



Module 2

Facilitating and Moderating Online Intercultural Dialogue

D3.2 Facilitator Training Package



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Why this module matters

- A good design still needs good facilitation.
- Facilitators protect the learning space and guide the process.
- Intercultural dialogue can include silence, tension, misunderstanding and strong emotions.
- The final output is a facilitation scenario response and personal checklist.



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Learning outcomes

- Describe the role of the online facilitator.
- Create safe and inclusive group agreements.
- Use techniques that include quieter participants and manage dominant voices.
- Respond to conflict and harmful comments.
- Debrief dialogue and connect it to learning recognition.

Two-hour module agenda

Time	Session part	Output
0-10	Welcome and recap	Shared focus
10-25	Role of facilitator/moderator	Role clarity
25-45	Safe and inclusive online spaces	Safety principles
45-65	Moderating intercultural dialogue	Moderation toolbox
65-85	Conflict, silence and domination	Response strategies
85-105	Roleplay: difficult scenario	Scenario response
105-115	Debriefing and recognition	Reflection plan
115-120	Completion form	Completion evidence



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The facilitator role

- Hold the process, not all the answers.
- Clarify purpose, timing and participation rules.
- Notice who is speaking and who is absent.
- Protect participants from harmful behaviour.
- Connect activities with learning outcomes.

Roles in an online session

Visible roles

- Facilitator
- Co-facilitator
- Technical host
- Participants
- Timekeeper

Hidden responsibilities

- Safety monitoring
- Chat monitoring
- Accessibility support
- Evidence tracking
- Follow-up

Creating safe online spaces

- Welcome participants by name where possible.
- Explain the purpose and limits of the space.
- Co-create group agreements.
- Clarify confidentiality and recording rules.
- Make participation options visible: voice, chat, reactions, shared notes.

Suggested group agreements

- Listen to understand, not only to reply.
- Speak from personal experience.
- Respect different perspectives while challenging harmful statements.
- Use simple language and avoid assumptions.
- Participants may pass, but everyone is invited to contribute.

Inclusive participation techniques

- Round robin: everyone gets a short turn.
- Think-write-share: reflection before speaking.
- Chat harvesting: collect written ideas.
- Small groups: lower pressure interaction.
- Anonymous poll: surface opinions safely.

Moderation techniques

- Ask open questions.
- Summarize and bridge between points.
- Reframe unclear or tense comments.
- Name patterns in the discussion.
- Bring the group back to the learning purpose.

Handling silence

- Do not fill every silence immediately.
- Give participants time to think or write.
- Offer a low-pressure prompt in chat.
- Use pairs or small groups before plenary.
- Check whether the question was clear.

Managing dominant voices

- Thank the participant for their contribution.
- Set a structure: one minute per person.
- Invite voices that have not yet spoken.
- Use chat or shared boards for parallel input.
- Speak privately if the behaviour continues.

Responding to conflict

- Pause the conversation.
- Clarify what was said and its impact.
- Return to group agreements.
- Protect affected participants.
- Reframe toward learning without ignoring harm.

Responding to discriminatory comments

- Address it immediately and calmly.
- Name the issue without attacking the person.
- State that harmful language is not acceptable.
- Offer correction and learning.
- Follow escalation procedures if needed.

Intercultural humility

- Avoid treating one participant as representative of a whole culture.
- Ask, do not assume.
- Make space for complexity and difference.
- Recognize power dynamics, language confidence and digital access.
- Accept that mistakes can become learning moments when handled well.

Scenario roleplay instructions

- Each group receives one scenario card.
- Choose one person as facilitator, one as participant, one as observer.
- Roleplay for five minutes.
- Debrief for five minutes.
- Prepare one practical response strategy.

Scenario cards

- Silence after a sensitive question.
- One participant dominates the discussion.
- A cultural misunderstanding escalates.
- A discriminatory comment is posted in chat.
- A participant is excluded because of technical problems.

Observer checklist

- Did the facilitator pause and clarify?
- Did they protect the group?
- Did they invite quieter voices?
- Did they connect back to the purpose?
- Did they close with reflection or next steps?

Debriefing model

- What happened?
- What did we notice or feel?
- What did we learn?
- How does this connect to virtual exchange facilitation?
- What will we apply next time?

Learning recognition

- End with reflection, not only thanks.
- Ask participants to name one learning point.
- Use completion forms to document participation.
- Offer certificate or recognition text where relevant.
- Archive evidence for reporting.

Self-paced adaptation

- Upload scenario cards and this presentation.
- Ask participants to choose one scenario and write a response.
- Use the quiz and reflection form as completion evidence.
- Invite optional peer exchange through a shared forum or padlet-style board.

Module 2 completion

- Submit one facilitation scenario response.
- Complete the Module 2 quiz and reflection form.
- Download the personal facilitation checklist.
- Use the materials to facilitate future DigiCreate virtual exchanges.

Final reflection

- Which facilitation challenge is most relevant to your work?
- What phrase could you use to interrupt harm respectfully?
- How will you include quieter participants?
- What will you add to your personal facilitation checklist?

THANK YOU

- DigiCreate Facilitator Training
- Module 2: Facilitating and Moderating Online Intercultural Dialogue
- Use the resources page for manual, templates, forms and checklists.