

# Virtual Training Troubleshooting Guide

Challenge	Potential Solution
<b>Participants don't engage</b>	<ul style="list-style-type: none"><li>• Create a great opening activity that involves every participant</li><li>• Engage participants from the moment they log into the event</li><li>• Set proper expectations with participants before the session, letting them know it will be interactive</li><li>• Teach them the tools as they are used. Provide instructions on how to engage.</li></ul>
<b>Poor Quality Connection (either audio or visual)</b>	<ul style="list-style-type: none"><li>• Use a headset to connect. Avoid using speaker phones.</li><li>• Check to see that enough internet bandwidth is available</li><li>• Use telephone connection instead of VOIP</li><li>• Close out of all other applications before joining event</li></ul>
<b>Unable to Connect to event</b>	<ul style="list-style-type: none"><li>• Check to see they have correct URL link</li><li>• Check session password (if there is one)</li><li>• Download any necessary software</li><li>• Run platform "tech check" (link usually available from vendor)</li></ul>
<b>Participants don't complete their pre-work</b>	<ul style="list-style-type: none"><li>• Don't call it pre-work. Call it something that indicates weighty importance, such as "action assignment"</li><li>• Make it as easy as possible for them to complete. Let them know exactly how long it should take, give them all the necessary resources they need, and make the instructions easy to find.</li></ul>

For more resources and assistance with your virtual training, visit [www.cindyhuggett.com](http://www.cindyhuggett.com) or send a message to: [cindy@cindyhuggett.com](mailto:cindy@cindyhuggett.com)