

Online Facilitation 13~~3~~ 14 Years On: where are we headed?

(or how online facilitation is
like the practice of yoga...)

Nancy White

Full Circle Associates

<http://www.fullcirc.com>

Twitter @NancyWhite

Presentation Wiki

<http://bit.ly/aSwdS2>



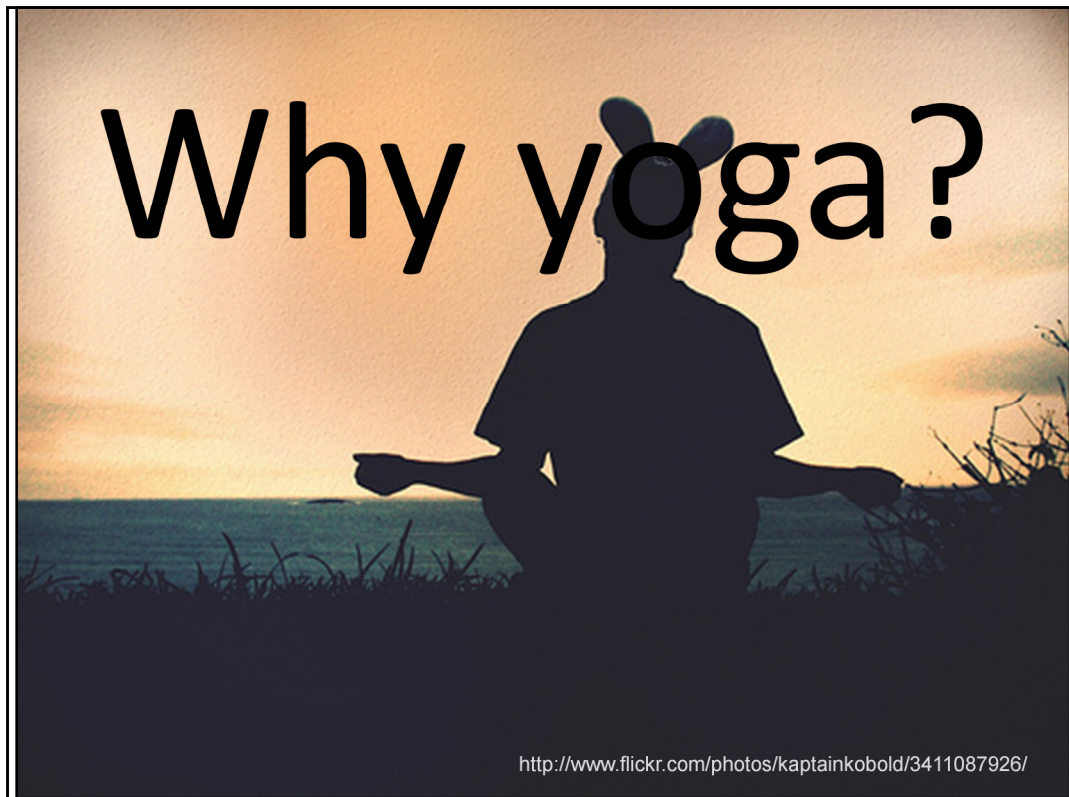
<http://www.flickr.com/photos/aftab/4000723400/>

[twitter] Heads up Twitter friends. I'll be experimenting with a presentation autotweet tool for the next hour.[/twitter]

Online facilitation is a broad practice. I'm going to try and focus on online facilitation more in the context of teaching and learning – of any sort.

Second, I'm going to go pretty quickly through the history, but will offer links and resources to more if this is of interest to you. I'll post a link to a wiki with all the links at the end of the talk.. It is a fascinating history and reminds us of not only how we got to where we are today, but why. Remember the old adage about repeating history!

Third, I'm going to take some risks, because what is the fun or value of doing just the tried and true. Today's fun is an experiment in –yup – online facilitation. Ready?



<http://www.flickr.com/photos/kaptainkobold/3411087926/>

[twitter] Online facilitation is a bit like yoga. A practice. Something that changes every time you do it. Must be present.[/twitter]

I was blissfully entangled in triangle pose the other day, with my mind supposedly loosened from my work thinking, being present. All of a sudden, as I adjusted my hip based on a subtle bit of advice from my teacher, I realized I had found my “way in” to this talk about online facilitation.

Yoga is a practice that focuses on where you are on the mat, at this moment, in this day. What happened yesterday and what will happen tomorrow are connected, but in the moment, the practice is right there on the mat.



[Twitter] Online facilitation is first and foremost a practice. There is no on/off switch.

[/twitter] Because the context and technical environment is always changing, so we must keep practicing, adjusting.

When I facilitate online, I find the best moments of facilitation, of flow, are when I allow myself to be fully present with others, even though we are all far apart, both in space and even in time. My attention is on the practice. When I don't pay attention, my practice is less. The value I add is less. So for me, online facilitation is a bit like yoga..

<http://www.flickr.com/photos/kk/117905289/>



<http://www.flickr.com/photos/dennisbarnes/2817664242/>

Yoga is also about working at your edge. I like the edge. I even like jumping off of it now and again. Like today.

[twitter] I'm taking a risk by incorporating a new tool and trying to weave facilitation of twitter into my talk. Crazy?[/twitter]

Experimenting together offers us the perfect opportunity to look at the technology stewardship side of online facilitation – experimentation and integration of new tools into one's practice. However, I don't recommend always doing this live, in front of an audience. But if I can't role model risk taking, well, then take away my chocolate stash now!

(For those in the room, I actually have some chocolate to share! And books. For my virtual friends – well, focus on imaginary chocolate. Taste it in your mind. It will save you some calories.)

Obligatory (SAP) Legal Disclaimer

IN NO EVENT WILL SAP OR TIMO ELLIOTT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING, WITHOUT LIMITATION, LOSS OF USE OR LOST BUSINESS, REVENUE, OR GOODWILL) ARISING IN CONNECTION WITH THESE PROTOTYPES AND/OR THE USE THEREOF, UNDER ANY THEORY OF TORT, CONTRACT, STRICT LIABILITY OR NEGLIGENCE, EVEN IF SAP OR TIMO ELLIOTT HAS BEEN ADVISED, KNEW OR SHOULD HAVE KNOWN OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT SHALL ANY DAMAGES WHICH MAY BE ASSESSED UPON SAP OR TIMO ELLIOTT FOR ANY REASON.

© SAP 2009 / Page 5

@timoelliott



http://www.flickr.com/photos/e_hmm/3589512474/

[twitter]Thanks to @timoelliott for sharing his PPT Twitter tools
<http://bit.ly/33BYeB>[/twitter]

Timo Elliott has created a set of tools to allow you to facilitate “back channel” tweets in a live presentation. I picked this trick up from Cliff Atkinson’s new book, **The Back Channel**. <http://www.thebackchannelbook.com>

Along with SAP’s disclaimer, I’ll add mine. I have not tried this before. This is an experiment. If it fails, we’ll learn something. If it works, we’ll learn something. I see my role in this case a facilitator of an experiment!

Reciprocity...

IN NO EVENT WILL SAP OR TIMO ELLIOTT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING, WITHOUT LIMITATION, LOSS OF USE OR LOST BUSINESS REVENUE, OR GOODWILL) ARISING IN CONNECTION WITH THESE PROTOTYPES AND/OR THE USE THEREOF, UNDER ANY THEORY OF TORT, CONTRACT, STRICT LIABILITY OR NEGLIGENCE, EVEN IF SAP OR TIMO ELLIOTT HAS BEEN ADVISED, KNEW OR SHOULD HAVE KNOWN OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT SHALL ANY DAMAGES WHICH MAY BE ASSESSED UPON SAP OR TIMO ELLIOTT FOR ANY REASON.

Thanks, TIMO!



© SAP 2009 / Page 6

<http://www.flickr.com/photos/aussiegall/3024045957/>

Online facilitation thrives in an environment of reciprocity and sharing of practices and tools. The landscape is always changing on both sides...


I have a copy of Cliff's book, slightly dog eared, to give away today. And a copy of "Digital Habitats", the book I wrote with Etienne Wenger and John Smith. More reciprocity in action. Cliff interviewed me for his book, sent a book in thanks, I learned from it, now I'm sharing it out with one of you. This is networked reciprocity which is a very important element of online facilitation.

#ITC10 Twitter Feedback Slide

Use Presentation Mode to view, Click this header to give mouse control back to PowerPoint, change slide, etc.

@mccannt Interesting idea re: eval via backchannel 140eval as part of 140university ;) **#ITC10**

2 days 4 hours 8 mins ago


 **marksylvester** (Mark Sylvester)

@NancyWhite hey nancy. Here's a shout out from your pal in @intronetworks #santabarbara. **#itc10**

2 days 4 hours 8 mins ago

#itc10 @jstein - but don't let that stop you from doing something - risk assessment

2 days 4 hours 8 mins ago

 **JaneThessin** (Jane Thessin)


@seminoleshapman public tweets are available as a data feed (rss). The slide is pulling that data feed into PowerPoint. **#itc10**

2 days 4 hours 9 mins ago

cmduke (Chris/cmduke)

Maybe that's part of it RT @ajwms: Rather than inhibited, does public bkchnl bring back civility instead? #playingdevilsadvocate **#itc10**

2 days 4 hours 9 mins ago

 **jjjohnson01** (jj johnson)


Today we can use the full continuum of individual - group- network to facilitate our learning **#ITC10**

2 days 4 hours 9 mins ago

NancyWhite (Nancy White)

"Don't invest in something so big that if it fails, it's catastrophic." @nancywhite **#ITC10** (LMS, anyone?)

2 days 4 hours 10 mins ago

 **jstein** (Mr. Jared Stein)

#ITC10 Instead of just post-course evals, how about my dean tune into my classes' backchannels too?

2 days 4 hours 10 mins ago

mccannt (Todd McCann)

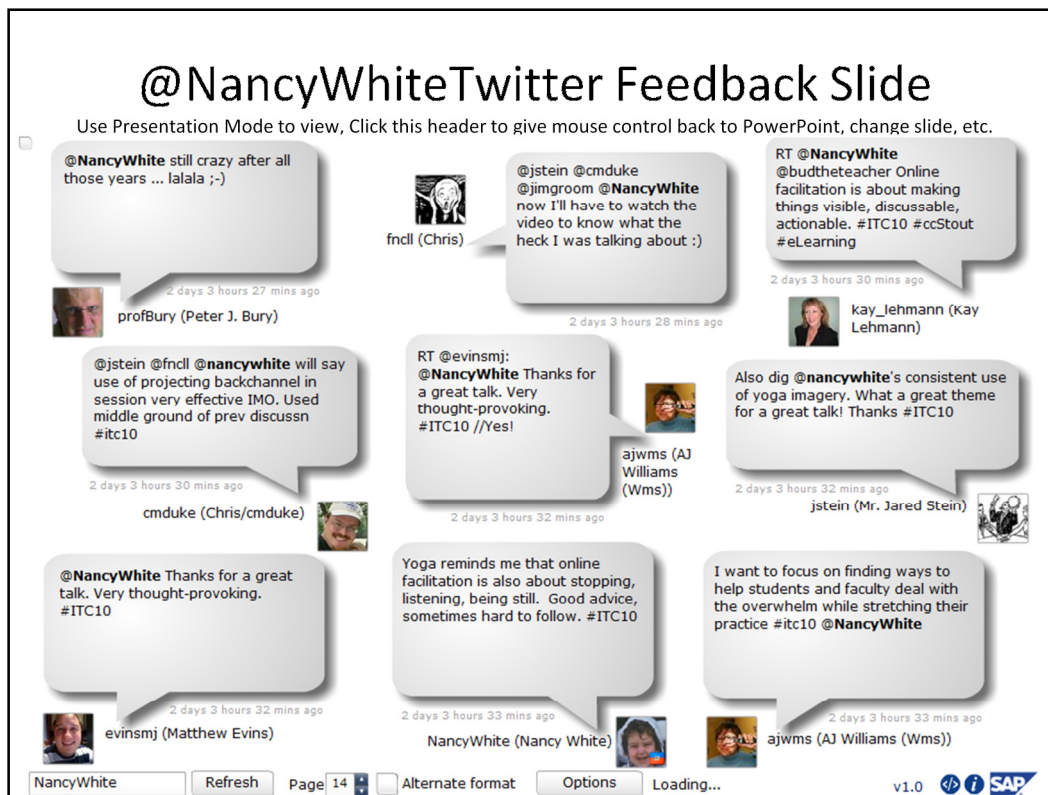
#itc10 first tweet ever! /via @bbpjoy // awesome!! Welcome to the twittersphere!

2 days 4 hours 10 mins ago

cmduke (Chris/cmduke)

itc10
Refresh
Page 67
Alternate format
Options
Idle
v1.0

[twitter] To my network, please tweet into our #itc10 session on online facilitation and say hello! [/twitter] This is how the twitter feedback slide looks. We can change the search criteria. This gives the room a line of site to the Twitter conversation – which may be coming from the room, or from out in the world. This extends the value of our time together with others, and can tap into insights beyond the room. Networked learning.



Here is how it looks searching for Tweets that mention @NancyWhite – my Twitter ID. So you can search on a person, a key word or a hash tag. This enables us to be socio-centric or content-centric.

So let's try an experiment that works to facilitate an experience in a room full of people and a connected network where a) not everyone is Twittering and b) perhaps not everyone thinks it is a good idea.

[twitter]I'm going to borrow an idea that @busynessgirl shared with me yesterday. She may be online at the airport, so let's see if she hears this![/twitter]

Stand up if you have heard of Twitter

Stay standing and raise your hand if you think it is useful to use tools like Twitter to augment a presentation like today. Sit down if you think it is either not a good idea in general, or not good for how you like to operate.

Stay standing if you have a Twitter account

Stay standing if you used it for more than two weeks

Stay standing if you are using Twitter here, today

This gives us a line of sight to the range of technology adoption in the people we work with. We have to figure ways to facilitate across this diversity.

“Tweet unto others as you
would have them tweet unto
you.”

Cliff Atkinson
@backchannelbook



<http://www.flickr.com/photos/matthamm/3383916444/>

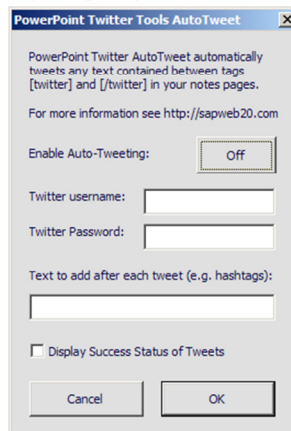
[twitter]“Tweet unto others as you would have them tweet unto you.”
@cliffatkinson “The Backchannel” book @backchannelbook [twitter]

For those of you new to Twitter, you may have worries about it. Some of those worries, like getting slammed in public, are important to consider. Like any online facilitation, sharing transparently your intent and, where appropriate, asking for one or two very basic sets of agreement, can be your friend. Cliff Atkinson, author of the book “The Backchannel” offers some great guidance and role modeling. I've stolen his slide. Thank you, Cliff!
@backchannelbook

PowerPoint Auto Tweet

You can “auto tweet” from presentations using the AutoTweet plugin, available [here \(Office 2007\)](#) or here [\(Office 2004\)](#)

Any text between the tags [twitter] and [/twitter] in your notes pages will automatically be tweeted as you give your presentation.



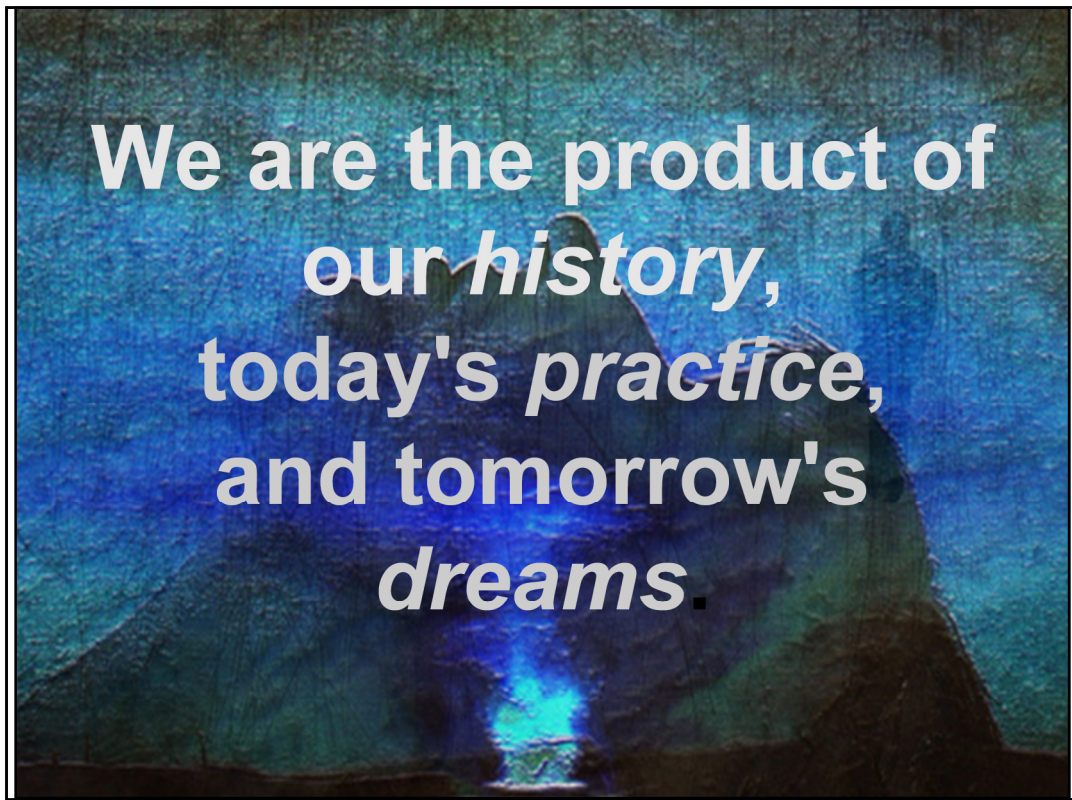
© SAP 2009 / Page 10

[twitter] Testing PPT Autotweet live during my ITC#10 keynote in Ft. Worth [/twitter]

The second tool I’m going to experiment with is Timo’s autotweet tool for Powerpoint. This allows me to send a tweet that I’ve pre—prepared when I move to each subsequent slide.

Why? Because one of the great things about online tools and practices is that you can scale outside of a defined group. You can include others through the transmission of messages, such as tweets in this case, and bring their voices back in, such as with the Twitter Feedback Slide. So we amplify our messages and we have a wider net to include the participation, wisdom, learning or rotten tomatoes from a wider network.

Online facilitation with technology allows us to scale in new ways. We’ll come back to that.



[twitter] We are the product of our history, today's practice and tomorrow's dreams. [/twitter]

I fell down the online facilitation rabbit hole in 1996 with Howard Rheingold's "Electric Minds" community. (And I'll tell a bit of that story when I talk). That history irrevocably influences what I do going forward. Including blinding me at times!

For more details about the history of online facilitation, see <http://bit.ly/duhuXP>



[twitter]Online facilitation is not magic. It is based on older, known F2F practices with new expressions online.[/twitter]


Some of us may have thought online facilitation was magically invented when the first web based online communities appeared. Not true. The practice has been around as long as two or more humans were connected via computers.

We thought we knew how to facilitate...

Then the environment changed

Then the group forms changed

Then what?



peeking back a bit...

- Online Facilitation Group:
<http://tech.groups.yahoo.com/group/onlinefacilitation/>
- Scope Online Facilitation History Session
<http://scope.bccampus.ca/mod/forum/discuss.php?d=446>
- The History of the Student Conferencing Project
<http://www.umich.edu/~umscp/history.html>
- Steve Wheeler's Distance Ed Series
<http://bit.ly/bdLbuY>
- 2004 "History of Online Facilitation"
- Tim Winkleman's paper
<http://scx.sagepub.com/cgi/content/abstract/11/4/382>

[twitter]The practice of online facilitation traces back to early computer networks, but blossomed in the 1990's [/twitter]

<http://www.flickr.com/photos/milopeng/38144610/>

Standing on Shoulders



<http://www.flickr.com/photos/stephangeyer/4276288186/>

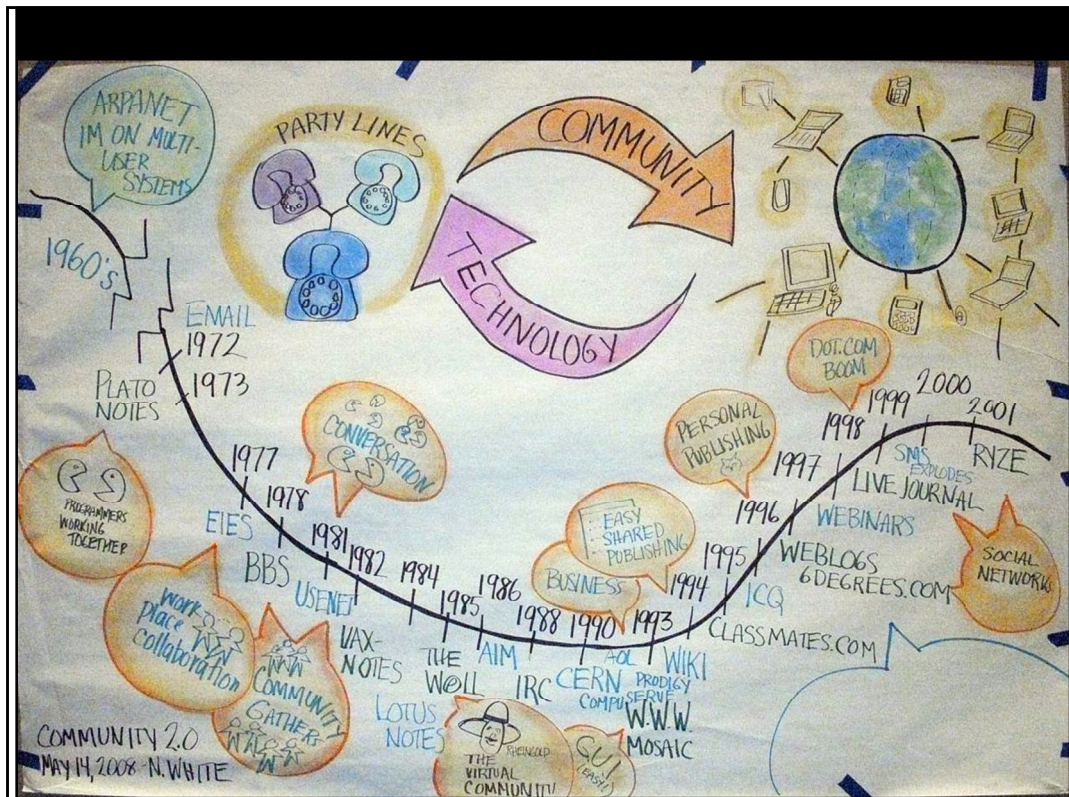
Peter & Trudy Johnson-Lenz
Murray Turoff and Starr
Roxanne Hiltz and EIES

Lisa Kimball
Howard Rheingold
Michele Paradise
Liz Rykert
Jessica Lipnack
Jeffrey Stamps...

[twitter]We stand on the shoulders of those who established the practice of online facilitation.[/twitter]

The names I list here are folks who worked primarily in online environments. But the truth is we stand on the shoulders of facilitators and teachers of all kinds. It is in our own creative adoption and remix of practices that we invent what works now, today, in our classrooms and groups.

As Jim Groom said yesterday, this accumulation and sharing of knowledge liberates a great deal of possibility. So how are you sharing what you know about facilitating online learning with your peers? Who are you learning from today? If you are on Twitter, let us know. If you are offline, write it down on a piece of paper on the table. I'll collect them and share them out – links, resources, URLs. Add it to the collective pot and we'll make a good soup.

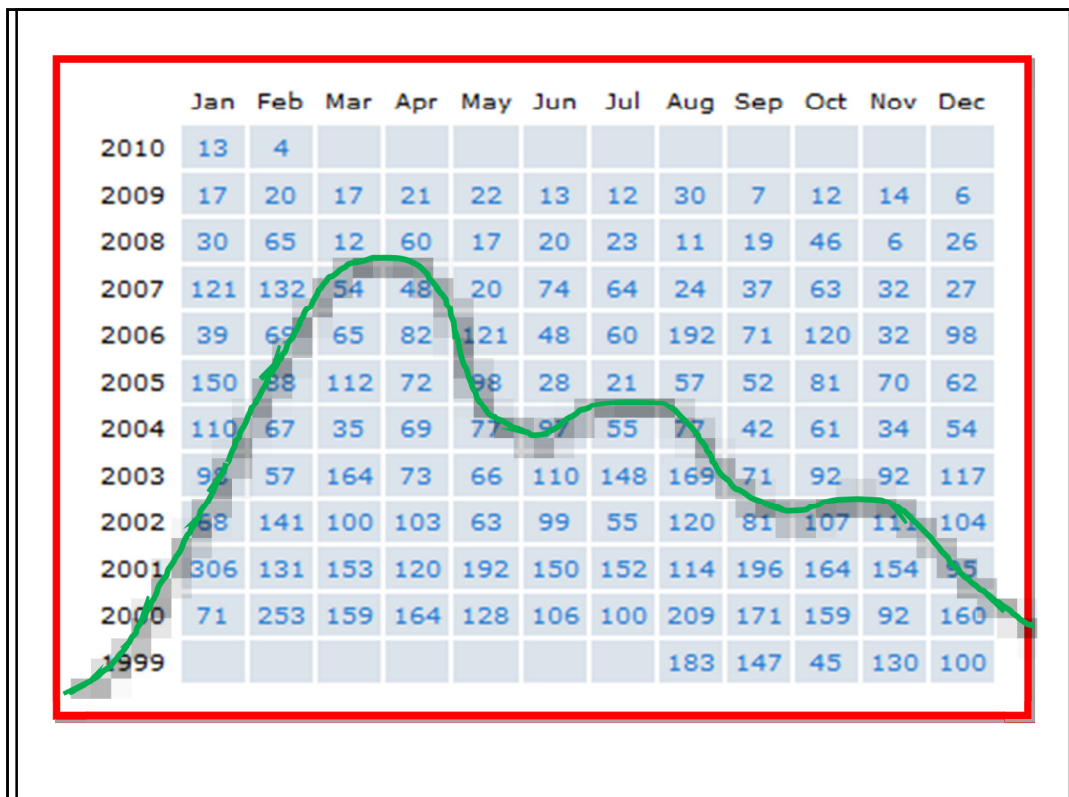


[twitter] Human history is intertwined with technology development [/twitter]

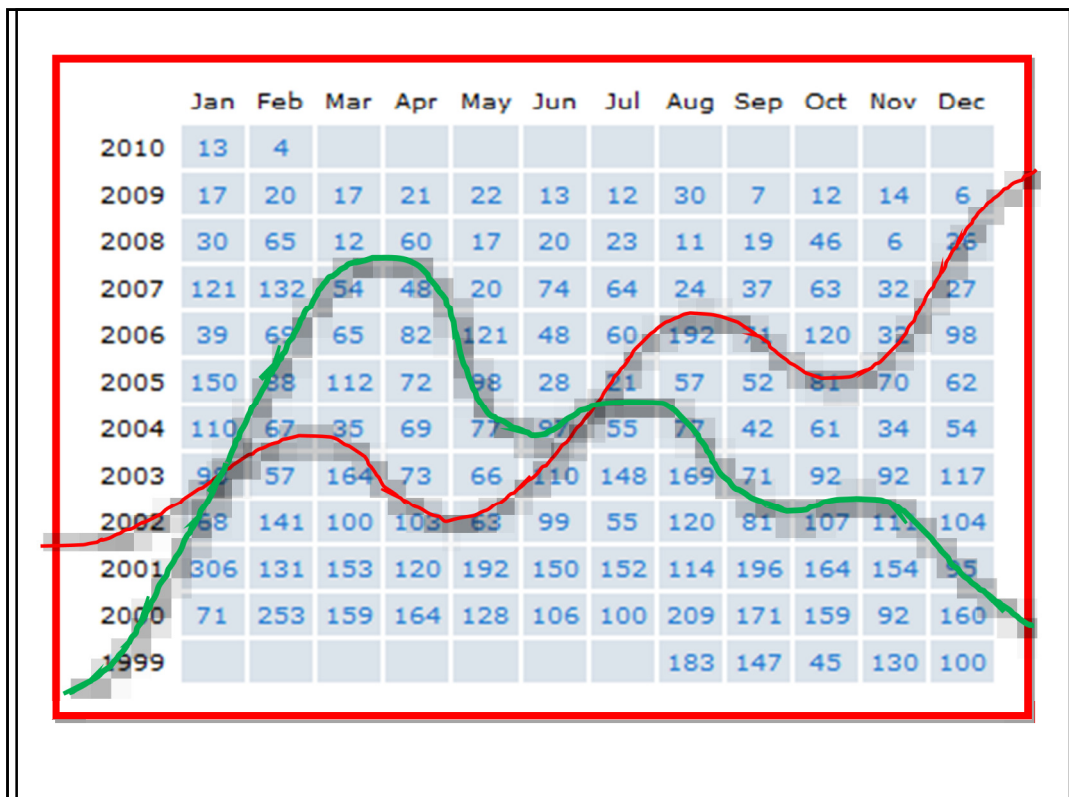
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2010	13	4										
2009	17	20	17	21	22	13	12	30	7	12	14	6
2008	30	65	12	60	17	20	23	11	19	46	6	26
2007	121	132	54	48	20	74	64	24	37	63	32	27
2006	39	69	65	82	121	48	60	192	71	120	32	98
2005	150	88	112	72	98	28	21	57	52	81	70	62
2004	110	67	35	69	77	97	55	77	42	61	34	54
2003	98	57	164	73	66	110	148	169	71	92	92	117
2002	68	141	100	103	63	99	55	120	81	107	111	104
2001	306	131	153	120	192	150	152	114	196	164	154	95
2000	71	253	159	164	128	106	100	209	171	159	92	160
1999								183	147	45	130	100

Online Facilitation Yahoo Group Posting History: 1999 - 2010

I started the Online Facilitation group in 1999. You can see the peek and decline of posts which suggests some interesting factors at play, both technically and socially. See if these reflect anything you have experienced in elearning.



While the number of posts has declined, there are...





...many OTHER conversations about online facilitation and related issues have multiplied. There is an interesting relationship in North America with the rise and fall of the popularity of “online community” in business, but if you look at the interest in how we teach and learn online, there are now a multitude of conversations – and a diversity that did not exist in 2000. Our ecosystem of online facilitation knowledge has become more diverse – and dispersed.

And so our history continues. If you want more details on the history, remember, there are and will be more resources on the session wiki at <http://onlinefacilitation.wikispaces.com/History+and+Future+of+Online+Facilitation>

#ITC10 Twitter Feedback Slide

Use Presentation Mode to view, Click this header to give mouse control back to PowerPoint, change slide, etc.

 <p>fncil (Chris): @jstein Boyd's experience is instructive, just the commentary that followed devolved quickly into good/bad w/out thought #itc10 2 days 3 hours 29 mins ago</p>	 <p>mediasite (Erica St. Angel): RT @ITC_AACC: Late Night Learning Live - the Mediasite version - is now available. Enjoy. http://bit.ly/9q7pAj #ITC10 2 days 3 hours 32 mins ago</p>	 <p>seminolechapman (Alan Shapiro): RT @seminolechapman: I want to learn how get my Students to network #itc10 2 days 3 hours 34 mins ago</p>
 <p>ajwms (AJ Williams (Wms)): RT @evinsmj: @NancyWhite Thanks for a great talk. Very thought-provoking. #ITC10 //Yes! 2 days 3 hours 31 mins ago</p>	 <p>NancyWhite (Nancy White): Yoga reminds me that online facilitation is also about stopping, listening, being still. Good advice, sometimes hard to follow. #ITC10 2 days 3 hours 32 mins ago</p>	 <p>bibe0007 (Shelley Bibeau): overwhelmed by my Blackberry #ITC10 2 days 3 hours 34 mins ago</p>
 <p>fncil (Chris): @jstein Why rather than? Why not both? Reactionary thinking can (often does) lead to insight, harnessing instinct and subconscious #itc10 2 days 3 hours 31 mins ago</p>	 <p>ajwms (AJ Williams (Wms)): I want to focus on finding ways to help students and faculty deal with the overwhelm while stretching their practice #itc10 @NancyWhite 2 days 3 hours 32 mins ago</p>	 <p>evinsmj (Matthew Evins): Tweet Map: http://bit.ly/taNN #ITC10 2 days 3 hours 34 mins ago</p>
 <p>jstein (Mr. Jared Stein): Also dig @nancywhite's consistent use of yoga imagery. What a great theme for a great talk! Thanks #ITC10 2 days 3 hours 31 mins ago</p>	 <p>jstein (Mr. Jared Stein): @fncil I gotta say I think the Boyd example is still important by comparison. The more models--good /and/ foul--the better! #ITC10 2 days 3 hours 32 mins ago</p>	 <p>cmduke (Chris/cmduke): @fncil true but now we're jumping into existential discourse :-). At what point does perception become reality rather than illusion #itc10 2 days 3 hours 34 mins ago</p>
 <p>evinsmj (Matthew Evins): @NancyWhite Thanks for a great talk. Very thought-provoking. #ITC10 2 days 3 hours 31 mins ago</p>	 <p>fncil (Chris): @jstein @jimgroom I expect nothing less of @NancyWhite and helps cut through the misleading fog of Danah Boyd's experience #itc10 2 days 3 hours 33 mins ago</p>	 <p>jstein (Mr. Jared Stein): "I would never /not/ show up for a walk with my friend, but when she was out of town I wouldn't walk." @nancywhite on power of social #ITC10 2 days 3 hours 34 mins ago</p>
 <p>cmduke (Chris/cmduke): @fncil same here. My experience has been projecting can inhibit. Illusion or not. :-). #itc10 REALLY enjoyed discussion. Hope to continue 2 days 3 hours 32 mins ago</p>	 <p>hhwb (Howard Beattie): Expand... Expand... #ITC10 Spread the gospel. Amen! 2 days 3 hours 33 mins ago</p>	 <p>spaztard (spaztard): Woke up a bit late today, missed keynote...will have to watch it online when I get back :-(#ITC10 2 days 3 hours 34 mins ago</p>

itc10 Refresh Page: 27 Alternate format Options Idle v1.0 SAP

So we take a Twitter break. For those not on twitter, you can ask someone near you to Tweet, or you can raise your hand and give a shout out. What year did you start facilitating learning (or anything else) online?

Technology keeps changing what it means to “be together.”



<http://www.flickr.com/photos/michaelheiss/355852355/>

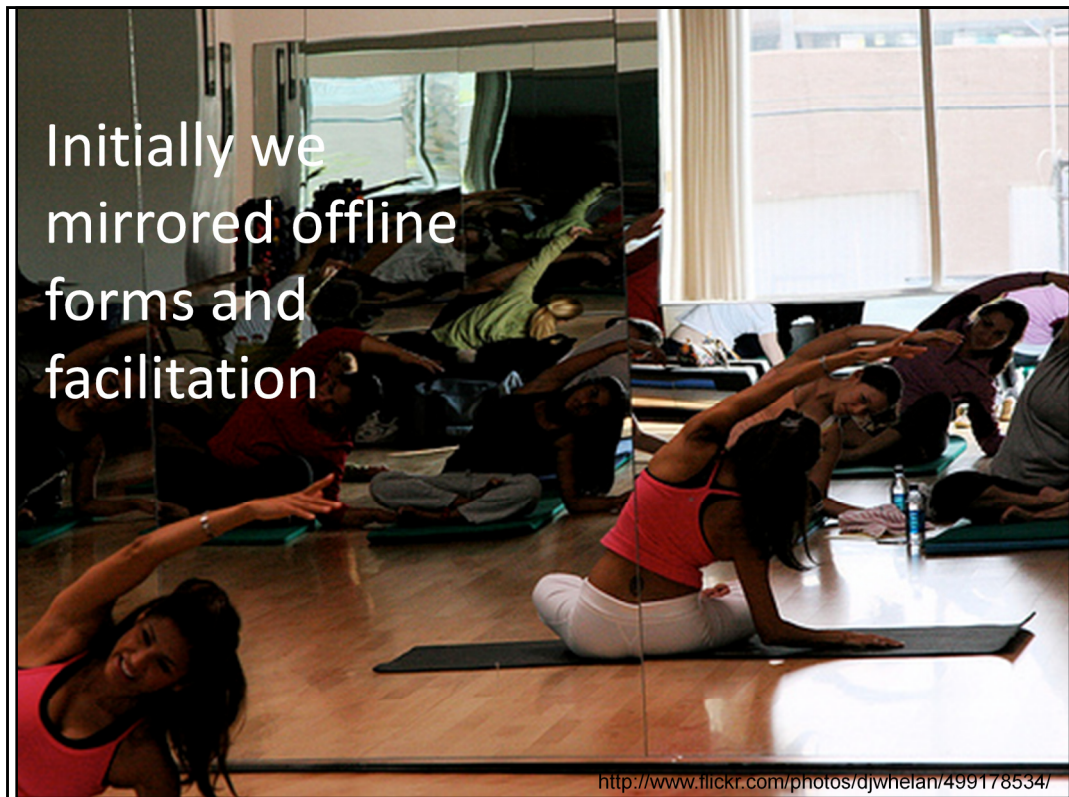
[twitter] Technology keeps changing what it means to “be together.” [/twitter]

There are some who think technology determines and totally drives our online interaction. There are those who think technology is value neutral, and our experience is up to us. In our research for “Digital Habitats: stewarding technology for communities” with Etienne Wenger and John Smith, we noticed a pattern through out the history of online interaction via networked computing where communities influenced the development of technology, and technology influenced the development of communities. There is this ongoing intertwining and interplay. This interplay over time shapes what it means to facilitate online as well.

Talk about Twitter Example

One of the key bits of this is how technology has changed what it means to be together. Think back to Reverend Jim Groom’s “sermon” yesterday about the power of syndication in blogs at Mary Washington University. The syndication enables them to bring together content across diverse blogs, but by bringing together the content in new configurations, new groups of people can find and potentially interact with others who share a passion about something. We are no longer confined to facilitating “community” in the classroom, and indeed, we may want to build on where students are already “in community” with others, or bridge outside of the classroom to a wider network.

Time shifting – recording things for people to listen or watch later, remixing content through aggregation and even hacking – these also shift what it means to be together.



[twitter] Initial online facilitation mirrored offline group forms and methods.[/twitter]

Our conceptions about online facilitation in general, and about class room online facilitation, came from what we knew and understood from offline small group processes and what I'd call a fairly "traditional" approach to facilitation. These models were often hub and spoke – meaning the facilitator or teacher had both a lynch pin and potentially a highly controlling effect on the interaction.

Online, this control was enacted both via process (by redirecting negative conversations, reasserting primacy of a topic, etc.) and technologically (moderating or deleting posts, banning users, etc.)

We often focused on small group processes that took a scaffolding path that started with introductions and relationship building along with technology skill capacity, and then entered into the topic at hand, assuming peer interaction within the group.

<http://www.flickr.com/photos/djwhelan/499178534/>



[twitter]Today we can use the full continuum of individual – group- network to facilitate our learning [/twitter]

Today technology allows us to bridge in and out of small groups into networks and the wider world via the web. We can “triangulate” learning with many people beyond instructor and student. We can create the context for individual driven learning, small group learning or massively open networked learning, a la George Siemen's and Stephen Downes Massively Open Online Courses (MOOC)

Furthermore, we can facilitate these processes – again borrowing from another arm of offline facilitation, the large group processes such as Open Space (<http://www.openspaceworld.org>), Appreciative Inquiry, The World Cafe (<http://www.theworldcafe.org>) and others which focus on creating containers for social learning and interaction, rather than proscribing the interaction.

This is a significant shift to pay attention to.

<http://www.flickr.com/photos/sizemore/2853594691/>





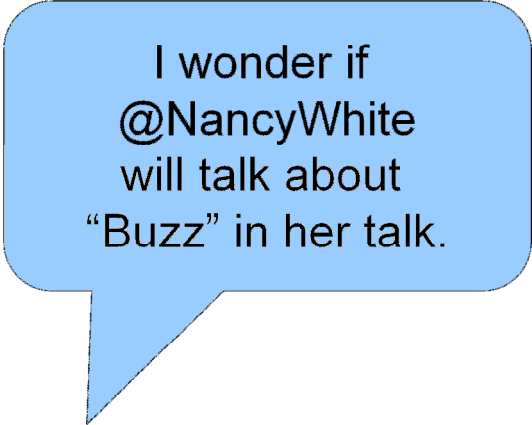
[twitter] We are now facilitators AND technology stewards. See <http://bit.ly/db5MKT> for more on Tech stewards.[/twitter]

A technology steward is someone with enough experience of the workings of a community to understand its technology needs, and enough experience with technology to take leadership in addressing those needs, which typically includes selecting and configuring technology, as well as supporting its use in the practice of the community.

Tech stewardship goes far beyond the traditional IT tech support. It is tech with a community attitude, attention to how to adapt a tool to a community's quirks and practices. It is about seeing and representing the community perspective first.

Photo credit: <http://www.flickr.com/photos/maykesplana/270819284/>

From text to...
audio
video
images
mobile devices
time shifting
place shifting



I wonder if
@NancyWhite
will talk about
“Buzz” in her talk.

Steve Wheeler and “distance”

<http://bit.ly/bdLbuY>



For more on the power of visuals, see

<http://bit.ly/bVxYNn>

<http://bit.ly/dd1Ekd>, <http://www.flickr.com/photos/partsnpieces/50879423/>,

<http://www.flickr.com/photos/urbanmkr/352850239/>, <http://www.flickr.com/photos/videocrab/116136642/>

Another aspect is literally making things visible through visuals. We started in a text environment. Today we are in a multimedia environment. I had e striking experiences that helped me see the power of these multiple modalities.

The first was around 2003 or 4, when I was teaching my online facilitation workshop which was primarily asynchronous text based interaction. First, I started using visuals for key ideas and mind maps for discussion summaries. I could not believe the feedback. Those who felt they were drowning in text started breathing again, engaging. When facilitating in multicultural and multilingual (particularly groups where everyone is not speaking their first language) visuals are really useful.

The second was in the same workshop, a person said “can you please record your topic introductions” – pieces that were usually 5-12 paragraphs long. So I began recording them, along with a verbal greeting to start each week. The audio-loving folks said it changed their experience.

Finally, back in the olden days of chat in funky chat boxes, I was teaching how to facilitate in chat. The group was restless. People felt out of synch. The fast typers were leaving the slower typers in the dust. I could sense frustration going and a lack of our ability to “listen” to each other. So I posted a link to a soothing piece of harp music (incidentally by one of the students) and we all listened for a few moments, then returned to the chat.

Yup, you guessed it. Everything changed.

We know that we use our senses in many ways. We have applied this to our F2F group process for millenia. Yet it was easy to forget these lessons in the early days of online facilitation. We best not forget them today. But ask yourself, how are you integrating multiple modalities in your work? Are they YOUR preferred modalities, or those of the people you are facilitating?

#ITC10 Twitter Feedback Slide

Use Presentation Mode to view, Click this header to give mouse control back to PowerPoint, change slide, etc.

 <p>NancyWhite (Nancy White): Noticing triangles, external connections and connecting them back into the classroom so we aren't isolated and lost. #ITC10 2 days 3 hours 42 mins ago</p>	 <p>NancyWhite (Nancy White): We have to learn new patterns from what we were used to in F2F classrooms. #ITC10 2 days 3 hours 45 mins ago</p>	 <p>cmduke (Chris/cmduke): #itc10 @fncll don't think it's a matter of illusion of privacy. It's a matter of physical vs online inhibitions. I know presence in ... 2 days 3 hours 47 mins ago</p>
 <p>fncll (Chris): @cmduke I've used projected/private backchannels a LOT, experience is that the projected is consistently richer and suits my goals #itc10</p>	 <p>evinsmj (Matthew Evins): @pascher If you do that, at least you can see what students are getting out of your lecture. Also a way to see who is paying attn. #itc10 2 days 3 hours 45 mins ago</p>	 <p>effigy3 (effigy3): #itc10 WOOT! I totally won the wine. Funny thing is I don't drink alcohol! Haha 2 days 3 hours 47 mins ago</p>
 <p>bergjj (Jim Berg): @mccannt I can really see faculty getting on board with that #ITC10 how about my dean tune into my classes' backchannels too? 2 days 3 hours 44 mins ago</p>	 <p>cmduke (Chris/cmduke): #itc10 @fncll ...backchannel is public. But it's perceptually on a smaller scale than physically standing in a room and speaking. Backch... 2 days 3 hours 45 mins ago</p>	 <p>ajwms (AJ Williams (Wms)): @RichardLeslie http://bit.ly/33BYeB for SAP twitter tools #itc10 2 days 3 hours 47 mins ago</p>
 <p>fncll (Chris): @cmduke I get what you're saying, your "perception" is my point about illusion. I think we may have to agree to disagree #itc10 2 days 3 hours 44 mins ago</p>	 <p>fncll (Chris): @jjjohnson01 chatterous works well for backchannels and allows participation via IM/etc as well #itc10 2 days 3 hours 40 mins ago</p>	 <p>wmrandth (Randy Thornton): RT @NancyWhite: Twitter friends, feel free to Tweet into the #ITC10 session on online facilitation. If you are tracking the tag, give a shout out!</p>
 <p>cmduke (Chris/cmduke): #itc10 @fncll ...backchannel on big screen creates greater social risk. It's public in the physical world not just the online one. 2 days 3 hours 44 mins ago</p>	 <p>ajwms (AJ Williams (Wms)): Hey! I'm sitting next to @davecormier's office mate: @hhwbb #itc10 2 days 3 hours 40 mins ago</p>	 <p>evinsmj (Matthew Evins): @cmduke @jjjohnson01 Having to use add'l tools is an issue. Not only with students, but with faculty as well. #itc10 2 days 3 hours 47 mins ago</p>
 <p>dwtno (Derek Toten): #itc10 @cmduke Would also worry about distraction of big-screen tweets. I choose to tweet & divide my focus; now forcing everyone to do same. 2 days 3 hours 45 mins ago</p>	 <p>pascher (Paula Ascher): How do you think it would work to require students to take notes for the class in twitter? Crazy idea? #itc10 2 days 3 hours 45 mins ago</p>	 <p>fncll (Chris): @cmduke that's very different from those who would tweet but not speak, but this is also an illusion of a different nature #itc10 2 days 3 hours 47 mins ago</p>

itc10

Refresh

Page 30



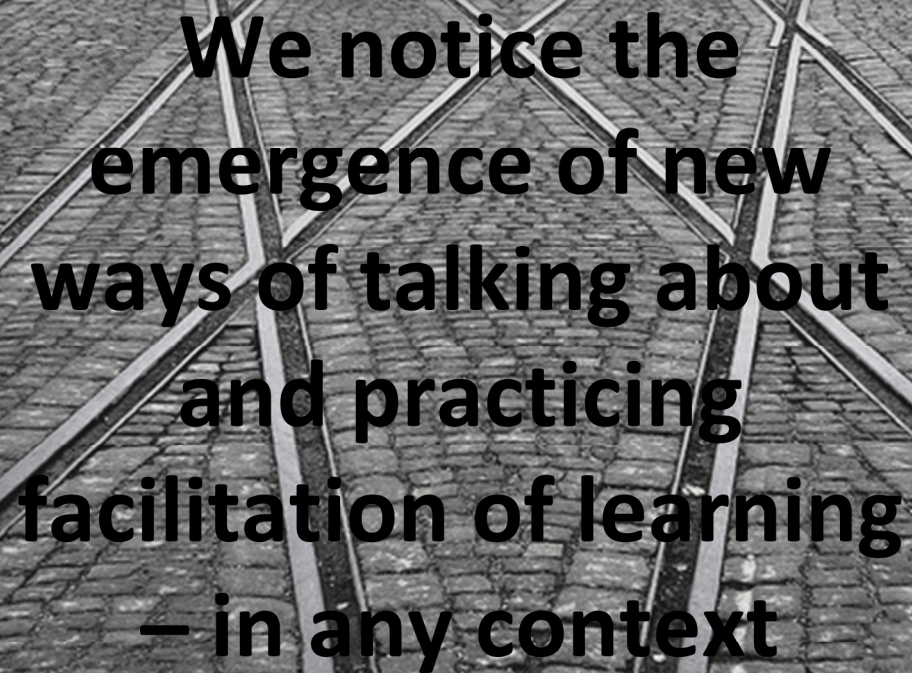
☒ Alternate format

Options

Idle

v1.0





**We notice the
emergence of new
ways of talking about
and practicing
facilitation of learning
– in any context**

Networked Learning Patterns

George Siemens and Co.

1. Amplifying
2. Curating
3. Wayfinding and socially-driven sensemaking
4. Aggregating
5. Filtering
6. Modelling
7. Persistent presence

<http://www.connectivism.ca/?p=220>

<http://www.connectivism.ca/?p=220>

Dave Cormier

Rhizomatic Learning
& Community as Curriculum

<http://davecormier.com>

Clay Shirky

Social Media Centric Patterns:

Promise Tool Bargain

From Darren Kuropatwa "The **promise** is about why would you use a certain tool. i.e. begin by asking yourself, what do you want to accomplish with your students? What do you want them to learn?

The **tool** is about answering the question: how do you want them to learn it?

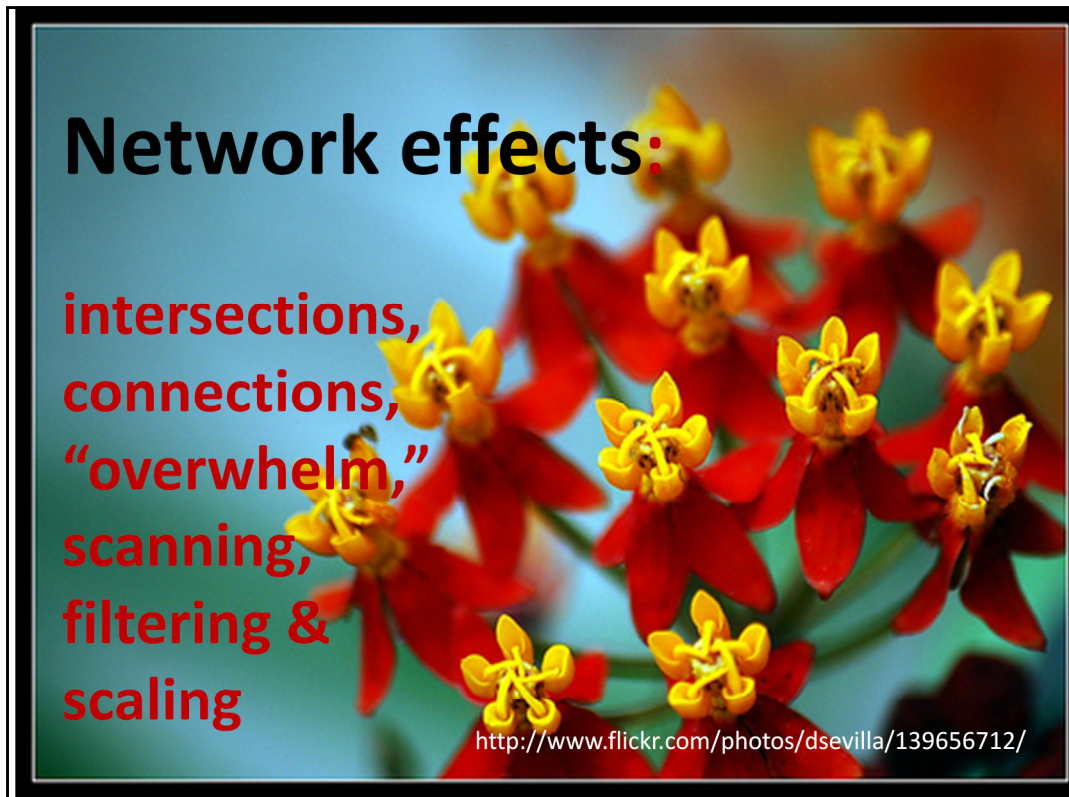
The **bargain**, in Clay's words, "sets the rules of the road: if you are interested in the promise and adopt the tools, what can you (the students) expect and what will be expected of you?"

["http://adifference.blogspot.com/2008/09/promise-tool-bargain.html"](http://adifference.blogspot.com/2008/09/promise-tool-bargain.html)

We have to learn
new facilitation patterns,
different
from what we were used to
in the classroom.

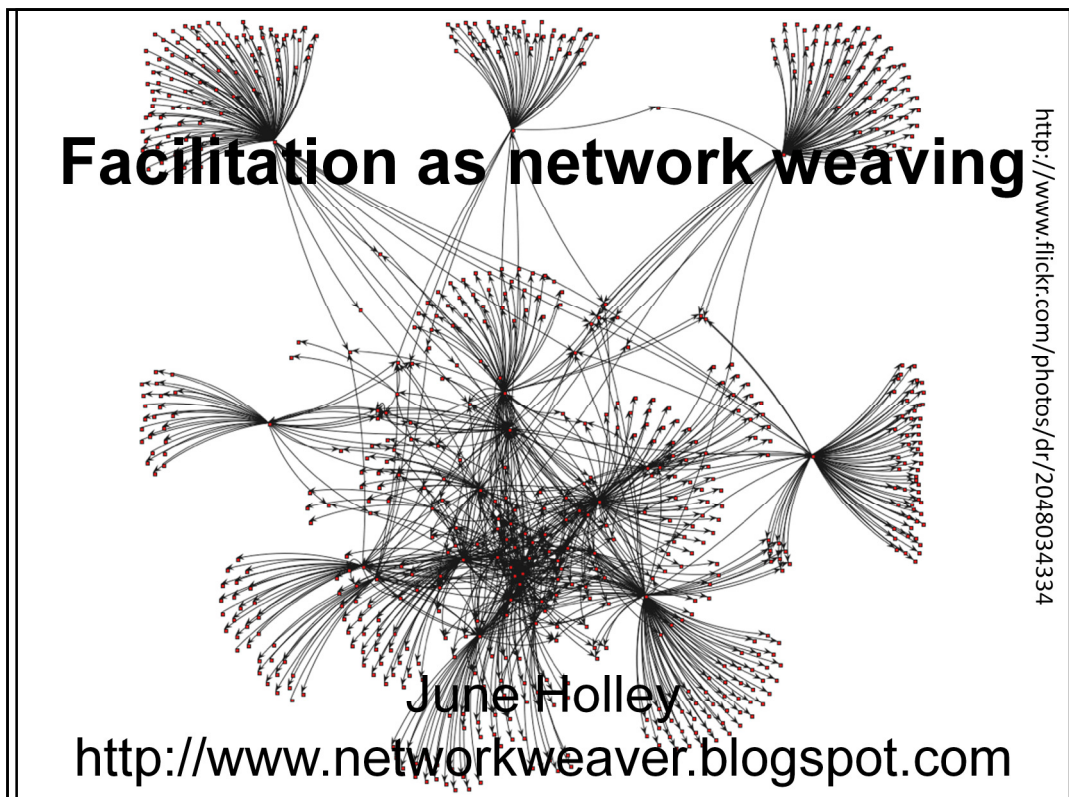
[twitter] We have to learn new patterns from what we were used to in F2F classrooms.[/twitter]

Identity



<http://www.eurozine.com/articles/2010-01-14-varnelis-en.html>

<http://www.flickr.com/photos/dsevilla/139656712/>

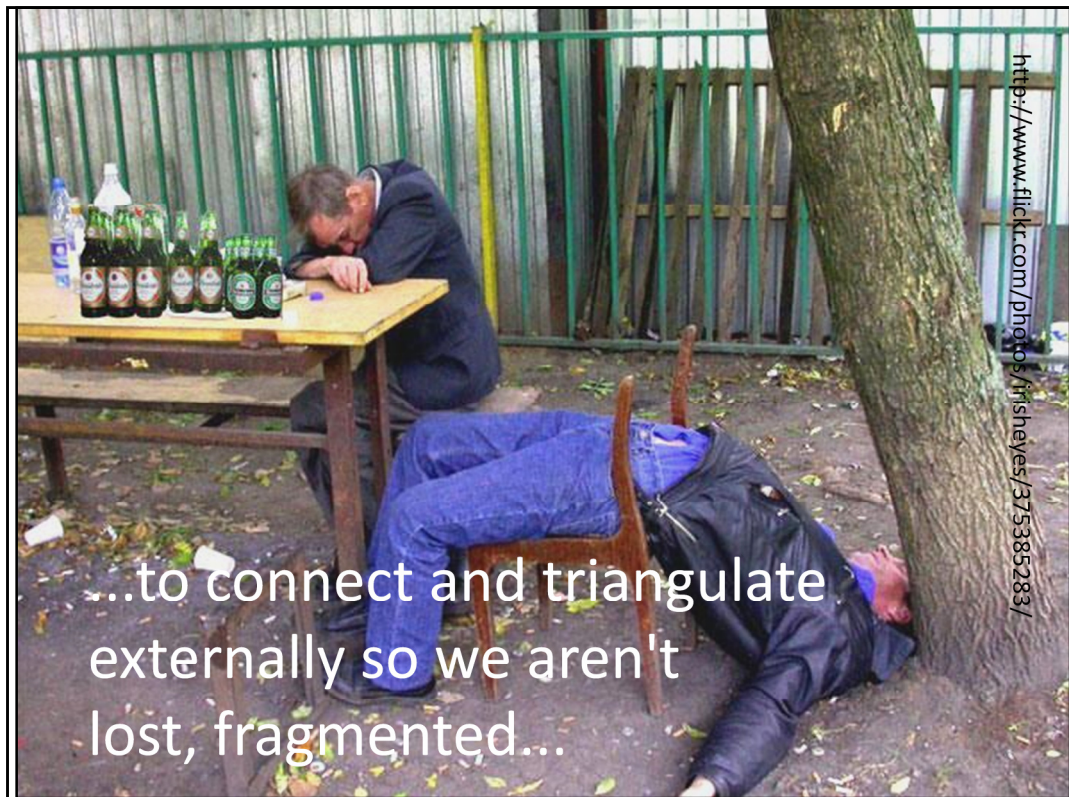


<http://www.flickr.com/photos/dr/2048034334/>

Facilitation as network weaving

June Holley

<http://www.networkweaver.blogspot.com>



...to connect and triangulate
externally so we aren't
lost, fragmented...

[twitter]Noticing triangles, external connections and connecting them back into the classroom so we aren't isolated and lost.[/twitter]

I talk about the power of triangulation. But I've run out of steam to write down the notes here. ;-)

<http://www.flickr.com/photos/irisheyes/375385283/>



[twitter]Online facilitation is about making things visible, discussable, actionable.[/twitter]

As I have watched the evolution of our practice, this has become one of the most important elements that I can discern. From the reaching out to find out how people are doing (not assuming), to connecting people to content and to each other, to connecting people to wider networks, we are making possibility visible. We are weaving the threads that the internet makes so cleverly available to us all, but which can bewilder and overwhelm some.

There are some other aspects of “making things visible” that have shown up for me. One is making the work of someone inside a classroom or organization visible to an outside network or community of practice to support and validate that person. Often those closest to us can block learning, innovation and progress in work. Hierarchies can blind us. When an innovator in an NGO can’t get support for a new way of working from her boss, external comments on the person’s work on a blog, brought to that boss’ attention, may shift the dynamic. Making the VALUE visible.

<http://www.flickr.com/photos/olahus/460160067/>

We dance with
dualities,
finding the place
between
old and new
practices, structures and places.



Image used with permission from [Mr. Biggs](#)

[twitter] We dance with dualities, finding the place between things.[/twitter]



Yesterday, Rev Jim and I had a great lunch time conversation about the tension that shows up in those who argue for an individual centric system. PLEs, Blogs, VLEs, and all those things are ostensibly designed with the individual in mind. Some will rant that the class or course is obsolete. Of course sometimes it is. And sometimes it isn't. That is a duality. Something were we must be discerning in our design in context.



[twitter]Online facilitation is about finding the balance of me/we in any context.[/twitter]

<http://www.flickr.com/photos/unrelaxeddad/3013133633/>

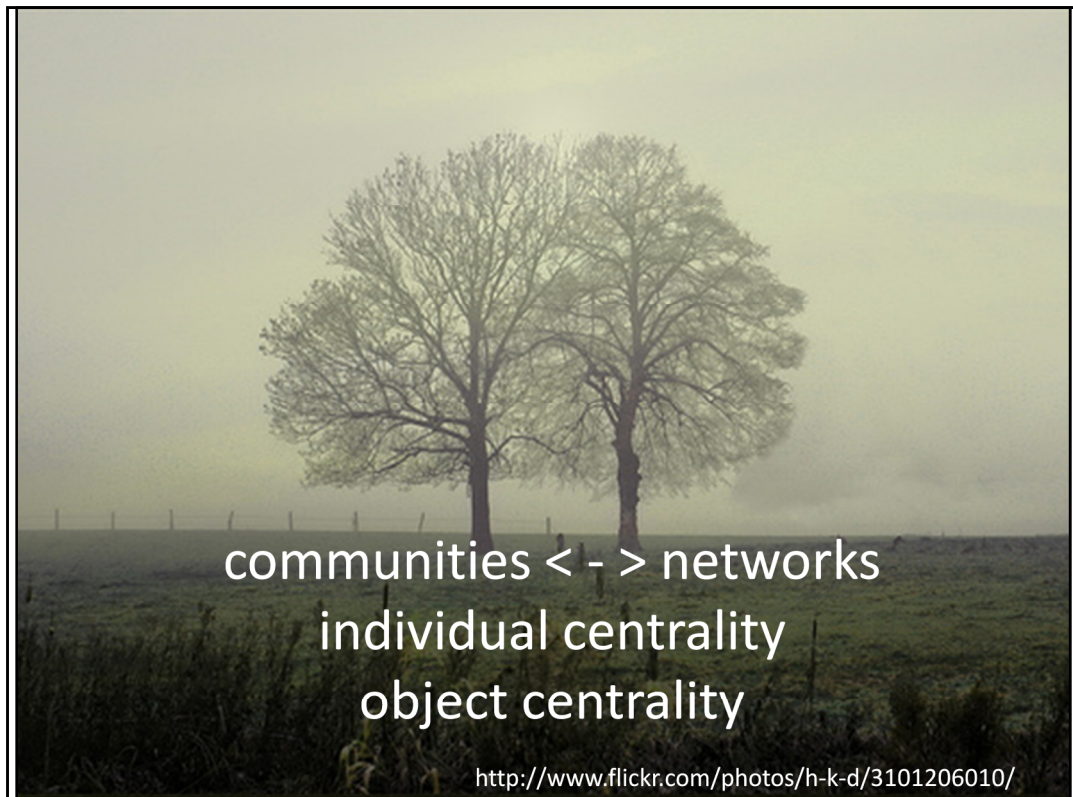
"The positive development of a society in the absence of creative, independently thinking, critical individuals is as inconceivable as the development of an individual in the absence of the stimulus of the community."

Albert Einstein

"Power does not reside in institutions, not even the state or large corporations. It is located in the networks that structure society."

Manuel Castells

I stole this from Etienne Wenger. Fab stuff!



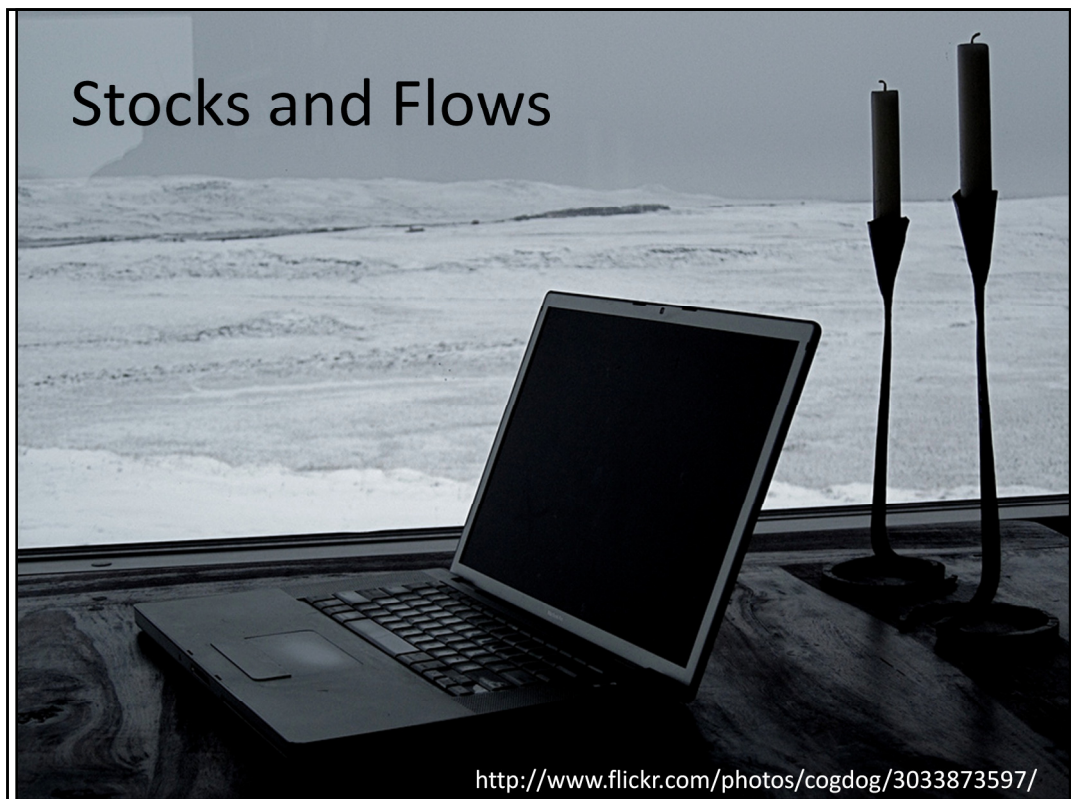
<http://www.flickr.com/photos/h-k-d/3101206010/>



push *and* pull
deliver *and* facilitate
control *and* emergence
online *and* offline
perform and on the side

<http://www.flickr.com/photos/curlybird/1388426713/in/set-72157602025695868>

<http://www.flickr.com/photos/curlybird/1388426713/in/set-72157602025695868>



<http://www.flickr.com/photos/cogdog/3033873597/>



The word “facilitation” means “to make easy.” I shy away from the word “help” because it implies I know what someone else needs, but that’s often the reality. We are expected to know, to help. I distinguish this from “doing it for someone else.” I espouse the value of building capacity in others, rather than reliance on the facilitator.

In online learning, this is often framed in terms of providing a scaffolding for learning, such as Gilly Salmons’ work. My critique of some of the “emoderating” or “e-teaching” models is that they are often presented as linear sequences. Online I find that what we do is actually a series of loops, gradually moving forward in the scaffolding. So my first bit of advice from years of mistakes is think iterative, not in a line! The helping hand changes pressure, location, but keeps coming back until there is no further needs. We gradually build capacity in the group and reduce dependence on the facilitator.

<http://www.flickr.com/photos/sic/98413986/> Caption: “Claudia was perfectly concentrated, rode peaks and traversed dips. “Everything is in the breathing” is what her yoga teacher had said.”



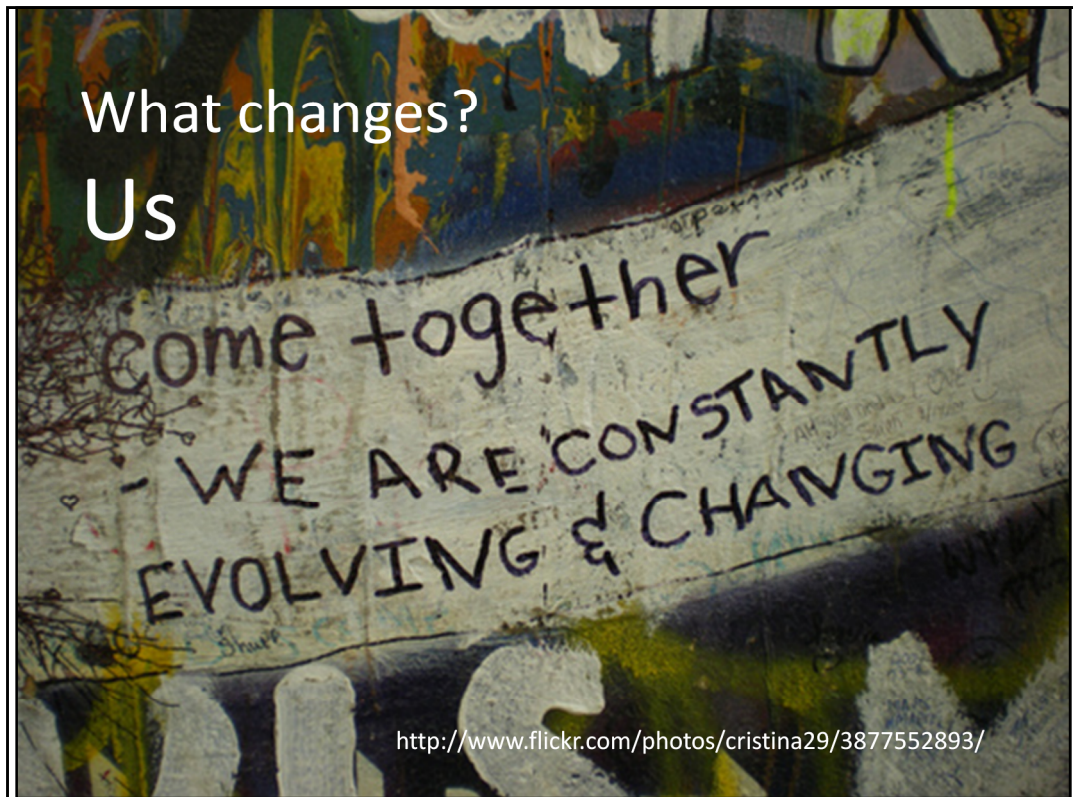
<http://www.flickr.com/photos/didbygraham/3503821401/>



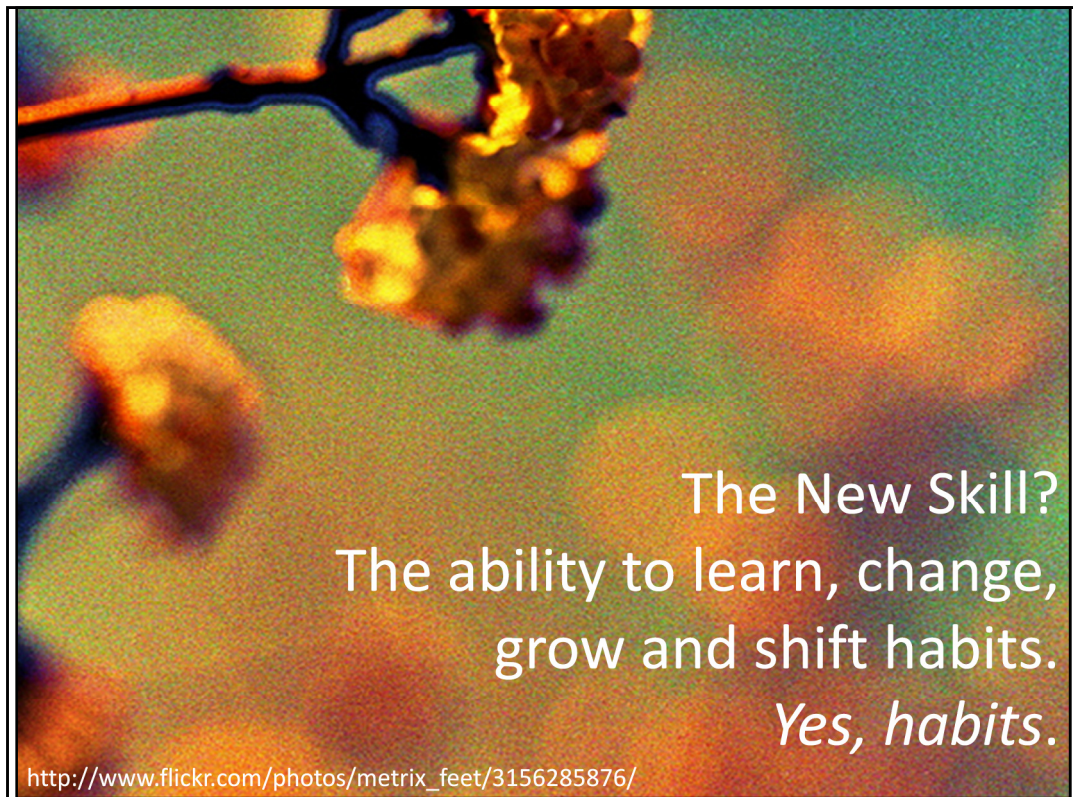
Because we work in a technologically mediated environment, we have to adjust to the reality that the tools were designed for a group, but experienced by the individual – each of us behind our monitor or today, our mobile devices. A facilitator **MUST** not design for their own preferences nor assume that everyone else is having the same experience as he or she is having. They must probe and then adjust and facilitate the adjustments of others. Typically we do this in small adjustments, but every now and again, it is major. Like when a technology fails in the midst of a live web meeting. My mantra? Always have a Plan B. And a Plan C. Etc.

<http://www.flickr.com/photos/soldiersmediacenter/3567950920/>


“Spc. David Kocian, a human resources specialist in the Pennsylvania National Guard's 28th Combat Aviation Brigade, teaches a yoga class at Camp Adder, Iraq. The 21-year Army veteran is a Pittsburgh, Pa., native, and Palmyra resident. He began teaching yoga during the 28th CAB's mobilization because Soldiers showed significant interest when they discovered he was an avid student of yoga”?



<http://www.flickr.com/photos/cristina29/3877552893/>



http://www.flickr.com/photos/metrix_feet/3156285876/




What **practices** &
roles might we
introduce?

<http://www.flickr.com/photos/eriwst/2303608353/>

How do we enable people to...

- discover & appropriate useful **technology**
- be in and use **communities & networks (people)**
- express their **identity**
- find and create **content**
- usefully **participate**





community leaders
technology **stewards**
network weavers
Independent **thinkers**

Three roles that I've been looking at are community leaders, network weavers and technology stewards. Community leaders are a more familiar role, helping defined groups achieve specific goals over a period of time. "Helping" may mean creating conditions, supporting the emergence of relationships or individual and/or group identity, managing, etc. Network weavers are a new role (See the work of June Holley et al at <http://www.networkweaving.com/blog/>) – "people who facilitate new connections and increase the quality of those connections." In between community leaders and network weavers are technology stewards – they show up both in groups/communities AND networks.

**What is one area
in your work
where you want to
expand your
online facilitation
practice?**





[twitter]Returning to the yoga theme, online facilitation is about playing with our edge.[/twitter]

- Performance is not dead
- What improv teaches us
- Be discerning about form
- Remember "identity"
- Triangulate, weave and connect
- Risk, learn and continue ONWARD!

http://www.movingintostillness.com/book/asana_playing_the_Edge.html Erich Schiffmann

Revisiting Our Twitter Experiment



"You imagine a spinning top. Stillness is like a perfectly centered top, spinning so fast it appears motionless. It appears this way not because it isn't moving, but because it's spinning at full speed. Stillness is not the absence or negation of energy, life, or movement. Stillness is dynamic. It is unconflicted movement, life in harmony with itself, skill in action. It can be experienced whenever there is total, uninhibited, unconflicted participation in the moment you are in - when you are wholeheartedly present with whatever you are doing. "

Erich Schiffmann

[twitter]Yoga reminds me that online facilitation is also about stopping, listening, being still. Good advice, sometimes hard to follow.[/twitter]

<http://www.flickr.com/photos/kk/117906175/>

http://www.movingintostillness.com/book/meditation_moving_into_stillness.html

Resources

Presentation WikiL

<http://onlinefacilitation.wikispaces.com/History+and+Future+of+Online+Facilitation>

- <http://www.fullcirc.com>

Contact

Nancy White
nancyw at fullcirc dot com

<http://www.fullcirc.com>

@NancyWhite



<http://www.flickr.com/photos/poagao/527259905/>