

ADAPTING TO THE VIRTUAL CLASSROOM

— A TRAINER'S ROADMAP TO SUCCESS —

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Three Key Differences in Virtual Delivery

USE OF TECHNOLOGY

Trainer and participants meet in an online classroom, usually without eye contact.

UPDATED TRAINER SKILLS

An updated skillset is needed for virtual delivery

USE NEW ENGAGEMENT TECHNIQUES

Remote participants must be engaged in the learning

WHAT IS VIRTUAL TRAINING?

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

Types of Live Online Events

- 1 Meetings.** Used for collaboration, discussion, updates and action items. Uses platforms like GoToMeeting, Skype and WebEx Meeting Center.
- 2 Video Conferences.** Visual connection for meeting participants (either one-to-one or a larger group) In groups, connections are usually shared.
- 3 Webcasts.** One way presentations from an expert speaker to a large audience. Uses platforms like GoToWebcast or WebEx Event Center.
- 4 Webinars.** Could be a wide range of experiences, depending on the design and facilitator. Sometimes interactive. Typically used as marketing events.
- 5 Virtual Training Classes.** Learner centered experience, focused on learning objectives, usually a small audience. Uses platforms like GoToTraining, WebEx Training Center, or Adobe Connect for Learning.

Notes

SEVEN STEPS TO VIRTUAL DELIVERY SUCCESS



1

CLARIFY DEFINITIONS

Is it an online meeting? A webcast presentation? A training class? Something else? Discover the definition behind every event, and make sure everyone is on the same page.



2

LEARN THE TECHNOLOGY

The biggest failure of online trainers is simply not knowing the technology. Learn it so well that you know what every button, every menu, and every command does - for both hosts and participants.



3

BE PREPARED

Your preparation should include reviewing the content, setting up your workspace, and preparing technology backups. The more advance planning you do, the better prepared you'll be for every possible circumstance.



4

ENGAGE PARTICIPANTS

The biggest benefit of virtual training is that participants don't have to leave their desk to attend. It's also the biggest challenge. Therefore, creatively use all of the platform tools and features to engage participants frequently throughout the event.



5

ENHANCE DELIVERY SKILLS

Remember what you already know about the adult learners and facilitation skills - it all still applies in the virtual classroom. What's new is the increased emphasis on your voice, the new technique for asking questions, and the required skill of multitasking.



6

HARNESS YOUR VOICE

Your voice is a key component of your virtual training delivery. Pay attention to your volume, rate, tone, and overall sound. Ensure your audio connection is crisp and clear, without distraction to the learning experience.



7

PRACTICE, PRACTICE, PRACTICE

The best virtual trainers practice relentlessly. They strive for continuous improvement in their delivery. They partner together with producers to practice and create seamless learning opportunities for participants.

— VIRTUAL DELIVERY SELF-ASSESSMENT —

Rate yourself on the following components of virtual delivery

Skill ("I strive to...")	Rating: 5 = Excellent 3 = Average 1 = Needs Improvement
Create a welcoming online environment	
Invite learners into the conversation from the start	
Create opportunity for discussion and dialogue using the virtual classroom tools	
Draw out learners who are silent	
Ask specific questions that are easily understood	
Provide directions for responding to questions	
Refer to, but don't read, slides	
Maintain a learner-centered mindset by focusing on the participant experience from start to finish	
Limit airtime, allowing space for learner reflection and input	
Use learners' names frequently and appropriately	
Speak clearly and audibly	
Sound energetic and confident	
Confidentially use all available classroom tools	
Seamlessly partner with producer and/or co-facilitators	
Handle technology challenges with grace	
TOTAL:	

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-nine 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 four 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).

