

A photograph of a desk setup in front of a window with white blinds. On the desk, there is a silver laptop with a white mouse to its right and a smartphone to its left. The laptop screen displays a website with a photo of horses. The text is overlaid on this image.

Samples for How to Set Expectations before a Live Online Class

**A Resource for Virtual Designers from
Cindy Huggett, CPTD**

cindy@cindyhuggett.com

www.cindyhuggett.com

Update the Program Description to reflect expectations

HEADLINE

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LOREM IPSUM



LOGO

19 JUN

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Send a Welcome e-mail Message

This week's Interactive Virtual Training Workshop - Connection Details + Request for Response



Cindy Huggett <cindy@cindyhuggett.com>

Sun, Apr 5, 10:59 PM

Hello everyone! My name is Cindy Huggett, and I'm looking forward to spending time with you in this week's *"Designing & Delivering Interactive Virtual Training"* workshop!

To prepare for this workshop, you will want to be in a quiet location, and be ready to actively participate throughout the session. Having a headset for hands-free audio will be helpful since you will be typing, clicking, and talking during this highly-interactive, hands-on session.

Also to prepare, please do the following 3 things:

1. Send me (Cindy) a message with a brief "hello" (cindy@cindyhuggett.com), and let me know what you are most looking forward to about our workshop. Please include a brief introduction... If we met in person over a quick cup of coffee or tea, what would you tell me about yourself and your role and your experience? Also, let me know if you have any burning questions about facilitating engaging virtual events or using Zoom.
2. Read the short article "[Virtual Training for Modern Learners](https://bit.ly/2KL7kxV)" found online here: <https://bit.ly/2KL7kxV> It will set the stage for our time together
3. Prepare to attend the session by registering for it in GoToTraining. Click this link and follow the instructions:
<https://attendee.gototraining.com/r/374016>

After registering you will receive a confirmation email containing information about joining the training on Tuesday morning.

I look forward to hearing from each of you in advance. And see you in the online classroom!

Create a Learning Journey Overview with Live Event Details

THE ART OF ONLINE FACILITATION LEARNING JOURNEY OVERVIEW

This one day workshop includes self-led action assignments, peer connections, and three facilitator-led live online virtual events. Use this checklist to track your progress through the day-long Learning Journey.



PART 1	PREPARATION FOR LEARNING ACTION ASSIGNMENT (SELF-LED)	PART 2	ESSENTIALS OF ONLINE FACILITATION (LIVE ONLINE EVENT)	PART 3	ACTION ASSIGNMENT: FACILITATION TECHNIQUES (SELF-LED)
<input type="checkbox"/>	Download the workshop Reference Guide.	<input type="checkbox"/>	Actively participate with your peers in this 90-minute live online event. To prepare for this interactive session: Join a few minutes early so we can begin on time. Be ready to connect your video (webcam) and use a headset for audio. Put away your email and other distractions so you can focus during class.	<input type="checkbox"/>	Complete the "Your Turn" activity.
<input type="checkbox"/>	Read the article "Digital Communication Skills" and make note of which of the 5 techniques most resonate with you.			<input type="checkbox"/>	Review virtual classroom tools (if needed).
<input type="checkbox"/>	Prepare for the Live Online Event by following directions sent by the facilitator.			<input type="checkbox"/>	Review the "Troubleshooting Situations" information on Page 13 of the Reference Guide.
PART 4	CREATING ENGAGEMENT IN LIVE ONLINE CLASSES (LIVE ONLINE EVENT)	PART 5	ACTION ASSIGNMENT: FACILITATION SKILLS (SELF-LED)	PART 6	ENSURING ONLINE SUCCESS (LIVE ONLINE EVENT)
<input type="checkbox"/>	Actively participate with your peers in this 90-minute live online event. To prepare for this interactive session: Be ready to connect your video (webcam) and use a headset for audio. Put away your email and other distractions so you can focus during class.	<input type="checkbox"/>	Complete the "Your Turn Part 2" activity.	<input type="checkbox"/>	Actively participate with your peers in this 90-minute live online event. To prepare for this interactive session: Be ready to connect your video (webcam) and use a headset for audio. Put away your email and other distractions so you can focus during class.
		<input type="checkbox"/>	Review virtual classroom tools (if needed).		

Send a Formal Invitation with Live Event Details

VCT Essentials Learning Journey Welcome Message

Dear All,

Welcome to Virtual Classroom Training (VCT) Essentials! We are looking forward to partnering with you throughout this 5-part program. Over the next several weeks, you will complete several self-led learning activities and attend 3 live online events. Your willingness to actively participate in all activities is key to your success, and we are here to guide you along the way!

You'll complete your self-led activities on your own time, and the live events will take place via WebEx. Please note the following dates and times on your calendar:

- Part 1 "Experiencing Virtual Learning" Live Event: *Insert Date/Time here*
- Part 2 "Action Assignments" – complete on your own time before Part 3
- Part 3 "Creating Engagement in VCTs" Live Event: *Insert Date/Time here*
- Part 4 "Action Assignments" – complete on your own time before Part 5
- Part 5 "Practice Facilitation" Live Event: *Insert Date/Time here*

See the attached "Learning Journey Overview" document for a complete overview of the program and all activities you'll complete in the journey.

Also, keep in mind that the WebEx sessions will be very interactive and hands-on. Follow these guidelines for all of the live event sessions:

- Reserve a quiet space that will allow you to focus on the discussion and speak freely without disruption.
- Don't try to share equipment or connections with any other participants. In other words, dial in from a separate computer and separate phone line, so that you can use all the participant functionality.
- Be prepared to turn on your webcam and be on camera so that we can see each other!
- Use a desktop/laptop only (no ipad or mobile phones) so that you can experience the full WebEx Training Center functionality
- Use a headset if you have access to one, or speaker phone, so you are hands free and can easily use the keyboard.
- Log in 10 minutes prior to the session start time to ensure your technology is ready to go.
- Be ready to engage! These sessions are a great opportunity to learn, review, practice and ask questions.

Please let us know if you have any questions about the VCT Essentials Learning Journey. Again, we look forward to meeting and working with you, starting in the first Live Event!

Regards,

{Facilitator Name & Contact Details}

Attachment: VCT Essentials Learning Journey Overview.PDF

Create an Attendee Preparation Checklist with Tech Info

Welcome to Virtual Training!

We're excited to have you join us in the online classroom. Please follow these guidelines for success.

Day Before

- Ensure you'll be in a quiet place free from distractions so that you can fully focus on learning
- Test your computer and internet connection here {enter link}
- Can't make it? Please reschedule so that someone on the wait list can take your place

10 Minutes Before

- Set out your 'do not disturb' sign and close out of email / instant messenger so that you can focus
- Connect to the virtual classroom using the link found {instructions here}
- Join the session ready to actively participate

Having issues?

- If you click on launch and nothing happens, try...
- If your audio drops or is choppy, ensure you have enough internet bandwidth....
- If you have other technical issues or questions, contact the session producer

Have questions or need more info? Contact us at {email}

Use a Welcome Message

GoToWebinar

Event Details

ABOUT

930 REGISTERED

WEBCAST

5 All-NEW Tips for Engaging Your Audience

THU, MAY 23, 2019

01:00 PM - 02:00 PM EDT

ENGLISH

Audience engagement is by design. Whether you're creating a webinar or an on-demand session, Cindy Huggett (CPLP) to learn five proven new techniques you can immediately put to use.

You'll learn how to:

- Use features in GoToWebinar and GoToTraining to grab attendees' attention.

[Add webinar details to my calendar](#)

ORGANIZERS

EM Erica Maki

PANELISTS

CH Cindy Huggett AP Ashley Purtzer

SETTINGS

SETTINGS

AUTO-RECORD

Automatically start recording

You must start any recording during the session

AUDIO

Organizers and Panelists can use their telephone or computer mic & speakers (VoIP).

Attendees can use their computer speakers (VoIP) only.

UNITED STATES

+1 (914) 382-1234

[view more](#)

AUDIO

Shown on screen

AUDIO

Use your computer speakers

WELCOME MESSAGE

Welcome Message

Today's session will be interactive! Plan to type, talk, and participate!

IN-SESSION

Welcom

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chat bo

Thank

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only, t

CANCEL