5 Best Practices for Bridging the In-person vs. Virtual Attendee Training Gap

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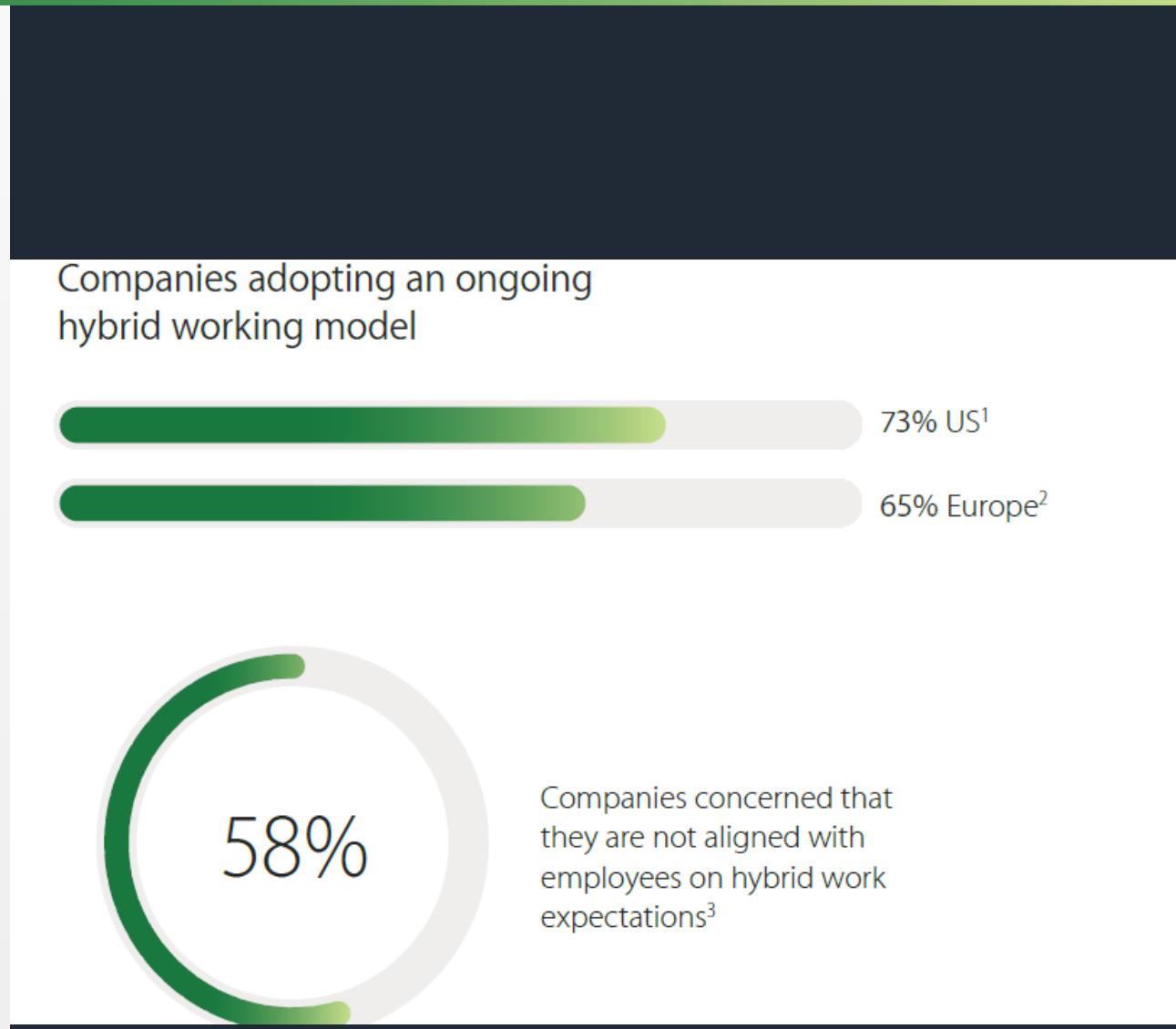
The current state

Just how many companies are adopting an ongoing hybrid model?



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Source: Wakefield Research and Vyopta, Trust and Hybrid Work: Survey Report, 2021

Why does it matter?

- This evolution of work has highlighted the strategic value of L&D
- Since the pandemic, many organizations had to shift their products, product development and collaborative models, and learning programs. This revealed a huge gap.

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Trainings aren’t a one size fits all

86%

of U.S. viewers say they often use YouTube to learn new things.

Source: Think With Google

7 in 10

YouTube viewers use the platform for help with a problem with work, school, or hobbies.

Source: Think With Google

The importance of on-demand and HyFlex

Flexibility and content feedback

"We've been able to work alongside partner firms and keep them informed of how their advisers are doing in our courses. It's a great accountability tool – if learners are struggling in a course, we can look at the analytics and where they may have skipped a session or where the material could be better explained. Our partners can share feedback on what topics learners need help with or which new areas of study to include and we can work with them to improve the course."

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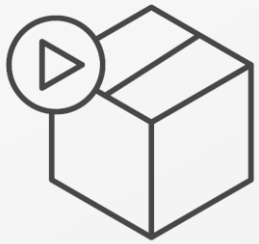
1. What modality works best for the audience and the content

Fully Remote – Synchronous



Fully Remote – Asynchronous

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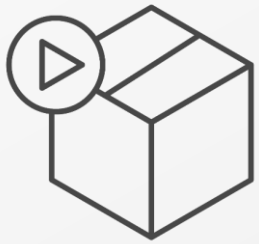
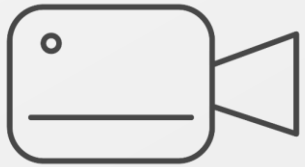


Fully Remote – Asynchronous

Hybrid



HyFlex

Blended

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Preferences and needs are constantly evolving

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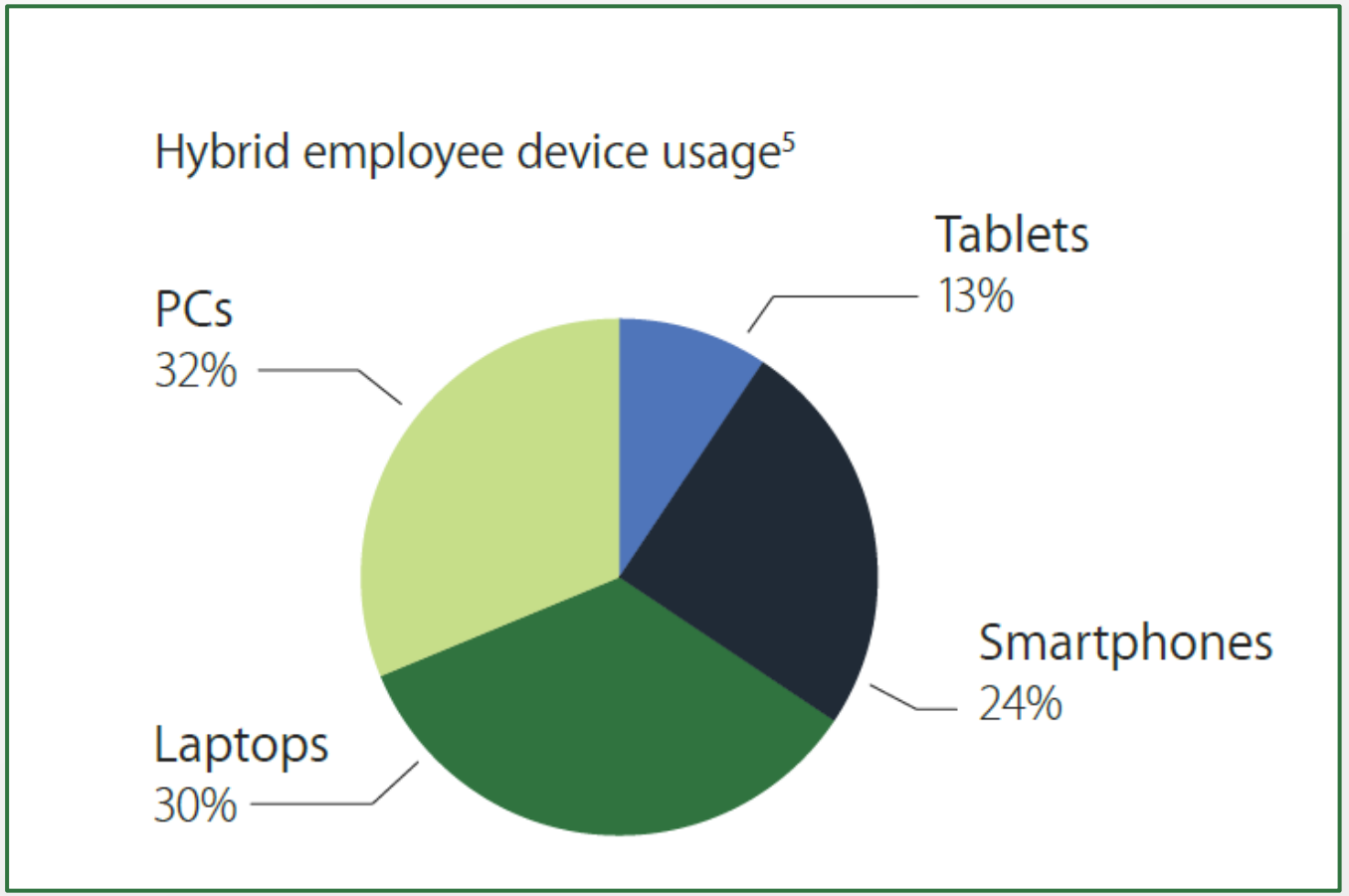
37%

Learning on the go!



Source: Gartner Research, Top 7 Insights from the 2021 Digital Worker Experience Survey

2. Survey your audience

- Hardware access
- Internet access
- Universal accommodations
- Overall learning preferences

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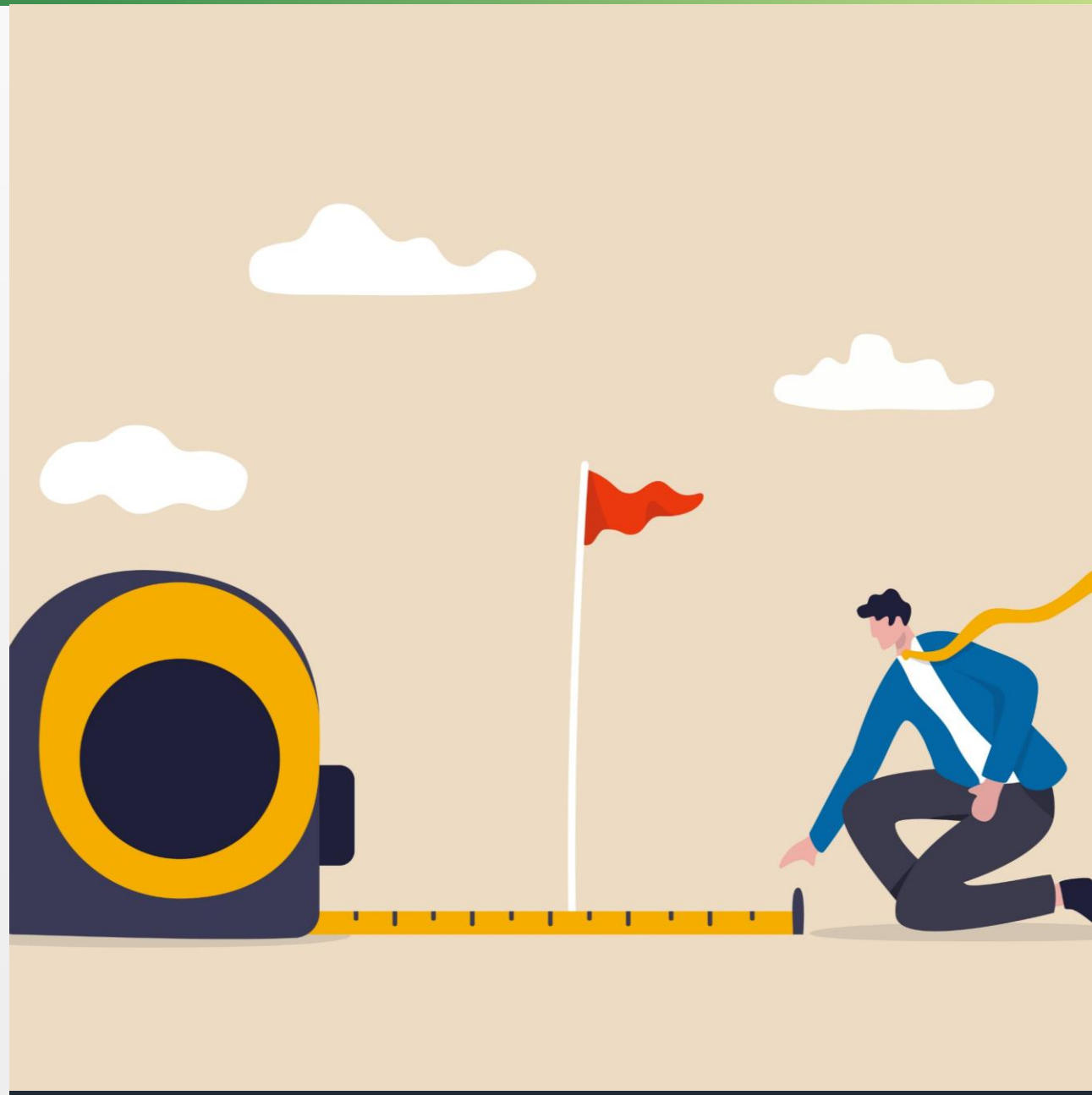
3. Pre-Training Success Prep

- Share materials ahead of time
  - In one centralized location



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3. Pre-Training Success Prep

- Share materials ahead of time
  - In one centralized location
- Prepare answers to FAQ's before you get them
  - Record micro videos and create one pagers

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Communicate, communicate, communicate

Structure of the session

–

What to expect on the day

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Communicate, communicate, communicate

Structure of the session

–

What to expect on the day

Common tech how-to's

–

Micro pieces on operating and trouble shooting

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Communicate, communicate, communicate

Structure of the session

–

What to expect on the day

Common tech how-to's

–

Micro pieces on operating and trouble shooting

Relevant pre-training handouts

–

Flip this portion of your training

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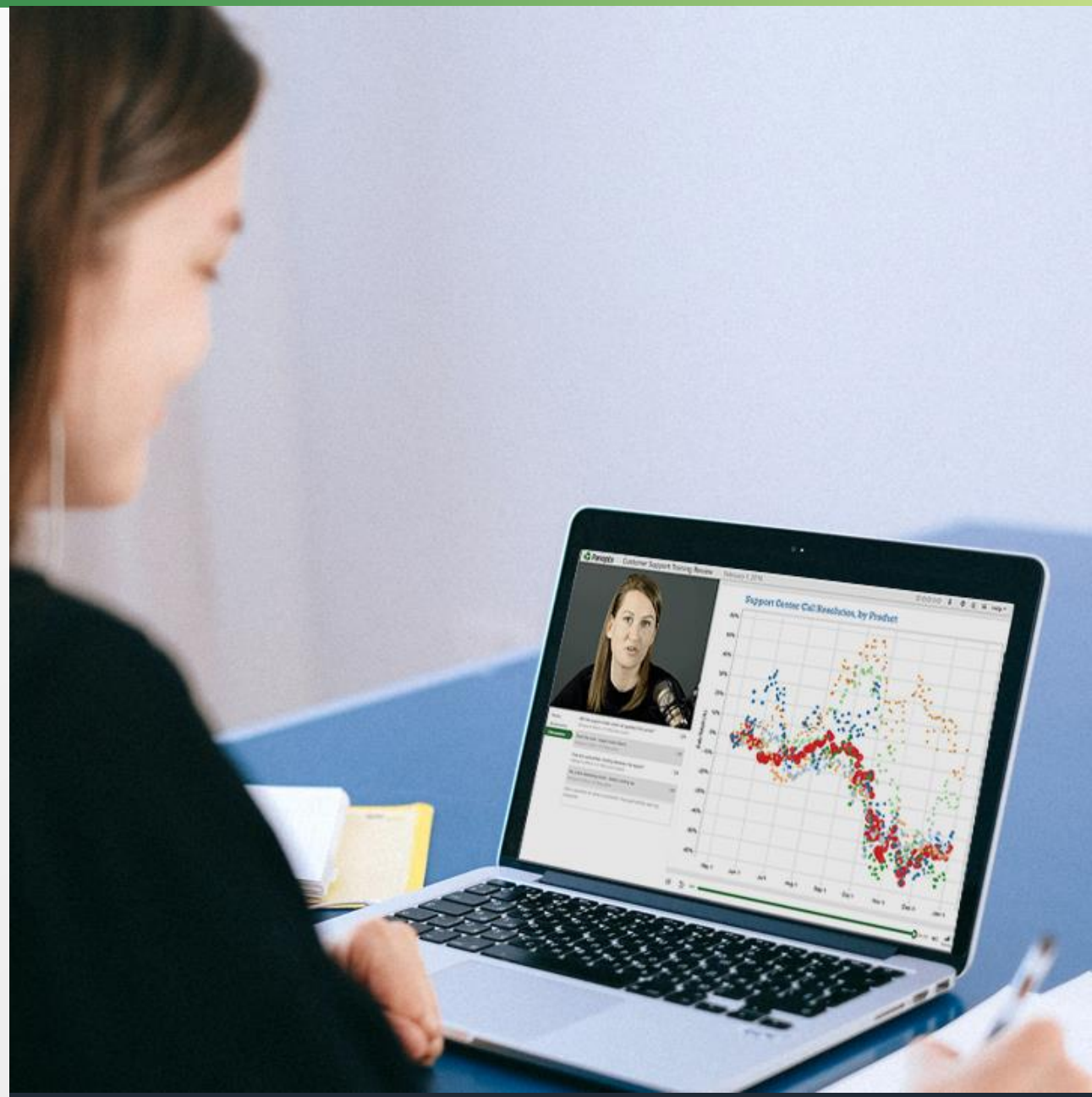
4. Preparing your trainers

- Role play with your trainers



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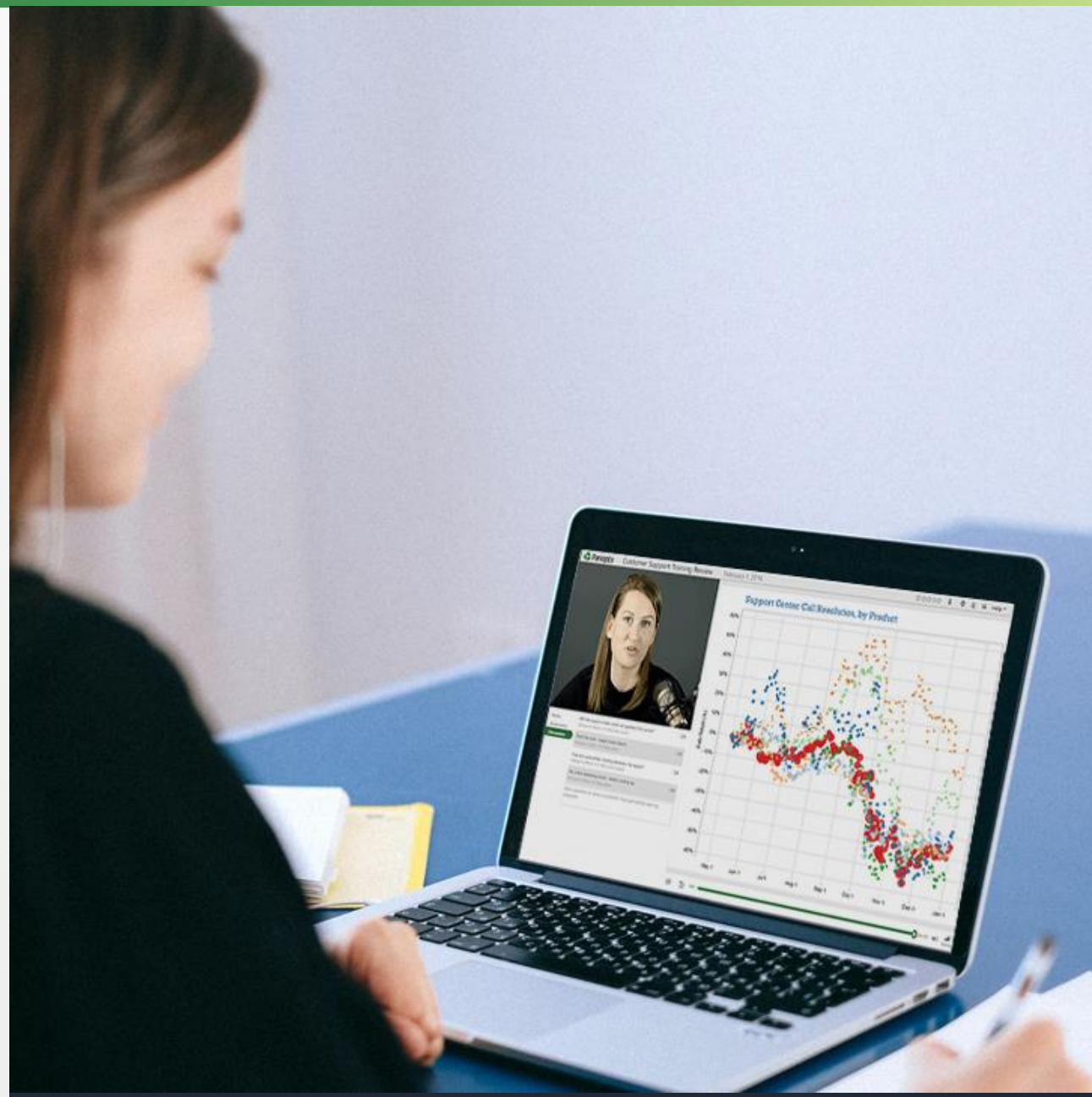
4. Preparing your trainers

- Role play with your trainers
- Max out high engagement trainings at around 20 trainees



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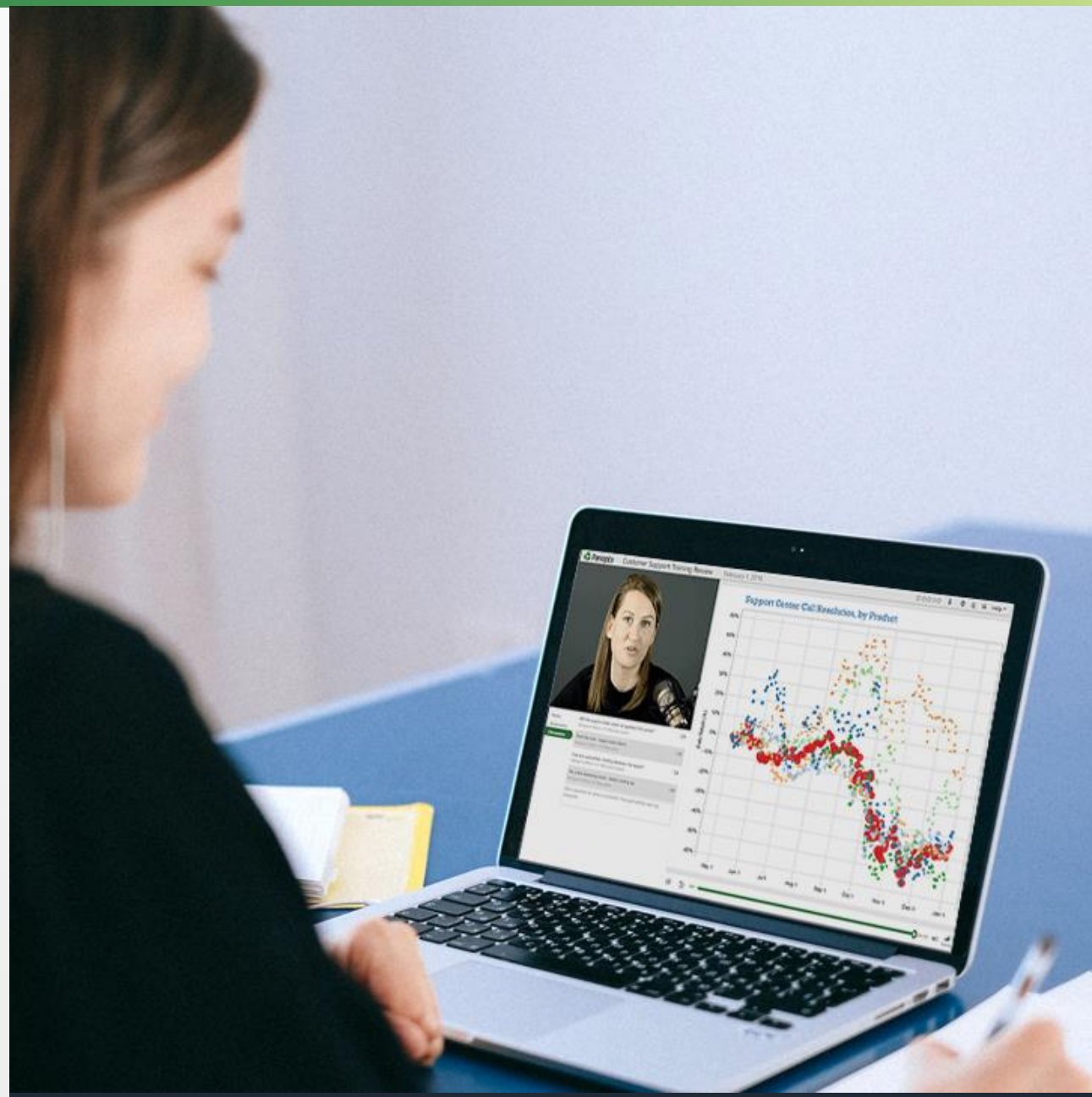
4. Preparing your trainers

- Role play with your trainers
- Max out high engagement trainings at around 20 trainees
- Have a moderator and a tech expert on hand during the live session



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5. Day of live session

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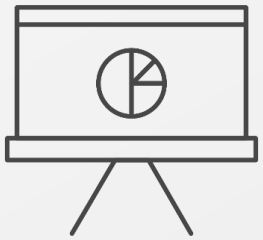
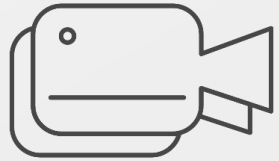
Most commonly forgotten about:

1. Audio

2. Whiteboard



3. Video (multi-source)



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Option 1

Audio
Catch Box

Virtual whiteboard
Explain Everything

Video
C930e Business

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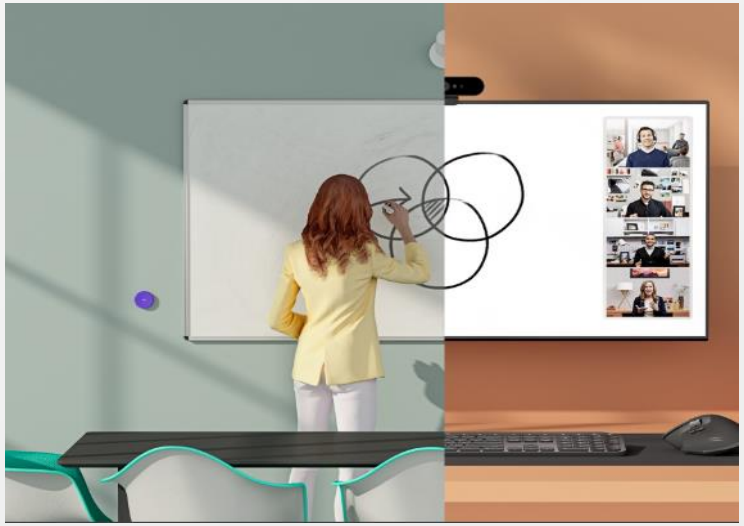
Option 2

Audio
Boundary mics

Whiteboard
Logitech Scribe



Video
Aver PTZ

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Option 3

Audio
Ceiling Mic

Video + Audio
Meet up Logitech

Matrox Encoder
On-demand viewing

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Option 4 – Asynchronous

Audio
Blue Yeti

Video
C930e Business

Video Library
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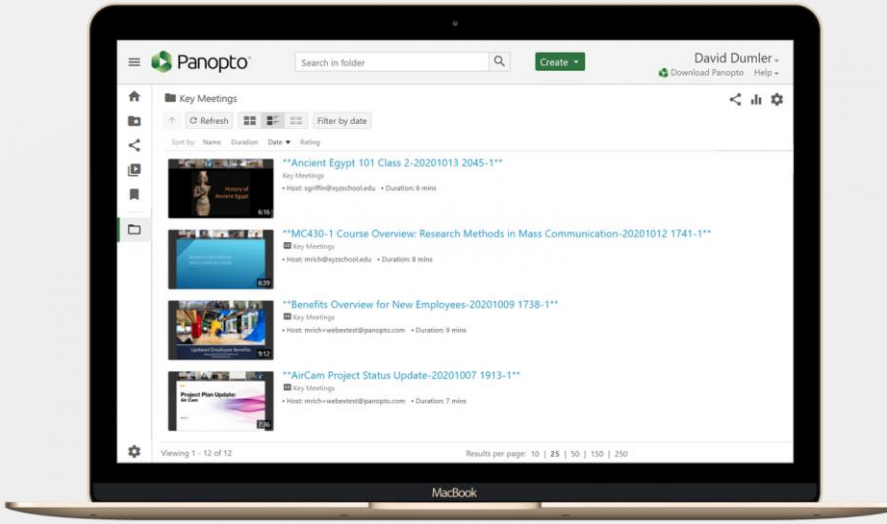

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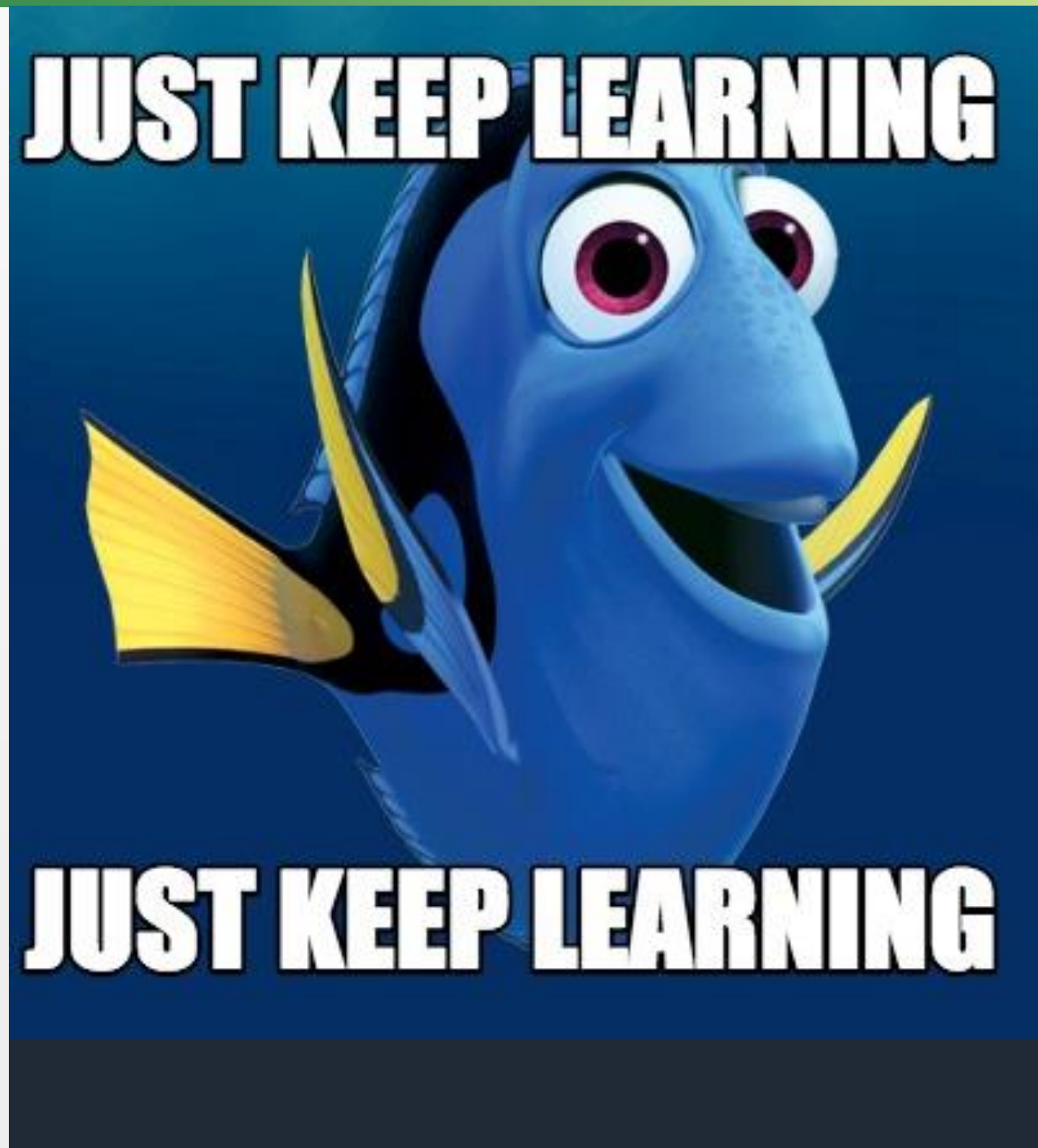
What do you need to bridge the gap?

- ✓ Determine which module works for both audiences
- ✓ Survey your audience
- ✓ Pre-training audience prep
- ✓ Train your trainers
- ✓ Day of hybrid set up
- ✓ Incorporate on-demand video training



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“I can’t see L&D ever going back to what it was. The hybrid model and online training are becoming the norm – and it doesn’t have to be difficult. One of the things I really love about Panopto is that it’s so easy to quickly produce a video. I work with teams that have never used video tools at all who easily start creating and editing content. Don’t take my word for it, download the trial version, build a small, digitized course, and evaluate how easy it is for yourself.”

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Handle any video source:

- Training
- Meetings
- Live Events
- Presentations
- Online Meetings
- Studio Recording
- Screen Captures
- Existing Videos
- Mobile Video

Panopto®

Bridge your organization's knowledge gap with video.

Deliver solutions wherever staff go to find answers:

- Collaboration
- LMS
- Video Portal
- Mobile Devices
- CRM
- API

Let's Roll.

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