VIRTUAL TRAINING IMPLEMENTATIONS:
— 3 KEYS TO SUCCESS —

Cindy Huggett, CPLP (@cindyhugg)   www.cindyhuggett.com

Three Must-Do's for Virtual Training Success

CREATE INTERACTIVE DESIGNS

Remember adult learning principles when moving classes online.

PREPARE FACILITATORS

Consider what skills are needed for virtual delivery, and help them learn the virtual platform.

PREPARE PARTICIPANTS

Create an appropriate learning environment, and provide the right technology needed.

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.

Five Best Practices

1 **Define what type of event you are having.** Is it an online meeting? A webcast presentation? A seminar? Or a training class? Make sure everyone is on the same page.

2 **Involve the right people.** Get buy in and support early in your initiative, even for a single virtual event. Get all stakeholders on board.

3 **Thoughtfully select facilitators.** Prepare them on the platform and help them learn virtual delivery skills. Allow them enough time to get ready.

4 **Use a producer or co-facilitator for every event.** Plan for this in your budget and give them time to rehearse together with the facilitator.

5 **Set participants up for success.** Create appropriate learning environments and help them know how to learn from their desk or other space.

Notes

PARTICIPANT TECH NEEDS:

- Strong internet connection
- Reliable computer or laptop
- Sound card for hearing video playback (if used)
- Software for virtual classroom platform
- Enough bandwidth to actively participate in program
- Hands-free headset

CindyHuggett

Practical Tips for Virtual Facilitators

Many facilitators have jumped "feet first" into the deep waters of delivering virtual training. Most have received little (or no) training on how to effectively facilitate in the online environment. In order to create engaging and interesting online training that creates behavior change in the workplace, help your facilitators deliver well:

- ☐ Select the right facilitators
- ☐ Give enough prep time
- ☐ Schedule facilitators appropriately
- ☐ Provide the right technology tools
- ☐ Allow for co-facilitation

Practical Tips to Prepare Participants

Virtual training is a new way to learn for most participants! Instead of going to a classroom to connect with a trainer and other attendees, participants now stay at their desk to learn new skills. This change in learning methodology creates new challenges, and requires new solutions. Set them up for success with the following:

- ☐ Create an appropriate learning environment
- ☐ Provide the right technology
- ☐ Hold a kickoff session
- ☐ Conduct technology checks
- ☐ Involve their managers

Practical Tips for Designing Interactive Classes

Your success with virtual training will depend upon well-designed classes. A design that engages participants, creates a comfortable space for learning, and helps them apply a new skill. Good design is more than just posting slides online and clicking through them while someone talks. It's about creating a high-quality learning experience.

- ☐ Remember best practices for adult learning
- ☐ Invite interaction at least every 4 minutes
- ☐ Use all of the available platform tools
- ☐ Create dialogue opportunities for learners

EFFECTIVE VIRTUAL FACILITATORS...

- Are technology savvy (& willing to learn)
- Able to multi-task effectively
- Can engage an unseen audience
- Make learners feel comfortable with the technology and the virtual learning environment
- Apply adult learning principles to the virtual classroom

ABOUT CINDY HUGGETT, CPLP:

Cindy is the author of three 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.*

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

Contact her today: **www.cindyhuggett.com**