

e-Training Facilitator

Who Should Attend

This workshop is designed for the trainer who will facilitate training programs in an e-learning setting.

Learning Objectives

By the end of the workshop, the e-facilitator will be able to:

- Describe the e-trainer's role as a facilitator of synchronous, asynchronous and blended learning
- Identify how to use adult learning concepts in an e-learning environment
- Use options for virtual introductions
- Use facilitation skills in an e-learning environment
- Promote learner interaction and participation
- Overcome pitfalls of facilitating e-learning
- Use trategies to deal with problem learners
- Complete planning steps for an e-learning event

Trainer: Divdeni Syafri

WAKTU PELAKSANAAN

17 - 18 Februari 2027

09:00 - 17:00 WIB

TEMPAT PELATIHAN

Location: Kuretakeso Hotel - Kemang / Best Western Premier - Cawang / The Aryaduta Hotel Semanggi

Harga

Group Price: Rp 5.350.000
Full Fare: Rp 5.950.000

**) Harga di atas tidak dikenakan PPN 11%, sudah termasuk makan siang, snack, sertifikat, dan modul.*

- Identify steps to orient the learner to your technology

Workshop Content

1. Overview

- What is e-learning?
- Characteristics of synchronous, asynchronous and blended learning
- Methods for the best learning experiences for e-learners
- Steps in adult learning
- Use adult learning concepts in e-learning
- Assess your skills, manage your expectations

2. Virtual Introductions and E - s Roles

- Options for virtual introductions
- Think like a course designer, facilitating material designed by others
- E-facilitator roles
- Facilitation skills that translate from the classroom to e-learning

3. E- Facilitation Skills

- How to give directions and set up learning activities
- How to compensate for lack of face-to-face contact
- Ten tools and tips to increase interaction and participation

4. E- Facilitation Questions and Facing

- Use questions effectively
- Are the concepts clear?
- How can e-learners use what is taught?
- Keep the pace alive
- Off-air assignments and other options

5. E- Facilitation Pitfalls and Solutions

- Pitfalls and how to overcome them
- When to depart from the prepared script
- Netiquette and problem learner strategies

6. Prepare to Facilitate an E- Learning Event

- Target population: who’s out there?
- Create the event script or road map for the learning event
- Get materials to the right people

- How to connect with the virtual learner

7. Use The Technology to The Best Advantage

- Orient the learner to the technology
- Use tools to promote interaction
- Knowing system capabilities and limits
- Who is available to troubleshoot?
- Technical support for 24/7 learning
- Evaluate learners and monitor progress
- Participant feedback: ask the right questions
- Compiling feedback information and next steps

8. Resources and Conclusion

- Answers to activities
- Lettering and charting suggestions for white boards
- Glossary of e-learning terms
- Questions to ask at each of the five adult learning steps
- Bibliography of books, articles and websites
- Index to materials
- Participant feedback

Instruktur Pelatihan

Divdeni Syafri

Berlatar belakang pendidikan di FISIP - Universitas Padjajdjaran Bandung, mengawali karir di perbankan. Hampir20 tahun pengalaman kerja di PT. Bank Danamon Indonesia, Tbk dengan memulai karir sebagai: **agent call center 24 jam**selama**2**tahun, menangani informasi produk danamon berbagai keluhan nasabah, kemudian diangkat sebagai **Manager Customer Care Center** selama **8** tahun, menangani keluhan nasabah yang dimuat di media cetak, email, telepon, website, walk in customer dan mediasi perbankan yang melibatkan Bank Indonesia. Menjadi salah satu PIC yang tercatat di Bank Indonesia yang melaporkan keluhan nasabah khususnya keluhan financial sekaligus menjadi PIC untuk mediasi perbankan antara nasabah, Bank Danamon dan Bank Indonesia.

Pengalaman selama **3** tahun menjadi **Project Manager untuk Retail Banking Sales Development Program**, membuat modul untuk Sales/marketing Bank Danamon seluruh Indonesia, kemudian mengajarkan kepada mereka dari Product knowledge, Skills, Karakter/ Attitude sampai kepada Profesional Grooming sebagai seorang Bankers.

Pengalaman selama **2** tahun menjadi **Project Manager Retail Banking Network Support** untuk perubahan system baru di Bank Danamon di tahun 2010 yaitu *Winning Branch Model* yang melibatkan para Pimpinan Cabang/ Branch Manager seluruh Indonesia.

Pengalaman selama **5** tahun menjadi **Senior Manager di Consumer Service Quality**, membuat modul Service Excellence dan mengajarkan kepada semua karyawan di Bank Danamon, mulaidari Security, Teller, Customer Service, Marketing/ Sales Officer sampai kepada Branch Manager. Membuat program program antara lain : Branch Service Competition, E-Channel Competition, Service Coach for Leader dll.

Setelah 20 tahun di Bank Danamon, melanjutkan karir sebagai **Director Learning & Development** di PT. Global Top Career. Tugas saya mengembangkan da nmemperbaharui modul yang disesuaikan dengan permintaan klien, kemudian mempromosikan PT. Global Top Career keberbagai perusahaan. Adapun klien yang pernah kita bantu adalah : Bank BNI 46 (konvensional dan syariah), Bank BRI (konvensional dan syariah), Bank Niaga, Bank Panin, PT. Garuda Indonesia, PT. Permata Indonesia, dll.

Setelah itu melanjutkan karir lagi sebagai **Associate Trainer** di beberapa Consultant Training diantaranya :*PT. Value Consult, Global Top Career, PT. Mandiri Sejahtera*

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