virtual space
5. Moderation
6. Coffee Break
7. Exercise: on questions techniques
8. Exercise: Stages of E-Moderation
9. Next steps / Workshops



1. Introduction of course supervisors

Who we are ...



Prof. Dr. Eric Schoop

Chair holder



Alexander Clauss

Research associate



Mattis Altmann

Research associate

What we do ...

Support and solutions for ...

- complex university and company learning environments through suitable e-learning arrangements
- knowledge-oriented teamwork through collaborative social software systems.

Responsible for ...

- Community management qualification
- E-Tutor qualification and supervision
- Learning Analytics in community management
- Community Management Expert

Responsible for ...

- Didactical design of e-learning scenarios
- Project management capacity building in E-Learning and Virtual Mobility
- Improvement of group formation processes

2. Reflection of E-lectures

After completing your first self-paced learning phase, please tell us how you have dealt with it:

- Did everything work for you?
- How often did you look at it?
- Which functions were used?
- Technical problems?
- Open content issues?
- Access in MS Teams?
- Further questions?



3. Get2know

Get2know - Emoji check:

- Round table check: How are you feeling today?
- Try to find an Emoji (in your app) that describes your feelings the best and post it into the chat
- Let's see how the others feel



3. Get2know

Get2know – 10 **things in common**

- You will be distributed in breakout rooms (3-4 groups)
- Find 10 things that you all have in common (e.g. we are all wearing shoes, we all having animals at home, we all ...) and collect them on a list
- After you have found 10 things – choose one or two member of the group to present them in the main room of the meeting

Time: 10 Minutes in Breakout rooms; 3 minutes presentation per group



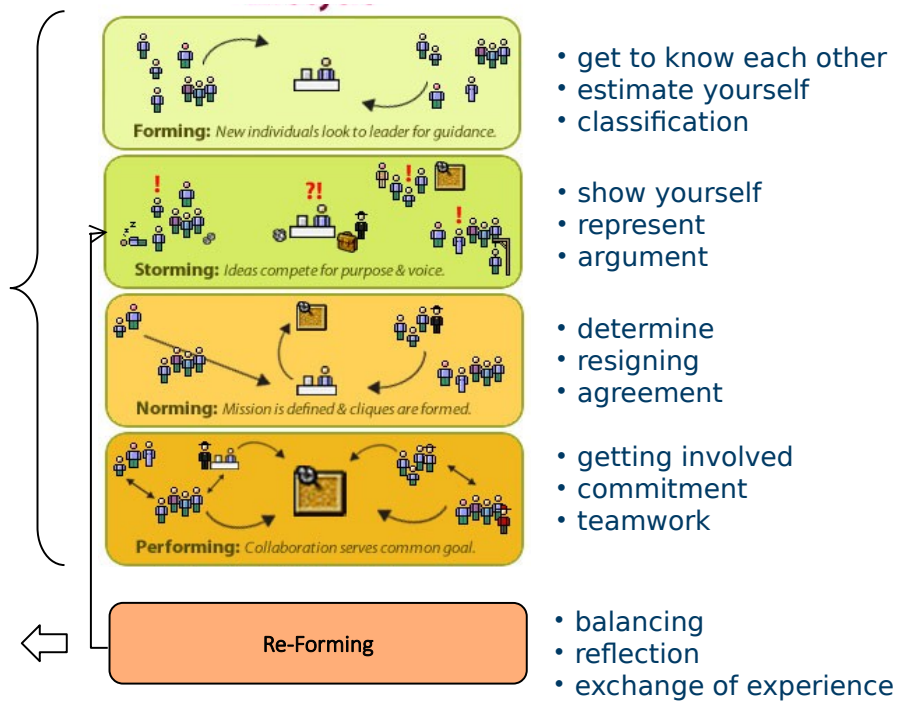
4. Application: Group stages & suitable media

REPETITION: The phases of group development

Model of Tuckman (1965)

(source:
<http://shannonswenso.com/wp-content/uploads/onlinecommunitylifecycle.jpg>)

Additional stage and feedback
(Stahl, 2002, p. 50)



4. Application: Group stages & suitable media

REPETITION: Temporal and social order criteria 1

Synchronous forms of communication

- Synchronous simultaneous communication - communication partners react to each other in real time (e.g. audio and video conferences, instant messenger/chat*)
 - Location-independent and direct exchange between different persons or groups permanent internet connection required
- Advantages:
 - ✓ Enables tangible presence to directly answer questions or conduct meetings → topics can be quickly resolved
- Disadvantages:
 - ✓ Compulsion to react ad-hoc → lack of reflection time
 - ✓ Lack of controllability of the time spent

*opposite simultaneously online

(eteaching.org, 2015)



4. Application: Group stages & suitable media

REPETITION: Temporal and social order criteria 2

Asynchronous forms of communication

- Asynchronous non-simultaneous communication - response with time lag (e.g. forums, e-mail)
- Location and time-independent exchange between different persons or groups of persons
- Advantages:
 - ✓ There is no need to respond immediately to a request or contribution to the discussion → greater flexibility in terms of time and space, as well as the opportunity to take time and be more thoughtful in making a statement
- Disadvantages:
 - ✓ Responses may arrive too late or be forgotten. Information may be harder to find and the references of messages unclear → misunderstandings
 - ✓ Lack of consideration of whether information is truly important to others (FYI, cc).
 - ✓ No control in which mood the message is interpreted



4. Application: Group stages & suitable media

Application Task; Group Stages & suitable Media

- *Which e-collaboration tools do you recommend to use in the individual phases of team building?*
- *Characterize the recommended tools (type, synchronous, asynchronous).*
- *What are the advantages and disadvantages for each phase? Also consider possible effects on the motivation and participation of group members.*
- *You will work in groups, we will create break out rooms, you will be assigned automatically.*

30 min

4. Application: Group stages & suitable media

- Application Task; Group Stages & suitable Media

Group Stage	Suitable Media	Explanation
Forming (Example)	– Videoconference – Other?	choose synchronous rich media in order to facilitate personal presentation, mutual familiarization and creation of a sense of community
Storming		
Norming		
Performing		
Re-Forming		

30
min

4. Application: Group stages & suitable media

Join the Miro Board:

Group 1: https://miro.com/app/board/o9J_IBIWF3Q=/

Group 2: https://miro.com/app/board/o9J_IBIWFy8=/

Group 3: https://miro.com/app/board/o9J_IBIWF84=/

Group 4: https://miro.com/app/board/o9J_IBIWF_8=/

Join your Board after the division in Breakout rooms and complete the table

Working time in Breakoutrooms: 20 mins

Discussion: 15 mins in plenum

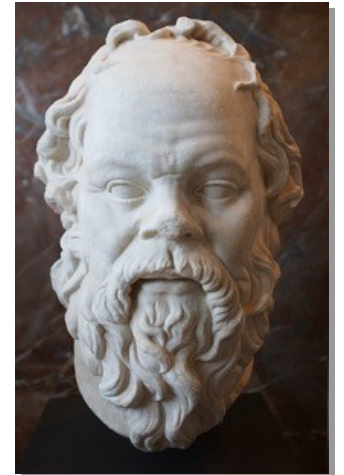
Summary Board: https://miro.com/app/board/o9J_IF792Rg=/



5. Moderation

Role of the moderator and distinction

- Sokrates – Hebammenkunst (māeutics): Moderator supports his dialog partners to "give birth" to their ideas and thoughts
- transparency of structures and behavior patterns
→ goal: making own thinking and acting understandable and therefore changeable
- guidance for independent thinking, reflection and introspection
- moderated group discussions in which the moderator refrains from expressing any opinion to the discussion and from asking manipulative questions
- distinction to leader: <https://forms.office.com/r/2i2tWE1YJ9>



https://commons.wikimedia.org/wiki/File:Louvre_Socrates-Sculpture.jpg



5. Moderation

Ask the right questions – Basics

- questions → a central form of communication for the moderator
- targets for a successful working session:
 - obtaining the necessary information in the preparation phase
 - structuring of the working session and working phase
 - support the implementation of the work phase
 - inclusion of all participants
 - master difficult situations



5. Moderation

Question funnel

- open questions, to broadly captures topics:
Who, how, what, where and how much?
- alternative questions in the middle to reduce the subject area:
One way or another?
- closed questions at the end:
yes or no?



5. Moderation

Ask the right questions – Question types

Selection according to the situation is crucial

open questions

- require complete sentences
- make you think about it
- ✓ invite you to deal intensively with a matter and present your own proposals for solutions
- ✓ obtaining more in-depth information
- ✓ promoting freedom of expression
- ✓ stimulating thoughts
- ✓ promoting creativity

closed questions

- can be answered briefly with a word or gesture
- ✓ obtaining agreement or consensus
- ✓ confirmation
- ✓ stimulating thoughts
- ✓ tight discussion
- ✓ ensuring agreement
- ✓ clear answers



5. Moderation

Ask the right questions – Question techniques

Enquiry Technique

- returning a question to the group if it can or should answer it itself → find its own solutions with the help of its own potential of ideas and experiences
- ✓ promote freedom of expression
- ✓ Stimulate discussion
- ✓ Encourage participants to trust their own judgement
- ✓ Concretely involve participants in responsibility for finding solutions

Demand Technique

- check contributions for validity
- clarify statements
- ✓ dissolving blockades
- ✓ clarifying terms
- ✓ relativizing generalizations
- ✓ uncovering hidden assumptions



6. Coffee Break

Coffee break

Time: 15 minutes

Start at 15:00



7. Exercise on question techniques

*How should the moderator react adequately to the situation presented?
Please complete the small dialogues taking into account the questioning techniques and the objectives pursued.*

- Exercise on question techniques: <https://forms.office.com/r/cT5m2US8cd>
- Working time: about 20 min.

8. Exercise: E-Moderation

5 stage Model from Gilly Salmon

Join the Miro Board

Group 1:

https://miro.com/app/board/o9J_IBIPr7M=

Group 2:

https://miro.com/app/board/o9J_IBIPrCI=

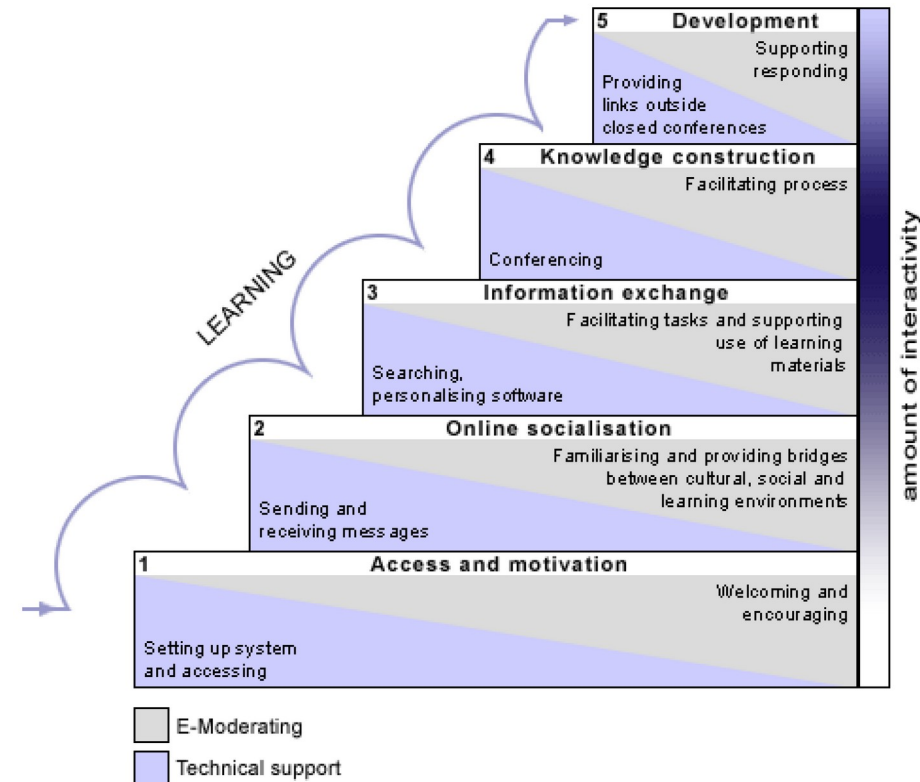
Group 3:

https://miro.com/app/board/o9J_IBIPrKM=

Group 4:

https://miro.com/app/board/o9J_IBIPrW8=

Try to find concrete support measures for every stage concerning **E-Moderating** and **Technical Support**. Use the Miro Board to draw your arguments on sticky notes



9. Next steps:

Complete the evaluation diary on a regular basis:

- Reflection of the quality of E-Tutor qualification
- Collected regularly in the E-Tutor diary ([template on Teams](#))
- Diary to be handed in 1 week after the final workshop
- Date for hand in of diary: July 2nd 2021
- Upload the diary to the cloud ([LINK](#))



9. Next steps:

Workshop	Date & Time
Kickoff Meeting	April 23rd, 2021 13:00- 14:00
Self learning phase 1: E-lectures & self evaluation	April 23rd to May 13th 2021
Workshop 1	May 14th 2021 13:00- 16:00
Self learning phase 2: E-lectures & self evaluation	May 14th- May 27th 2021
Workshop 2	May 28th 2021 13:00- 16:00
Self learning phase 3: E-lectures & self evaluation	May 28th 2021- June 10th 2021
Workshop 3	June 11th 2021 13:00- 16:00
Self learning phase 4: E-lectures & self evaluation	June 11th- June 24th 2021
Workshop 4	June 25th 2021 13:00- 16:00

Self learning phase: E-lectures and self evaluation tests; asynchronously

- Self paced
- Individual learning

Workshops: Consolidation of knowledge acquired in the self learning phase; synchronously

- Led by TUD
- Learning in groups

Workshop Reflection

Questions?



Thanks a lot for your
attention.

More information about the project:

www.valeu-x.eu

More information about the Chair of Information
Mangement:

https://tu-dresden.de/bu/wirtschaft/winf/wiim?set_language=en



Sources

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