

# SECRETS OF MASTER VIRTUAL TRAINERS

## 5 KEYS TO ONLINE CLASSROOM SUCCESS



1

### ADVANCE PREPARATION

How do you prepare yourself for virtual events? Do you prepare like an Olympic athlete? Include standard, technical, and extra preparation for each event. In addition, be sure to prepare your audience by setting proper expectations in advance.



2

### AUDIENCE ENGAGEMENT

Virtual attendees feel isolated, uncertain and distracted. Overcome this reality by setting expectations, creating dialogue, inviting social connections, using the platform tools and interacting about every 4 minutes. Be sure to start with an interesting opening activity, engaging them from the moment they log in.



3

### MASTER MULTI-TASKING

The ability to master a fast-paced online environment is a key skill of successful virtual trainers, presenters, and facilitators. They have practiced where to keep focus (on participants) and when to let things slide.



4

### SMOOTH AUDIO & VIDEO

The sound of a speaker's voice matters twice as much as the content of the message. Therefore, ensure crystal clear audio and make the most of your voice's volume, pitch, tone, breath and rate of speech. When on webcam, pay attention to light (in front), eye level, distance, and your background.



5

### TAME THE TECHNOLOGY

Stay calm and take a deep breath... technology issues are bound to happen. Prepare for them in advance. When they occur in the moment, spend a moment or two troubleshooting, and then move onto Plan B.

## Four Simple Ways to Engage a Remote Audience

Effective virtual events engage participants, create a comfortable space for dialogue, and allow for collaborations. Use these four techniques to engage a remote audience:

- Set them up for success with information and resources needed.
- Start early, with a soft opening
- Create a social experience
- Invite frequent interaction, at least every 4 minutes

## Four Tips for Using Webcams

Use live video to help create community, anytime there's enough bandwidth available. Ensure the following:

- Put light in front of you
- Place camera at eye level
- Have appropriate distance from camera (use palm technique for measurement)
- Be aware of your background

## Three Types of Live Online Events

Not all online events are created equal. They each have their purpose and place.

- Meetings - collaboration, discussion and action items.
- Webcasts - one-way presentations to large audiences with little interactivity.
- Virtual training - facilitator-led classes with learning objectives. usually small group size and highly interactive, with skill-building exercises.

## Notes:

### TIPS TO CREATE YOUR BEST VOICE:

- Use the right volume
- Stand up
- Exude enthusiasm and energy
- Exaggerate your voice
- End strong, don't trail off
- Drink room temperature water
- Record yourself and listen: how do you sound?

### ABOUT CINDY HUGGETT:

Cindy is the author of four books on virtual training, including *Virtual Training Basics, 2nd ed*, *The Virtual Training Guidebook: How to Design, Deliver, and Implement Live Online Learning* and *Virtual Training Tools and Templates: An Action Guide to Live Online Learning*.

She helps trainers, designers, and organizations move to the virtual classroom.

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