

Friesen, Kaye and Associates

Instructional Techniques in the Virtual Classroom for Subject Matter Experts and Occasional Trainers

This dynamic, “fundamentals”, virtual program—designed for the occasional trainer—presents a variety of interactive techniques and activities that model best practices in a virtual classroom. As a participant in this program, you will learn to manage the virtual environment and apply techniques specifically designed to motivate and engage learners to effectively transfer skill and knowledge. You will have plenty of opportunity to apply a systematic learning process by presenting *two practice lessons*, based on your work-related content, and immediately receive feedback from our CTT+ Virtual Classroom Trainer certified facilitator as well as recordings of your lessons (and feedback) for personal viewing and future reference.

You will experience the virtual classroom from both the learner’s and instructor’s perspective.

Who Should Attend?

- Professionals who are called upon occasionally to facilitate learning in a virtual environment.
- Subject matter experts who deliver learning in a virtual classroom.
- Experienced instructors who have been out of learning for more than a year and need a refresher course.
- Learning and development managers who are responsible for the performance of their staff.

Key Benefits

1. Learn from the best facilitators in the industry.
2. Small groups ensure you get individual attention and expert feedback.
3. Establish a solid grounding in the basics and build your skills from there.
4. Immediately start using all the practical techniques you will need to be successful back on the job.
5. Take home a comprehensive manual packed with job aids, checklists and reference materials that will help you succeed back on the job.

Post-Learning Sustainment

- As a participant in an FKA program, you are entitled to a complimentary Post-Learning Sustainment Session:
- **Transfer Strategy:** one-hour online, live-facilitated coaching session (2-3 weeks post program) to maximize and reinforce learning.
 - **One-Year Hotline:** connect with our experts to discuss your learning initiatives, lessons learned, successes, challenges and best practices.

“Workshop is great!! Very informative and fun giving us a lot to bring back to our “real world” situations. Instructor and workshop were amazing.”

V. Anderson, Vitalair

Objectives

Upon successful completion of this program, you will be able to:

- Apply Adult Learning Principles.
- Use learner-centered lesson objectives.
- Describe and apply the Systematic Learning Process.
- Use voice effectively.
- Establish and maintain a positive learning environment for the virtual classroom.
- Capture and maintain learner interest in a live session.
- Encourage participation.
- Use an inclusive communication style.
- Apply listening skills.
- Test for understanding.
- Apply questioning skills to promote interaction and learning.
- Provide constructive feedback orally and in writing to the remote learner.
- Recognize and resolve behavior problems with remote learners.
- Practice a recorded lesson with feedback, using appropriate virtual platform capabilities.

Agenda

Live Session 1 – Getting Started

- Welcome and Introductions
- e-Learning Environment
- Focus on the Learners
- Monitoring Tools
- The Human Element – Connecting by Voice

Agenda

Live Session 2 – Adapting VIVE to the Virtual Classroom

- Keeping Learners Engaged
- VIVE
 - Variety of Presentation Methods
 - Interactivity
 - Visuals
 - Examples
- Communication Style (Language and Transitions)
- Listening Skills

Live Session 3 – First Individual Practice Lessons (5-7 minutes each)

Live Session 4 – Using Effective Questioning Techniques

- Why ask Questions?
- Asking Questions
- Testing for Understanding (TFU)
- Question Levels
- Aligning Objectives and TFUs
- The Questioning Process

Note: the 5th and 6th sessions may be 2.5 hours long (depending on the number of participants)

Live Session 5 – Second Individual Practice Lessons (10-15 minutes each)

Live Session 6 – Managing Group Dynamics

- Finish Final Individual Practice Lessons
- Debrief Assignments:
 - Facilitating Application and Feedback
 - Communicating in Writing
- Managing Group Dynamics:
 - Recognizing Types of Verbal Behavior
 - Resolving Difficult Situations
- Lessons Learned and Best Practices
- What's next?