

EFFECTIVE VIRTUAL TRAINING:

A ROADMAP FOR SUCCESS

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Three Must-Do's for Virtual Training Success

CREATE INTERACTIVE DESIGNS

Set the stage for interaction and creatively use the platform tools. Engage every 4 minutes.

PREPARE FACILITATORS

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

PREPARE PARTICIPANTS

Help them create an appropriate learning environment & know what to expect.

WHAT IS VIRTUAL TRAINING?

A highly-interactive, online, synchronous facilitator-led class, with defined learning objectives, with participants who are connected individually from geographically dispersed locations, using a web-based classroom platform.

Five Best Practices for Virtual Training

- 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.

PARTICIPANT TECH NEEDS:

- Strong internet connection
- Reliable computer or laptop
- Sound card for hearing video playback (if used)
- Software for virtual classroom platform
- Hands-free headset

Notes

Practical Tips for Interactive Design

Effective virtual classes engage participants, create a comfortable space for learning, and provide opportunities to apply new skills. This experience is a result of an interactive design, and the intentional creation of a high-quality learning experience:

- Clarify definitions of your virtual programs
- Remember to apply adult learning basics
- Set the stage for an interactive session
- Invite engagement at least every 4 minutes
- Get creative with the platform tools

Practical Tips to Prepare 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:

- Learn the technology inside and out
- Be extra prepared, like a world class athlete
- Use a producer or co-facilitator
- Enhance your voice
- Create dialogue with participants (not monologue)

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:

- Set them up for success with information and resources needed.
- Hold a kickoff meeting, inviting their managers
- Start 10 minutes early

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:

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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