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Day



Recap

Facilitation

- Virtual Facilitation Fundamentals
- Effective Facilitation Skills

Warm Welcome by Lead Partner

Presented by *Anja W.*

ERASMUS virtual exchange program

End Date: first Quarter of 2028

Number of participants: 2500 young adults

Participating partners:



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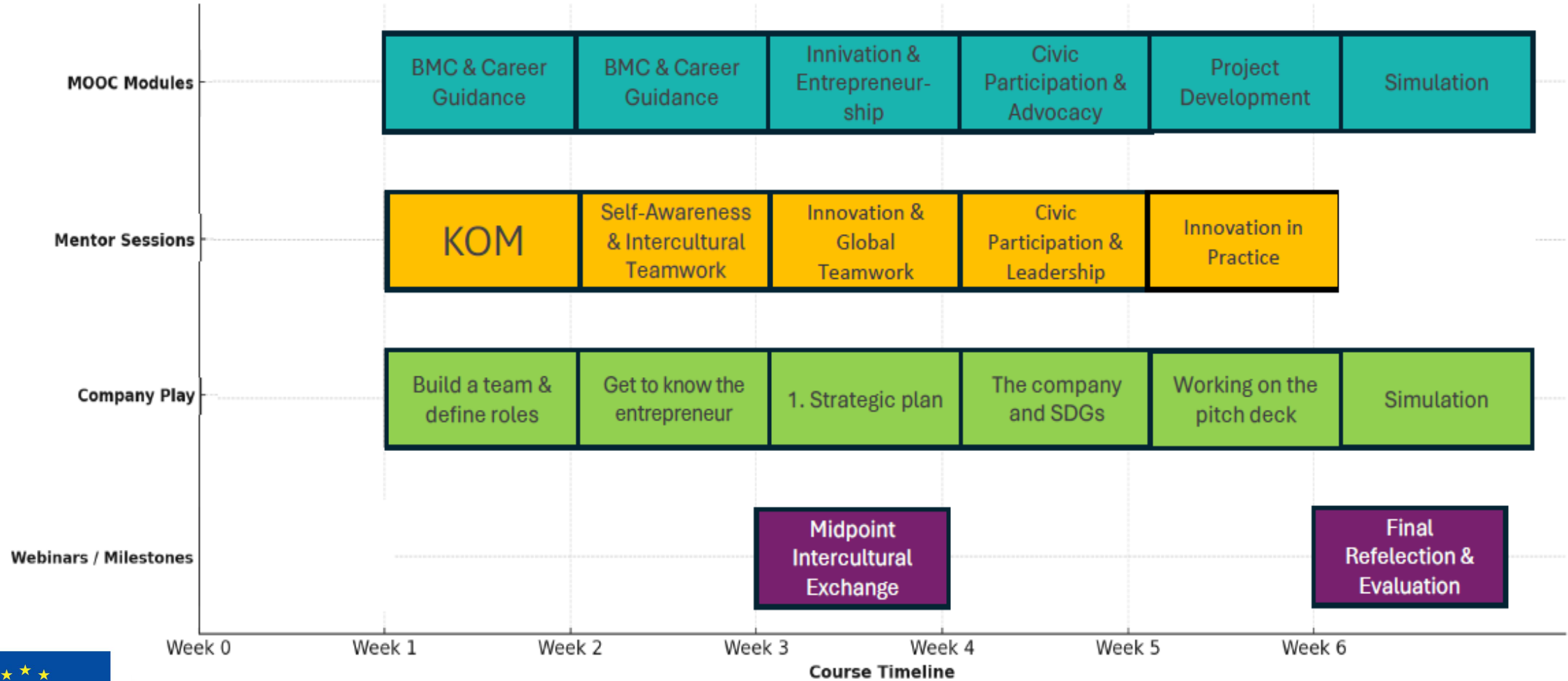
Finland (FI)



Overall Structure of E Internship Program

Presented by *Anja W.*

6-Week Course Flow Overview (Multi-Track Gantt Chart with Deliverables)



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Effective facilitation in our setting requires a blend of pedagogical, intercultural, and digital skills
(all soft skills)



A successful e-internship

-  1. Participation and Engagement
-  2. (Good) Quality of interactions
-  3. Inclusion and equity
-  4. Cross-cultural learning and group collaboration
-  5. Learning outcomes and applications
-  6. Completion and retention
-  7. Participants' feedback and satisfaction

Day



Facilitation

- ***Communication and Online Presence***
- ***Managing Discussions and Conflict***
- ***Effective Mentorship: Roles, Skills, and Supporting Mentee Development***

Presenters

Yitna T. | Anja W.



Yitna Tesfaye

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Training Objectives

By the end of the session, participants will be able to:



Apply effective communication techniques in virtual settings.



Demonstrate professional online presence.



Facilitate discussions that encourage participation.



Handle common online conflicts constructively.





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Activity (5 min)

"What frustrates you most during online meetings?"



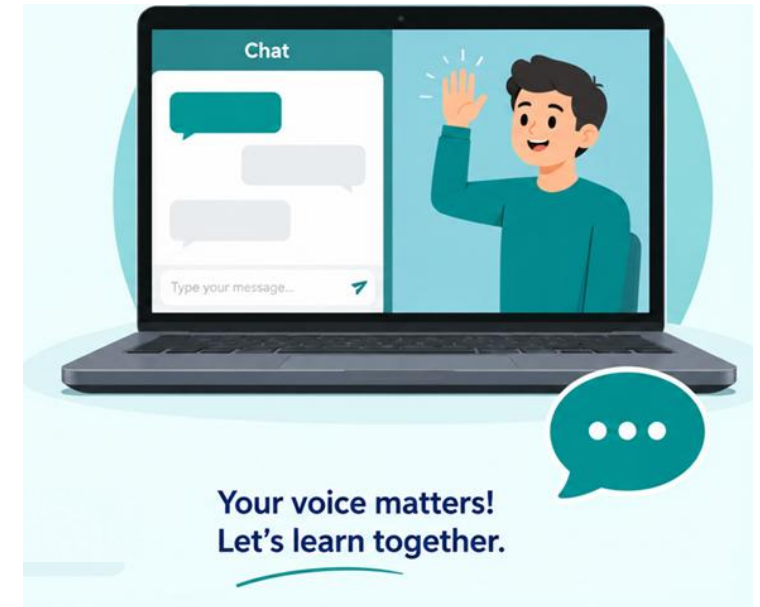
In Chat

Type your response
in the chat box.



Verbally

Raise your hand and
share your response.



05:00

The same frustrations are experienced by students during e-internships.
Good facilitators reduce these barriers.



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STUDENT FRUSTRATIONS



Unclear Expectations

Not sure what is expected or how to get started.



Poor Communication

Slow or unclear responses create confusion.



Feeling Disconnected

Limited interaction and support.



Lack of Feedback

Not getting feedback makes it hard to improve.



Low Motivation & Confidence

Challenges lead to stress and self-doubt.



GOOD FACILITATORS

- ✓ Communicate clearly
- ✓ Set clear expectations
- ✓ Provide timely feedback
- ✓ Encourage engagement
- ✓ Offer support
- ✓ Build confidence



WITH GOOD FACILITATORS



Clear Direction

Know what to do and how to succeed.



Open Communication

Get quick, clear, and helpful responses.



Feel Connected

Engage, collaborate, and feel supported.



Constructive Feedback

Receive feedback that helps you grow.



More Confident

Stay motivated and achieve better results.



Essential Communication Skills



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Verbal Communication

- Clear speaking
- Appropriate pace
- Positive tone

Non-Verbal Communication

- Eye contact (look to the camera)
- Facial expressions
- Gestures –Smiles use with in the tool we are using

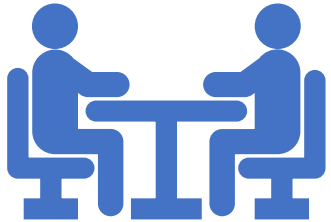
Digital Communication

- Chat politeness
- Clear instructions
- Timely responses
- **Understanding the infrastructural environment students are in and make necessary arrangement**

Activity (5 min)



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**"Imagine you join an online meeting for the first time.
What makes you trust and engage with a facilitator within
the first 2 minutes?"**



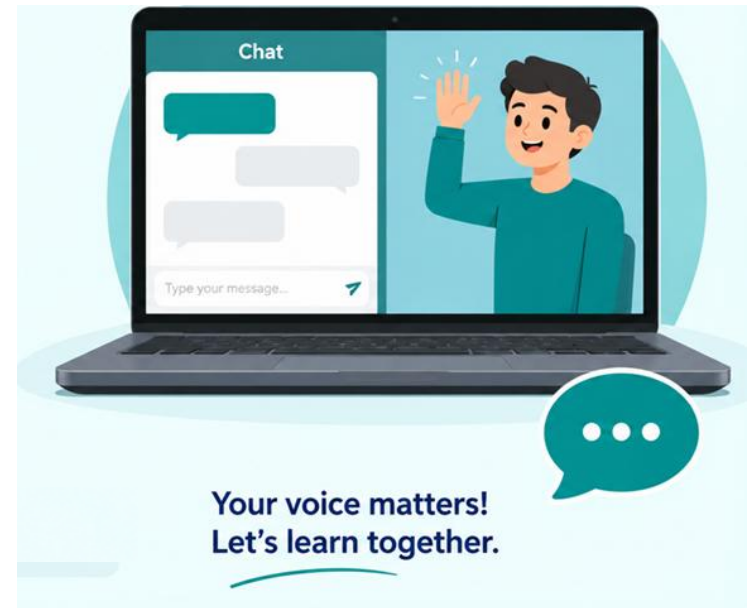
In Chat

Type your response
in the chat box.



Verbally

Raise your hand and
share your response.



05:00

Online presence begins before we start the session.



Participants form impressions immediately.



They see your name



They see your profile picture



They read your messages



They notice your engagement



They form an impression



Who are they?
Are they professional?
Will this be a good session?



Your online presence shapes **trust, credibility, and connection** — even before you say a word.



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The 3 Cs of Online Presence

Connect

- Greet participants by name
- Show enthusiasm
- Build rapport

Communicate

- Be concise
- Give clear instructions
- Check understanding

Care

- Listen actively
- Encourage participation
- Respond respectfully

Poor Online Presence

Your online presence is often the first impression you make.
Make it count!



Incomplete Profiles

Missing photo, bio, or key information.



Complete & Professional

Well-filled profiles with a clear photo, bio, and achievements.



Unprofessional Content

Inappropriate posts, comments, or poor language.



Positive & Relevant Content

Share thoughtful, respectful, and industry-relevant content.



No Privacy Awareness

Sharing too much personal information.



Privacy Conscious

Protect personal data and manage privacy settings.



Inactive or Irregular

Not engaging or staying consistent online.



Active & Consistent

Engage regularly and build a strong digital presence.



Poor Time Management

Spending too much time online or inconsistent use.



Smart Time Management

Use time wisely, stay consistent, and maintain a healthy balance.



★ Every post, profile, and interaction shapes your digital reputation. **Be intentional. Be professional. Be you.**

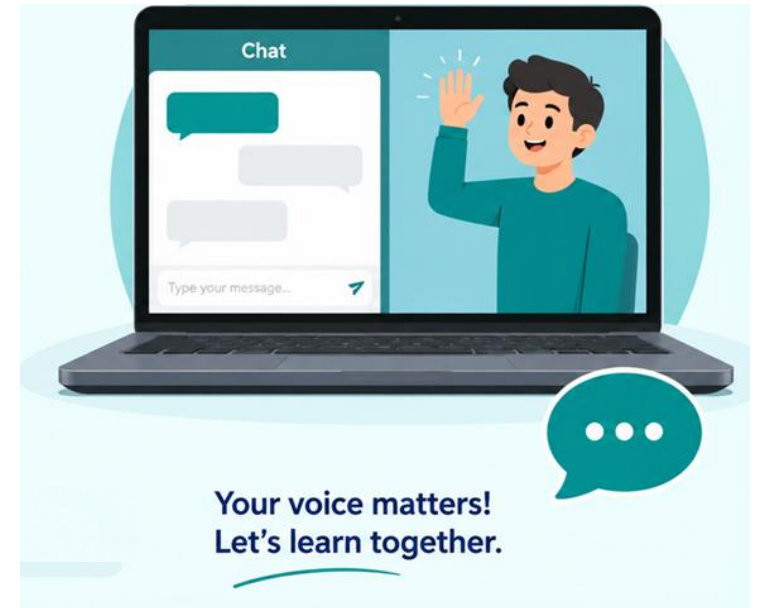
Managing Discussions and Conflict



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Activity (5 min)

What would you do if one participant dominates every discussion while others remain silent?



In Chat

Type your response
in the chat box.



Verbally

Raise your hand and
share your response.

05:00

Managing Discussions and Conflict



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- Focus on objectives
Keep discussion aligned with goals.
- Acknowledge contributions
Recognize everyone's input.
- Create participation opportunities
Invite quieter members.
- Intervene respectfully
Address disruptive behaviour calmly.

... cont.



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- Listen actively
Seek understanding before responding.
- Identify conflict early
Notice tension before it escalates.
- Talk, Assess, Transform, Encourage
Turn disagreements into learning opportunities.

Successful facilitators

do more than deliver content.



They:



CREATE A WELCOMING ENVIRONMENT

Make everyone feel valued, respected, and included.



ENCOURAGE PARTICIPATION

Invite diverse perspectives and empower everyone to contribute.



MANAGE DISCUSSIONS EFFECTIVELY

Keep conversations focused, productive, and respectful.



TRANSFORM DISAGREEMENTS INTO OPPORTUNITIES

Turn differences into learning moments and stronger collaboration.



Great facilitation turns a group discussion into a powerful learning experience.

Thank You

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