

BEST PRACTICES FOR LIVE ONLINE TRAINING



PREPARE AND PRACTICE: This is the MOST important part of a virtual delivery and requires more time than a face-to-face delivery. Create objectives, a detailed agenda, activities, time allotment for each topic, polls you want to ask during the training, etc. Once the materials are created, take time to practice walking through the training, checking the time allotment, creating questions to ask, and ensuring you are incorporating a variety of experiences for your participants (e.g. discussion, activities, breakouts, individual work, lab work, etc.).



JOIN EARLY & BEGIN INTERACTING: Join at least fifteen (15) minutes prior to the scheduled course start time. When students start arriving at the meeting, interact with them. Feel free to ask them questions and have them ask YOU questions. This is a good time to ask a poll question and/or provide a slide with directions on how to log in, use their mute buttons, etc.



BUDDY SYSTEM: Having a co-worker join you for the first hour or so as a technical expert on the training platform you’re using will help ensure a smooth start to the course. Students often experience technical difficulties while attempting to log-in or have problems navigating the online tool. In this scenario, please use your “buddy” to assist with trouble-shooting and any technical assistance so you can focus on the rest of the participants and don’t have to delay the start of your course.



SET GROUND RULES: Participants should agree on the ground rules, especially if this is a multi-day training, to ensure they hold one another accountable for a great virtual classroom experience. Some examples include: Be on time, 100% participation, minimize background noises, 1 person speaking at a time.



EMBRACE TECHNOLOGY: You are already at a disadvantage in a virtual environment where you can’t easily see what the participants are doing, how they’re feeling, etc., so it’s important to use all the tools your training platform has to offer. Practice sharing your screen, annotating, having your participants annotate, chat, and use breakout rooms. Using video can help improve engagement and interaction, allowing everyone to see what’s happening, and at the same time making it harder for someone to multitask or “tune out”.



DUAL MONITORS: If a second monitor is available to you, we highly recommend using it as a value-added tool. We suggest hosting the screen share on your primary display, while utilizing the second monitor to display the participant list, chat, videos, and polling. This enables you to have a higher level of engagement with students, while having easy access to the online tools.



KEEP IT INTERESTING AND INTERACTIVE: The beauty of online training is that it is a synchronous experience for you and your audience. Treat it as you would an in-person presentation by mixing it up every 5-10 minutes (ex: overhead and direct questions, polling, group discussions, labs, breakout groups, chat, individual work, breaks, etc.). This will drive engagement and interest in your topic and keep participants involved and learning.



LOCATION/SETTING: Select your location in advance and make sure your internet access is stable. Ensure your devices are plugged in and that chargers are easily accessible. The location background should be interesting, but not distracting. It is important that your face is clearly visible and there is not a glare from any nearby windows. And make sure you have a clean work space.



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