5 Keys for Effective Virtual Classroom Training

TECHNOLOGY

TRAINING DELIVERY

INSTRUCTIONAL DESIGN

PRODUCTION

PARTICIPANTS

KASSY LABORIE

Principal Consultant
Kassy LaBorie Consulting, LLC.
Kassy.LaBorie@gmail.com
KassyConsulting.com

Webinar versus Live Virtual Classroom Training

WEBINAR

- "Lower level" learning objectives
- Larger numbers of participants
- Interactive

LIVE VIRTUAL CLASSROOM TRAINING

- "Higher level" learning objectives
- Smaller groups of participants
- Interactive AND collaborative

Your virtual classroom version does not need to be an exact copy of the in-person training.

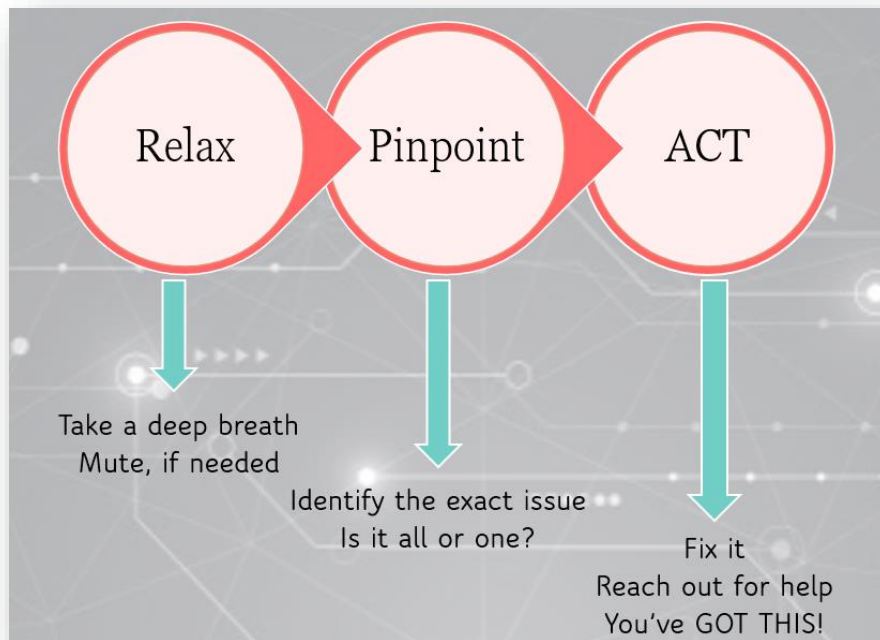IT NEEDS TO BE ALIGNED WITH THE OBJECTIVES.

Download a template facilitator guide, other tools, resources, and platform checklists for Zoom, WebEx, Adobe Connect below:
KassyConsulting.com/resources

Technology

It works and you have options.

TECHNICALLY SOUND — It works in your environment and you know how to use it.

USER FRIENDLY — Participants can join. They can connect to and use it with ease.

CLEAR AUDIO — The audio connection works. Everyone can talk and be heard.

Relax → Pinpoint → ACT

Take a deep breath
Mute, if needed

Identify the exact issue
Is it all or one?

Fix it
Reach out for help
You've GOT THIS!

Training Delivery

Resist reading slides to your participants!

THE VIRTUAL TRAINER'S MANTRA
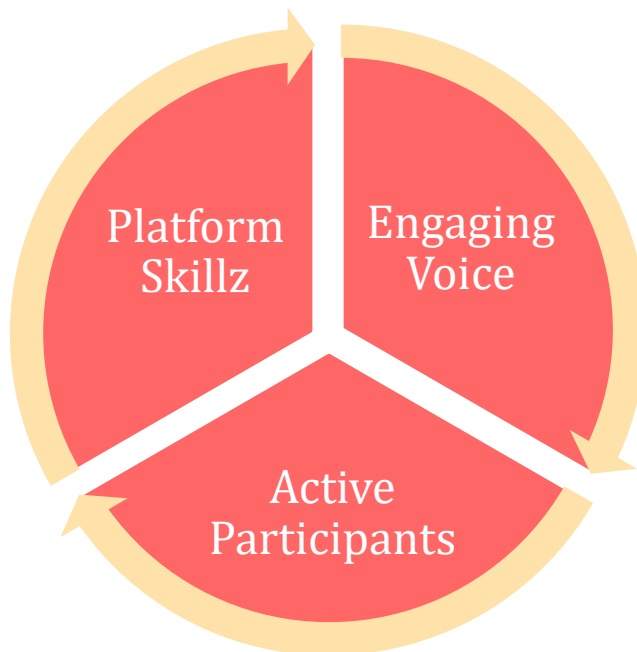
SAY

What did
I just say
that **YOU** could
have said?

DO

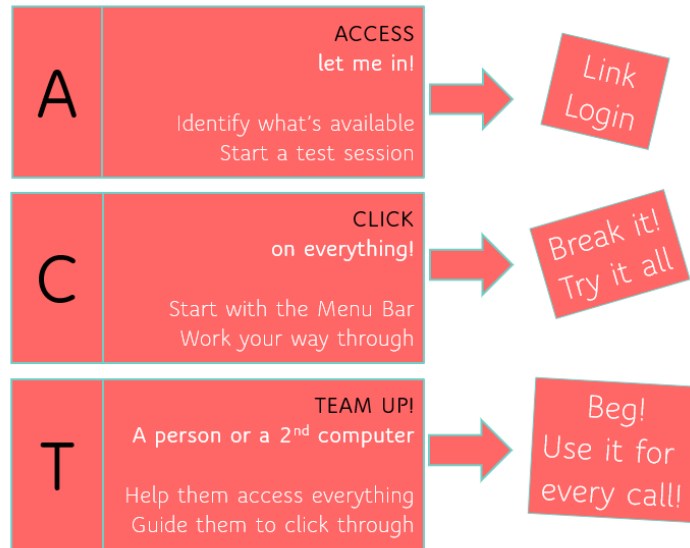What did
I just do
that **YOU** could
have done?

3 Virtual Training Delivery Components

Platform Skillz

Engaging Voice

Active Participants

Platform Skillz

Build them using the ACT process:

A	ACCESS let me in! Identify what's available Start a test session	→	Link Login
C	CLICK on everything! Start with the Menu Bar Work your way through	→	Break it! Try it all
T	TEAM UP! A person or a 2nd computer Help them access everything Guide them to click through	→	Beg! Use it for every call!

Engaging Voice

→ Tone
→ Pace
→ Annunciation
→ Clarity of meaning
→ Clarity of sound

Practice using the power of your voice by saying, "Who's got the first question?" in one of 9 ways:
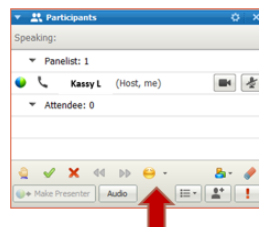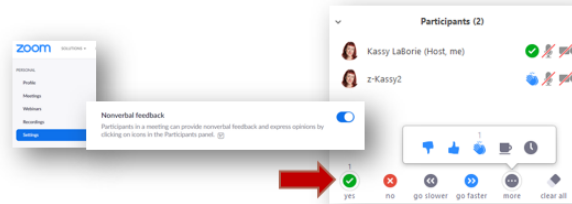
Evil	Pouting	Confused
Sleepy	Happy	Goofy
Surprised	Angry	Nothing

Notes:

Active Participants

Feedback

ZOOM enable it from Meeting Settings

Chatversations

Sonia: I love the description you provided Mary Lynn!
Sonia: Kelly is the most FLUID people I know!
Kelly: Thanks?
Sonia: YES!
Marion: LOVE IT
Melissa: great exercise
Staci: Helping to get more familiar with tools.
Mary: very good activity
Melissa: hard to decide so many great pictures :)
Kelly: everyone's learning technically, and it gives people time to think
Marion: Great idea to use inspiring visuals. Good that they are numbered
Sonia: This is great b/c it not only gives a visual representation but engaging them on the phone too.
Mary: gets people thinking
Sonia: EXCELLENT Melissa!
Mary-Lynn: It gets people thinking about a topic without saying, "think about ...
Kelly: I agree!
Sonia: If you have a large group it might be hard to get through everyone.
Mary-Lynn: Engages right brain
Sonia: That's great Mary Lynn! I didn't even think of that. It helps people get into that creative learning mode!

Annotate

	NAME	LEARNED?	IMPACT?
What have you learned? **What will be the impact?** p.32 DOCUMENT YOUR ACTION PLAN	Raghu	Create content that draws the participants	Helps engagement and learning
	Bill .	Lot's of great new ideas	Continuous Improvement
	Paul	I can do this	I will do this
	.Carol	I learned the most from being a participant, evaluating how things	I can do this! Many of the classes I teach will work this way
	celeste	practice, get feedback, there is so much more to do than I thought was	Much more willing to try some online learning.
	.Janine	Zoom features and getting more familiar with it, getting opportunity as a participant to see what works and what doesn't, the feedback received	Keep practicing to improve delivery of online learning to vastly improve the learning experience for others
	David	**Be patient/practice/get feedback**	**Abilty to convert live learning programs to help more people.**
	Rod	**So much. Technology, techniques, tips, tricks, timing…**	**I am confident this is where we're going, and confident that I can be a part of it, thanks!**
	Michael	KISS: Keep It Simple & Straightforward i.e., slides, instructions, exercises	READY TO PLAY!

Notes:

Instructional Design

Create Active versus Passive Learning
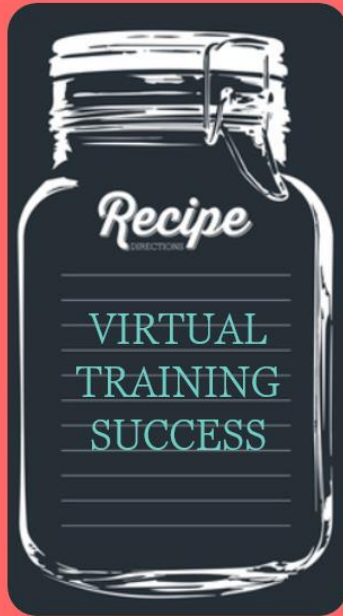
Notes:

A sample Facilitator / Producer Guide Template

Timing: 10 minutes *before* official start	**Tools**: List any tools or methodology used, such as Annotation, Poll, Discussion

Overview: Give a brief overview of what is happening during this time, such as The Warmup is intended to get learners focused on the topic and used to engaging with the technology, the facilitator, and one another.

Put one more carriage return after the last line of text.

Slide or Media	Facilitator	Producer/Technical
Re-size picture to 2.1 wide; height will self-adjust		
	TRANSITION: Start the transition text here. Put one more carriage return after the last line of text.	
	TRAINER'S NOTE: Copy this row and drop it in the table where you need it. Delete this row if unneeded. (10 pt font – intentionally)	

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Production

Focus on Logistics, Administration, and Features
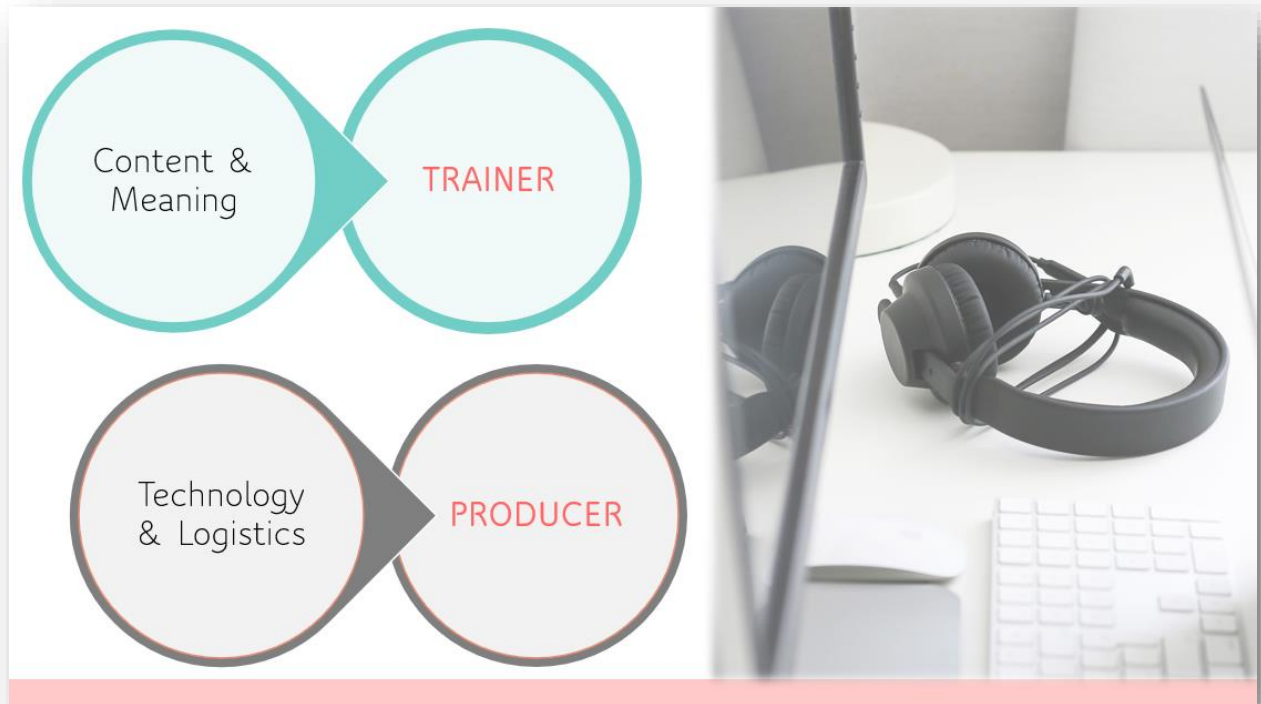
3 PRODUCER TASKS

✓ Get everyone connected

✓ Troubleshoot the features

✓ Assist with breakouts

Participants

Do not know how to be in the environment, let alone learn something while there!

ENVIRONMENT

→Comfortable & distraction free, able to be unmuted!

→ Ready to be on webcam & participate

→ Have snacks, a drink, & a way to take notes

AUDIO

→ Use a headset: avoid just using the computer mic & speakers

→ Computer audio or phone? Teach them the difference

→ Be unmuted to freely contribute, but mute as necessary

COMMUNICATION

→Use the nonverbal feedback icons to raise hand, smile, & agree

→Converse using chat so that it feels like a discussion

→ Collaborate using annotation & call on people to share

Notes:

Job Aid for Creating Your Activities

Design your own activity, to be delivered in your next live online training. To get started, what activity inspired you today?

_____.

Start with this one, adjusting it to suit your topic and your audience.

Design process:

Fill in this blank recipe:

Objective:

Social?

Map the interactions to the features:

Kassy's Top 10 Lessons Learned

1. **A great in-person trainer does not guarantee a great online trainer.** Prepare to build your virtual training skills. It does not come naturally to everyone, but it can be developed.

2. **Participants need to learn how to virtually learn.** The last time we learned "how to learn" was likely when we were young. Recognize the fact that your participants have no idea how to learn online and prepare activities to guide them.

3. **Instructional design matters even MORE online.** Participants will hear that you do not know what you are doing before you realize you are lost. Be prepared with a design that is specific to the online experience.

4. **Allow and create "chatversations."** Conversations in chat. Enable public chat, and ensure it is used for more than just questions. Build activities to encourage dialogue.

5. **Whiteboard is a verb.** Technically it is a noun, but it is exceedingly more interesting as an action! Enable annotation tools for engaging activities – "Let's whiteboard our ideas!"

6. **Master the tech to get over the tech.** Learn your platform so that you no longer need think about your platform.

7. **Not all platforms are created equal.** Some platforms simply do not have the features or performance you need. Never let that stop you; find ways around it by using additional tools.

8. **Audio matters more than anything else**. If you cannot be heard, it will not matter what you know, what you said, or how you delivered it.

9. **A producer is only as good as your rehearsal with them.** Avoid the mistake of not having a plan. Participants will notice!

10. **Never let them hear you sweat.** "The show must go on!" There is no need to announce failures or mistakes; let them hear you being calm and in control.

About the Presenter

KASSY LABORIE

Kassy LaBorie is the principal consultant at Kassy LaBorie Consulting, LLC. She is a speaker, instructional designer, classroom facilitator, and author who specializes in virtual learning, teams, and live online technology. Kassy is passionate about helping organizations, learning teams, and training professionals successfully move to the virtual environment.

In her previous role at Dale Carnegie Training, she was the director of virtual training services, a consultancy that partners with organizations to help them develop successful online training strategies. Kassy also served as the product design architect responsible for developing the company's live online training product and experience. Prior to this, she was an independent master virtual trainer, a Microsoft software trainer, and a senior trainer at WebEx, where she helped build and deliver training at the WebEx University.

Kassy is the co-author of Interact and Engage! 50+ Activities for Virtual Training, Meetings, and Webinars. A frequent speaker at industry conferences since 2006, she has presented at Training Magazine events including their yearly conference and Online Learning Conferences, Chief Learning Officer symposiums, The Virtual Learning Show, ATD's TechKnowledge and International Conference & Exposition, as well as many local ATD Chapter events.
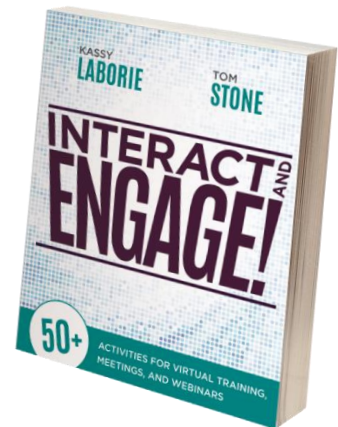
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