



Training Remotely

Participant Workbook



enhance the experience.

This training was developed by Elaine Carr and Laura Grimes
of Harrington Consulting Group
<https://www.harringtonconsulting.us/>

Agenda

- Introduction and overview
- Choosing a platform
- Designing the training
- Delivering the training
- Close

Choosing a Platform

How Important is the Platform?

Common Features on Virtual Platforms

- Polls
- Chat
- Whiteboards with annotation tools
- Breakout rooms
- Feedback tools
- File transfers
- Share files
- Share desktop

Evaluating Virtual Training Platforms

- Know what you need first
- Look for flexible solutions with interactive features
- Ask detailed questions about support and updates
- Consider how a solution handles security, privacy, and compliance
- Check for experience with companies like yours.
- Investigate the costs

Source: Josh Bersin, "A Framework for Optimizing the Virtual Live Learning Experience"

Designing the Training

Basic Principles for Remote Training

- A common visual experience for all learners.
- Short bursts of content interspersed with peer interaction.
- Peer group breakouts
- Motion
- Accessibility

Source: Josh Bersin, "A Framework for Optimizing the Virtual Live Learning Experience"

Foundational Considerations

- Outcomes first
- Consider the size of the audience
- Length of the training
- Provide something for participants to do in the first five minutes
- Restructure introductions
- Ask real questions
- Use polling for multiple choice questions and chat for explanations
- Provide a visual map
- Tools need to serve the learning and not just be cool

Activities

With the entire group

- Raise your hand if...
- Chose an emoticon that represents...
- Type your response in chat...
- Answer this poll question...

With small groups

- Whiteboard annotation or drawing activities
- Team competitions
- Scenarios
- Case studies
- Role plays
- Creating something together

With pairs

- Ask each participant to choose an accountability partner at the start of the event
- Assign partners for a private chat discussion activity

Source: Cindy Huggett, "Creating Collaboration in Virtual Classes"

Breakout Group Activity

- Brainstorm some activities that can be successful in remote training.
- Aim to come up with at least five activities using five different formats within five minutes.
- List your ideas on a whiteboard to share with the other groups.

Delivering the Training

The Great Camera Debate

- Don't use cameras when covering content that is complex or which requires substantial attention.
- Use the webcam with introductions and with extended discussion.
- Recommend participants use their cameras in breakout groups.

Unpredictable Technology

- Have a backup plan
- Have a support team to call upon
- Check for updates before every virtual session
- When possible, make it seamless for participants
- Use a second monitor to see what participants see.

Moderators

- Supports the technology
- Supervises activities
- Manages administrative tasks
- Serves as a host

Other Best Practices

- Master your platform and your content
- Practice, practice, practice
- Warm-up your voice and hydrate
- Keep reinforcing positive learning behaviors
- Keep your eye on the entire room
- Acknowledge questions and feedback
- Ask people to wait to answer
- Adjust your camera and lighting to show you well
- Be sure to check for understanding and build participants' confidence
- Use your mouse pointer wisely

Three Resources

Kassy LaBorie, www.kassyconsulting.com/resources/

Cindy Huggett, www.cindyhuggett.com/resources/

InSync Training, www.insynctraining.com/resources/

Training Remotely

③-②-① Action Plan

③ Things I learned or was reminded about training remotely

② Things I want to do to improve my remote training

① Thing I am going to do right away to improve my remote training
