Online instruction is fundamentally different from in-class instruction. While online instruction offers learners anywhere, anytime access and the ability to self-pace, the lack of face-to-face contact with instructors can be isolating. Online instructors/facilitators are encouraged to actively seek out ways to create dialogue, foster interactions, and build virtual learning communities.

1. **Encourage active participation.**
   - Maintain a relaxed, engaging, and informative tone.
   - Encourage learners to ask questions, share experiences, and collaborate.
   - Show no judgment, and ensure no one ever feels ridiculed.
   - Use humor where appropriate.

2. **Don’t lecture ... rather, question.**
   - The primary goal of an online facilitator is to turn lectures into interactive discussions.
   - Engage learners through pertinent questions that encourage individuals to thoughtfully explore the subject matter.
   - Active questioning also helps instructors better know their learners, their preferences, and their motivation, which helps in the personalization of eLearning materials.

3. **Encourage group collaboration.**
   - The primary goal of an online facilitator is to turn lectures into interactive discussions.
   - Engage learners through pertinent questions that encourage individuals to thoughtfully explore the subject matter.
   - Active questioning also helps instructors better know their learners, their preferences, and their motivation, which helps in the personalization of eLearning materials.

4. **Make the information you’re providing “bite-size.”**
   - Gradually introduce information to learners through smaller, more digestible eLearning courses.
   - Use polls, quizzes, and gated content to ensure learners have fully absorbed information before moving on.
5. **Tie the eLearning course to real-life scenarios or situations.**
   - Tie subject matter to real-life examples or experiences.
   - Provide learners with opportunities to assess how the information applies directly to their own lives or experiences.

6. **Set clear goals, ground rules, and expectations.**
   - Set rules and goals at the beginning so learners are clear on the desired outcome.
   - Set expectations with learners to keep everyone on track and aligned with the learning experience.

7. **Keep the conversation on the subject at hand.**
   - It is the online facilitator's job to bring the discussion, questions, and answers back to the subject at hand so learners don't lose their way and the learning value is retained.

8. **Talk less and listen more.**
   - Good facilitators talk less and listen more. You are there to offer your wisdom and experience, but also to help learners become fully engaged. Use questioning to guide discussions that allow a learner's understanding to unfold, and encourage debate (within the context of the subject matter).

9. **Act as a guide, rather than as an instructor.**
   - Online facilitators work to ensure learners are actively learning the subject matter and using critical thinking to apply it in their own lives.

10. **Ask for feedback, and make changes accordingly.**
    - Be open to constructive feedback from learners, and use feedback to improve your methods of instruction and the course materials.¹

¹[https://elearningindustry.com/from-instructor-to-effective-online-facilitator](https://elearningindustry.com/from-instructor-to-effective-online-facilitator)

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**About D2L**

D2L believes learning is the foundation upon which all progress and achievement rests. Working closely with organisations globally, D2L has transformed the way millions of people learn online and in the classroom. Learn more about D2L for schools, higher education and businesses at [D2L.com](https://www.D2L.com).