



VIRTES Remote Delivery Support Toolkit

Expert coaching and guidance
for superior virtual experiences

The Virtual Intelligence Remote Training and Engagement Services (VIRTES) are distinct packaged services based upon current and new content relative to remote workplaces. Always customizable.
Available now.





VIRTES Remote Delivery Support Toolkit

COVID-19 has made it essential for companies to deliver nothing less than exceptional virtual training options for their employees. Whether your organization is fine-tuning an existing remote learning program, or you're planning an infrastructure buildout, having an experienced partner to support you throughout the process is key to your success.

Having a trained, upskilled employee base positions an organization to hit the ground running in a post-COVID-19 economy. That means having a robust virtual training offering up and running right now.

Having the right training platform, functionality, and content is a great start—but it's only part of the picture when it comes to delivering virtual training to a newly homebound workforce. Sometimes delivering virtual training can seem like flying without a net, and training managers' concerns are often centered around support:

- ▶ **Virtual training:** What are best practices for training delivery?
- ▶ **Training production:** What if a problem comes up during a live session?
- ▶ **Getting help:** How can I keep tech issues from getting in my way?

Smooth, seamless virtual training delivery

The **Remote Delivery Support Toolkit** from Eagle Productivity Solutions and NIIT delivers one-on-one coaching and practice sessions with an experienced virtual trainer. You also get live production support during remote classes, and help with scheduling, moderating and facilitating breakout sessions. To keep important information top-of-mind, you'll have a set of quick-reference materials to keep you on track.

The **Remote Delivery Support Toolkit** gives you the knowledge and resources to successfully provision and present professional-grade virtual training, with:

- ▶ Guidelines on industry best practices
- ▶ Virtual session production help
- ▶ Live support during trainings
- ▶ Content-specific recommendations
- ▶ Direction on successful training techniques
- ▶ Platform functionality reviews





VIRTES Remote Delivery Support Toolkit

Features

The platform-agnostic **Remote Delivery Support Toolkit** includes best practices for remote training delivery using your own content, with experienced professional facilitators to help things go smoothly.

Topics

Virtual Training Consulting

Virtual Best Practices

- ▶ Consulting on virtual best practices

Content-specific Delivery

- ▶ Recommendations for content-specific delivery defined by the amount of content and number of trainers

Train the Trainer (TTT) Session

- ▶ Base package includes a 2-hour (TTT) class
 - Workshop and practice alongside a senior Eagle trainer
 - Remote presentation skills and system-specific functionality training

Production Support

- ▶ Virtual session delivery support
 - Production support for customer trainers delivering virtual sessions
- ▶ Live support
 - Live scheduling and support with a certified trainer moderating/managing the background tools in platform (polling, chat, breakout rooms, etc.)
 - Minimum of 4 days' notice required

Quick Reference Cards (QRCs)

- ▶ One (1) QRC for platform functionality overview
- ▶ One (1) QRC for session best practices and tips

Platforms

We provide consultation that is specific to any platform, including:

- ▶ Skype for business
- ▶ Zoom for business
- ▶ Adobe Connect for business
- ▶ WebEx





Succeed with proven industry leaders

With over 65 years of combined experience, Eagle Productivity Solutions and its parent company NIIT, deliver customized global training programs proven to deliver cost savings, reduced training times, fewer employee errors, and better productivity. With more than 500 instructional designers and a global network of 2500 trainers, Eagle Productivity Solutions and NIIT have the experience, skills, and resources to make your online learning investments deliver measurable ROI—fast.

Don't wait: Get started today!

To quickly and cost-effectively deliver the most efficient, robust remote experience to your employees, contact Eagle Productivity Solutions today at info@eagleproductivity.com or contact your local Eagle or NIIT representative.

US:

Dawne Fitzgerald | VP, Business Development
Eagle Productivity Solutions
dfitzgerald@eagleproductivity.com
Mobile: +1 585.698.0627
www.eagleproductivity.com

Sean Kelley | Sr. Director-Business Development
NIIT (USA), Inc. Corporate Learning Group
sean.kelley@niit.com
Mobile: +1 630.414.2709
www.niit.com

EMEA:

Marcus Dinan | Senior Director, Business Development
Eagle Productivity Solutions
mdinan@eagleproductivity.com
+31 649416315