SECRETS OF MASTER VIRTUAL TRAINERS:
5 KEYS TO ONLINE CLASSROOM SUCCESS

Setting the Stage

SUCCESSFUL VIRTUAL TRAINING NEEDS

Interactive Design
AND
Effective Delivery

MY DEFINITION OF VIRTUAL TRAINING:

A highly-interactive, online, synchronous facilitator-led class, with defined learning objectives, with participants who are connected individually from geographically dispersed locations, that uses a web-based virtual classroom platform.

1 Prepare Relentlessly

Just like an Olympic athlete prepares for the games, effective virtual trainers prepare everything!

☐ Standard preparation: content, participant backgrounds, notes, etc.
☐ Technical Preparation: including both software and hardware preparation.
☐ Extra preparation: technology backups, internet backups, audio backups, etc.

*Download "The Extra Prepared Virtual Trainer Checklist" from www.cindyhuggett.com/5keys

2 Engage Participants

Participants should frequently interact/engage in the content, at least every _____ minutes. Effective virtual trainers use all of the platform tools available to them, as well as the following techniques:

☐ Set expectations from the beginning
☐ Interact from the start – immediately!
☐ Build rapport
☐ Use participant names
☐ Create a comfortable environment
☐ Ask questions with instruction and intent
☐ Teach tools in the moment
☐ Keep it relevant

3   Multi-task Effectively

Multi-tasking is a combination of preparation and speed.

- ☐ Be prepared
- ☐ Know your software
- ☐ Use a producer
- ☐ Be a proficient typist
- ☐ Practice, practice, practice
- ☐ Resist temptation to do too much.

4   Make the Most of Your Voice

Master virtual trainers make use of their "broadcasting" voice when connecting with participants in the live online classroom.

Pay attention to:

- ☐ Volume
- ☐ Rate
- ☐ Pitch
- ☐ Tone
- ☐ Breath

5   Handle Challenges with Grace

- ☐ Expect technology challenges.
- ☐ Stay Calm. Take a deep breath.
- ☐ Let the producer handle it.
- ☐ Spend a moment or two troubleshooting.
- ☐ Use your backup plan(s).

Notes:

FIVE SKILLS OF EFFECTIVE VIRTUAL TRAINERS …

- Are technology savvy (and/or are willing to learn)
- Can engage an unseen audience
- Able to multi-task effectively
- Make learners feel comfortable with the technology and the virtual classroom
- Apply adult learning principles to virtual

MASTER VIRTUAL TRAINER REMINDERS

1 Remember what you know about adult learning. All of those truths apply in the virtual classroom as well!

2 Make participants feel comfortable by setting them up for success. Teach them the platform tools in the moment, as needed, throughout the class.

3 Ask specific questions with directions on how to respond. For example, say "What's your experience with this topic? Type your response in the Chat window. (or, "Choose one of the responses in the Poll.")

4 Make frequent use of participant names during class. Just be sure to maintain a comfortable environment when using their names.

5 Use every platform feature available to you to engage participants in the learning. Use a variety of tools during the session to maintain interest and interactivity.

6 Set expectations in advance of the session. Communicate with learners to let them know it will be an interactive program.

7 Encourage participant interaction as much as possible, through dialogue and conversation. Help learners overcome feeling isolated through social connections.

Your Action Plan for Success:

_____

_____

_____

_____

_____

ABOUT CINDY HUGGETT, CPLP

Cindy Huggett, CPLP, is an independent consultant, professional speaker, instructional designer, classroom facilitator and author who specializes in virtual training. With over twenty-five years of experience, Cindy has successfully designed curriculums, facilitated classes, and led training rollouts in almost every industry and every size organization. She helps organizations and training professionals move to the virtual classroom.

Cindy is the author of three books on virtual training: Virtual Training Tools and Templates: An Action Guide to Live Online Learning, The Virtual Training Guidebook: How to Design, Deliver, and Implement Live Online Learning and Virtual Training Basics. Cindy is also a past member of the ATD National Board of Directors and was one of the first to earn the Certified Professional in Learning and Performance (CPLP) designation.

You can find Cindy sharing training tips on Twitter as @cindyhugg or on her website (www.cindyhuggett.com).