

	Content – with the now	Unsettled – new ways coming	Exploration - of way forward	Commitment - to the new way
Looks like	Business as usual. Planning is based on current ways of working. Still delivering lots of F2F.	Acceptance that a change is needed. Unsure that VILT will address the need. Concern around the effectiveness of VILT.	Open mind to learn more about VILT. Asking more 'how' instead of 'why' questions. Starting to do their own research.	Getting practical. Asking to be upskilled in VILT design/delivery. Debating virtual platforms.
Sounds like	"If it ain't broke, don't fix it". "F2F will always be the best way". "F2F works, let's stick with that". "I'm happy as I am".	"I get a real buzz from delivering F2F, I don't think I will enjoy VILT". "I feel threatened about my training future". "I will be challenged in new ways".	"Let's see what is available". "How are others using VILT?" "How can I benefit?" "Who can demonstrate VILT for us?"	"I see the benefits of VILT". "Let's find a way to make it work". "I'm excited about this". "What more can we do online?"
Feels like	Safe. Happy. Confident. Proud of what we have achieved.	Vulnerable. Confused. Reluctant to let go of the old ways. Not yet convinced of VILT.	Curious. Interested. Still tentative. Open minded.	Energised and active. Getting practical and involved. Future focused and ambitious. Collaborative and confident.
Making the move to the next stage	<p><b>Aim:</b> to move them to the Unsettled stage.</p> <p>Be clear that things are changing e.g. with commitments to being more digital, encouraging remote working, improve wellbeing, reducing carbon footprint etc.</p> <p>Challenge them on having to provide change to deliver with less budget and resource.</p> <p>The L&amp;D industry is changing. Share what other organisations are doing with their virtual offering.</p> <p>Be clear and firm that change must happen.</p>	<p><b>Aim:</b> to move them to the Exploration stage.</p> <p>Help them accept VILT is worth exploring.</p> <p>Share the different ways that VILT can be blended with current ways of working.</p> <p>Remind them that F2F remains, as part of a blended offering.</p> <p>Demonstrate examples of blended training solutions that can benefit learners and L&amp;D.</p> <p>Empathise and yet remain firm that VILT is part of the way forward.</p>	<p><b>Aim:</b> to move them to the Commitment stage.</p> <p>Experience a VILT demonstration.</p> <p>Ask another organisation who have successfully moved to VILT to share lessons learned.</p> <p>Share case studies, feedback and learning transfer stats.</p> <p>Explore available options for professional upskilling of your trainers.</p> <p>Plan a mini pilot to build confidence in VILT.</p>	<p><b>Aim:</b> to support them in consolidating the move to VILT.</p> <p>Provide upskilling in design and delivery of VILT.</p> <p>Encourage training on the chosen platform.</p> <p>Establish space and time to practice.</p> <p>Reinforce positive behaviours with feedback and encouragement.</p> <p>Acknowledge commitment to the new way of training delivery.</p>