

# VIRTUAL TRAINING IN 2024 AND BEYOND

## FIVE QUESTIONS TO ASK



1

### **IS VIRTUAL, IN-PERSON, OR HYBRID THE BEST OPTION?**

What's the best delivery method for the learning outcomes? Just because a program used to be in-person doesn't mean it should go back to that method. And remote learners doesn't always mean virtual training is the best choice. Hybrid has it's own challenges as well. Thoughtfully choose your methods.



2

### **ARE YOUR PROGRAMS DESIGNED FOR ENGAGEMENT?**

If your organization quickly pivoted to the virtual classroom in 2020, you may not have had the time to effectively re-imagine the programs for remote audience engagement. Successful virtual classes are full of interaction and collaboration. If that's not the focus of your virtual training programs, it's time to redesign them.



3

### **ARE YOUR PLATFORMS CONDUCIVE FOR LEARNING?**

Not all web-based collaboration platforms are created equal. Virtual meetings are not the same as online learning experiences. Ask facilitators if they are having to "make things work." Check to see that the platform's toolset is robust enough for learning activities. And work with IT to enable all features.



4

### **ARE YOUR FACILITATORS UPSKILLED AND EQUIPPED?**

Whether your facilitators are working from home or in the office, they need proper resources (solid internet, good lighting, quality microphone, external monitor, etc.). They also need dedicated time to stay abreast of changes to frequently updating virtual platforms. Check in with them to see if they feel supported, and consider what continuing education opportunities are needed.



5

### **DO REMOTE LEARNERS HAVE ENOUGH RESOURCES?**

Are your remote learners equipped to have a good virtual learning experience? Do they have enough internet bandwidth? The right tools, like webcams and headsets or microphones for clear audio? Do their managers support their participation in virtual classes, taking care not to interrupt dedicated learning time with non-urgent requests? Create a culture that supports virtual training.