

VILT BEST PRACTICES for Instructor Led Virtual Training



CHOOSE YOUR TRAINING MODEL

The model you choose can make or break your learning venture. Here are three options with pros and cons.

1. Instructor in one location with participant groups elsewhere.



PROS

- The ability to get expert instruction.
- Time and expense efficiencies.
- Training across multiple sites.



CONS

- Management of groups.
- Ability to keep learners engaged.
- Technical difficulties at remote sites.

2. Learner groups in varied sites; instructor part of one.



PROS

- Being able to hire quality instruction.
- Instructor interaction with onsite participants.
- Option to conduct interactive demonstration.



CONS

- Engaging offsite groups.
- Group management.
- Remote site technical issues.

3. Instructor and participants connect remotely from individual sites.



PROS

- Ability to recruit quality instructor regardless of locale.
- Offers similar experience for all participants.
- Efficient use of time for participants. (e.g. no commute).



CONS

- Detailed, comprehensive preparation of content and supportive materials.
- Production of effective hands-on/skills instruction.
- Balanced, effective participant engagement.
- Technical challenges at the primary site—or others.

RECRUIT VERSATILE TEAM MEMBERS

Think beyond the training instructor for success.



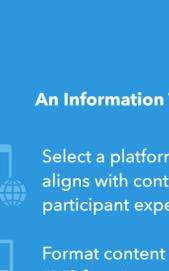
The instructor and/or training author is integral to training design & outcomes because they:

- Possess passion and expertise for the topic.
- Think and adapt on the spot.
- Are able to work with varied learners.



A moderator is the background person who:

- Jumps in to assist the instructor.
- Has tech expertise and knowledge about the topic.
- Is available every session and can lead if necessary.



Virtual learning specialists skilled with the LMS are:

- Design team members from the get-go.
- Help with LMS selection to assure optimum delivery.
- Able to clearly explain technology applications.



Management/Leadership representative(s) who:

- Value virtual training for employees.
- Participate in the training for team building.
- Promote virtual learning benefits with stakeholders.

PICK EFFECTIVE TECHNOLOGY

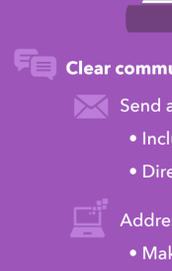


An Information Technology Specialist guides the team to:

- Select a platform that aligns with content and participant experience.
- Choose applications that support participant engagement.
 - Interactive options such as Adobe Connect, Zoom, and Teams.
 - Webinars such as Go-To-Webinar and WebinarJam.
 - Live-stream to private YouTube, Vimeo or Wistia secure means for participants and managers to view past sessions.
- Format content for the LMS function and design.
- Assure smooth navigation by testing systems and fixing glitches.

FOCUS ON TRAINING DESIGN

Construct training design details that assure a cohesive learning experience:



Select training goals, outcomes, learning activities, and assessments that are well-aligned.

For each training element answer these questions:

- Which outcome(s) does this address?
- Does this contribute to an outcome that should be added?
- How is this addressed as part of learning activities?
- Is it reflected in learning assessments?

Know your audience and stakeholders in order to:

- Meet the training needs of diverse learners.
- Include content and activities that reinforce and expand knowledge/skills.
- Garner the support of leadership and relevant associates.

Be deliberate with content presentation.

- Regardless of duration, begin with current knowledge, moving to that of increased complexity.
- Use various teaching methods, such as:
 - Audio-visuals, including demonstration and return demonstrations.
 - Good old reading and writing.
 - Web 'field trips' to visit various sources.
 - Chats, discussion boards, and webinars.
- Request a course review by an instructional designer and content expert.

PREPARE AND WELCOME LEARNERS

Assure participants are prepared and ready to go before the first session.



Clear communication is key.

- Send a welcome letter describing start date and tasks.
 - Include contact info for questions.
 - Directions for accessing an FAQ page.
- Address technology details, such as system requirements.
 - Make sure connectivity is addressed.
 - Suggest testing connection day before course start.
 - Include tech support contact info.

Gather participant photos and work details for 'who we are' page.

- Welcome participants to opening session.
 - Have the moderator conduct a guided tour of training pages.
 - Allow time for participant ice breaker.
 - Greet and proceed with training introduction.

ENCOURAGE ENGAGEMENT

Include activities focused on group interaction, such as chat work groups or discussion boards.

The latter allows participants to check in at any time, supporting individual engagement for groups with varied hours of availability.

Games and activities that support team building—some translate well to real-world tasks.

- Work groups that relate to real-world roles.
- Brain-storming discussion boards or live chat groups.

Create learning scenarios that:

- Encourage group and individual innovation.
- Expand potential learning options.

ASSESS OUTCOMES

Training feedback guides training revision and expansion of virtual learning options.

Sample items to assess using level of agreement include:

- The course met the learning objectives.
- The website was easy to navigate.
- The instructor shared knowledge and encouraged innovation.
- This course offered a balance of independent and group learning activities.