

# 10 Quick Tips for Virtual Training Success

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Virtual training can be an effective way to learn, *if* you have these three elements: an interactive design, and engaging facilitator and prepared participants. Here are 10 design and delivery techniques to guide you to online training success.

## Tips for Design

1. **Define your purpose.** Are you creating an online presentation or a facilitated training class? One is lecture-based, the other is an interactive discussion. Ask yourself, “Which one does your audience need?” Be clear about your purpose from the start.
2. **Set expectations.** Once you've defined the purpose, let everyone know what's expected. For example, let designers and facilitators know they need to create engaging activities using all the platform tools. And let learners know how to prepare for the session (i.e. do they need webcams to actively participate?) And so on.
3. **Create an engaging opening.** Engage participants from the moment they log into the session by having a welcome activity on screen. Get each person involved by clicking, typing and engaged with the content and with each other. If it's a small group, get them talking right away.
4. **Select activities for maximum audience involvement.** Once you've begun the interaction, keep the momentum going with participant engagement about every 4 minutes. Use all of the platform tools in creative ways to keep them involved in their learning. Note that each activity should lead toward the learning outcomes.
5. **Create materials for facilitators and participants.** As part of your design process, create useful facilitator guides with technical notes. Also carefully consider the necessary participant materials and distribute them before the training starts.

## Tips for Facilitation

6. **Prepare relentlessly.** Facilitators should practice and prepare. Learn the platform tools and be fully comfortable with them. Think through and prepare for technical challenges by having backup plans ready for each activity.
7. **Create a social experience.** There's a reason you are bringing people together for a live event. Use it as an opportunity for dialogue and discussion. Use interactive techniques like polls, chat, and whiteboarding to engage with remote participants.
8. **Use a producer.** Have a co-facilitator or technical assistant who helps with the live event. Their behind-the-scenes coordination will create a seamless experience for the participants and allow you to focus on the learning.
9. **Make the most of your audio.** Keep attention with an energetic, active voice. Eliminate filler words (like "um") and other distracting habits. Use a noise-canceling headset and avoid speakerphones for a clear sound.
10. **Use webcams.** Create a personal connection using streaming video. Place the camera at eye level and adjust lighting so that you can be easily seen. Sit far enough away so that your shoulders fit into the frame. Feel confident to display yourself on camera and invite the audience to do the same.

For more information about designing and delivering engaging online training, visit [www.cindyhuggett.com](http://www.cindyhuggett.com)