

Friesen, Kaye and Associates



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The Experts in Knowledge Transfer
and Workplace Performance

Advanced Facilitation Skills for Virtual Instructors

If you are a competent and experienced facilitator who wants to take your skills to the next level, this virtually facilitated program is designed for you! Learn facilitation skills that will maximize learner engagement and retention during your virtual programs and increase transfer of your new skills and knowledge back to the job. Develop facilitation techniques to effectively manage group dynamics and the virtual learning environment. Discover your preferred facilitation style and learn how to adapt it. Polish and adapt your questioning techniques as you lead a practice lesson and receive feedback and coaching from your CTT+ certified (for traditional and virtual classrooms) FKA facilitator.

Experience the virtual classroom from both the learner's and facilitator's perspective.

Who Should Attend?

- Instructors and facilitators who wish to improve their performance in the facilitative aspects of learning programs and have completed FKA's Instructional Techniques program—or equivalent instructional delivery program, in interactive, learner-centered facilitation—followed by at least 6 months experience in leader-led facilitation.
- Former instructors with the experience described above who will once again be delivering learning programs.

Key Benefits

1. Create a positive learning environment for all your learning initiatives.
2. Gain the respect of your learners by establishing and maintaining your credibility.
3. Add new facilitation techniques to your repertoire that will keep your learners engaged.
4. Adapt your facilitation style to improve learning outcomes.
5. Use your knowledge of group dynamics and group development to manage learner participation and prevent problem situations.
6. Maximize transfer of learning back to the job.

Post-Learning Sustainment

As a participant in an FKA program, you are entitled to complimentary Post-Learning Sustainment:

- **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.

*"Best Program I have ever attended. Can't wait to apply these invaluable techniques in the virtual classroom."
Chelsea Bakri*

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Objectives

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

- Characterize instructional strategy choices.
- Apply Adult Learning Principles in the virtual classroom.
- Establish and maintain instructor credibility.
- Use learner-centered lesson objectives.
- Describe and apply the Systematic Learning Process.
- Identify choices in implementing 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.
- Determine your preferred instructional style.
- Facilitate activities effectively.
- Use an inclusive communication style.
- Apply listening skills.
- Test for understanding during presentation.
- Apply questioning skills to promote interaction and learning.
- Determine how to adapt questioning techniques to affect group dynamics.
- Plan how to make effective use of instructor notes for virtual classes.
- Describe how to support asynchronous activities.
- Provide constructive feedback orally and in writing to the remote learner.
- Identify types of verbal behavior.
- Respond appropriately to participant verbal behaviors.
- Handle a variety of difficult situations.
- 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
- Instructional Strategies
- Instructor Credibility
- The Human Element – Connecting by Voice

Live Session 2 – Adapting VIVE to the Virtual Classroom

- Keeping Learners Engaged
- VIVE
 - Variety of Presentation Methods
 - Interactivity
 - Visuals
 - Examples

Live Session 3 – First Individual Practice Lessons (15-20 minutes each)

Live Session 4 – Nurturing the Learning Environment

- Barriers to e-Learning
- Virtual Classroom Facilitator Responsibilities and Skills
- Establishing the Learning Environment
- Group Process/Group Dynamics
- Managing the Task Component
- Monitoring Tools
- Communication Style (Language and Transitions)
- Listening Skills

Live Session 5 – Second Individual Practice Lessons (15-20 minutes each)

Live Session 6 – Using Effective Questioning Techniques

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

Live Session 7 – Final Individual Practice Lessons (15-20 minutes each)

Live Session 8 – Best Practices

- Debrief Assignments:
 - Facilitation Application and Feedback
 - Communicating in Writing
- Managing Group Dynamics:
 - Instructor Verbal and Non-Verbal Behaviours
 - Recognizing Types of Verbal Behavior
 - Resolving Difficult Situations
- What's next?