THE DOCTOR IS IN:
YOUR 5 STEP PRESCRIPTION FOR VIRTUAL TRAINING SUCCESS

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Which of these symptoms are you experiencing?	Yes/No
Participants have trouble connecting or staying connected to the virtual class	
Participants show up late to your virtual classes	
Facilitator asks a question and everyone stays silent / no one responds	
Technology challenges limit the effectiveness of your virtual classes	
Participants don't complete pre-work assignments	
Facilitator just "clicks-through" a presentation without dialogue or other interactivity	
Other:	

Solutions for Diagnosis #1: Unclear Expectations

1 Decide your goal, then design, plan for & communicate those expectations

2 Select the correct platform

3 Set expectations before the session start

Solutions for Diagnosis #2: Unable to Login

1 Include complete connection info in all communications

2 Have a process for pre-event logistics

3 Hold a kickoff session

4 Start 10 minutes early

THE PRESCRIPTION PROCESS
- Describe the Symptoms
- Diagnose Root Causes
- Prescribe Solutions

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Solutions for Diagnosis #3: Unengaged Participants

1 Design relevant, interactive sessions

2 Interact & Engage every few minutes!

3 Begin the moment a participant logs in

4 Remember that virtual training is still training

5 Involve their managers

6 Teach the platform tools as you use them

> **INTERACTIVITY = PLATFORM TOOLS + YOUR CREATIVITY**
>
> Looking for activity ideas?
>
> Download the *Ready to Use Activities* white paper from
>
> www.cindyhuggett.com/ resources

Solutions for Diagnosis #4: Unheard Audio (& other tech issues)

1 Test technology in advance (both facilitator and participant connections)

2 Ask participants to use headsets instead of relying on device speakers

3 Use wired connections, or "prioritize" your device on wi-fi

4 Increase available bandwidth (close out of everything else that's using it!)

Solutions for Diagnosis #5: Unexpected Challenges

1 Learn the platform (every button, every feature)

2 Have backup options

3 Stay calm, take deep breaths

4 Have alternate ways to communicate with everyone

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More Engagement Strategies

1 **Set expectations.** Is it an online meeting? A webcast presentation? A seminar? Or a training class? Make sure everyone is on the same page.

2 **Design using tools + creativity.** Use all of the tools the platform has to offer, and get creative with using them to achieve your objectives.

3 **Engage learners every few minutes.** From the start, keep them interested and engaged in their own learning.

4 **Focus on the learners, not on presenting.** If your goal is to have an interactive training class, then remember adult learning principles. Keep your focus on the learners instead of thinking about creating a presentation.

How well are the these techniques used in your virtual training? Rate each item below.	Rating 5 = excellent 3 = average 1 = needs improvement
Set clear expectations in advance of the virtual event	
Create a welcoming online environment	
Invite learners into the conversation from the start (the time they log in)	
Design includes frequent interaction and encourages participant engagement	
Create opportunity for discussion and dialogue using all available platform tools	
Adapt content to make it relevant to learners (i.e. stories, examples, etc.)	
Use a producer for every event, in order to support the facilitator and participants	
Minimize technology challenges via advance preparation of facilitator & participants	
Handle unexpected technology challenges with ease	
Total:	

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Notes and Action Items

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For more details on this topic, download the white paper here:
www.cindyhuggett.com/doctor

About Cindy Huggett, CPTD

Cindy Huggett is a pioneer in the field of virtual training with over 30 years' experience in providing organizational training solutions. She's a recognized industry expert in teaching training professionals how to design and deliver interactive online and hybrid classes.

Cindy is the author of four books on virtual training, including "*Virtual Training Tools and Templates: An Action Guide to Live Online Learning*", and *The Virtual Training Guidebook: How to Design, Deliver, and Implement Live Online Learning*. She partners with her clients to help them transition from face-to-face to the virtual classroom, and works with them to design online and blended learning solutions.

Cindy is also a past member of the global ATD 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 tips on twitter: @cindyhugg or via her website: www.cindyhuggett.com