MCE

The Virtual Trainer

Success Strategies for Facilitating Live Online Training

Virtual Business World

The Virtual Trainer
Success Strategies for Facilitating Live Online Training

Prepare, develop and deliver highly engaging online learning experiences

Highlights

- Learn and practice using real-world examples and role plays.
- Manage the mix of time, distance, technology & culture.
- Identify and understand the keys roles of the designer, developer, facilitator and producer.

Key Competences

- Using your voice & energy
- Developing online learning
- Adapting to technology
- Creating engagement
- Using online tools
- Creating backup plans

The Right Programme for You

You are a trainer with 3-5 year's experience. You now need to develop your facilitation techniques for an online environment. You want to learn how to develop and deliver effective and professional online learning.

Business Professionals

Learn, Practice and Use

- **Apply** best practices for creating and delivering highly effective, live online learning experiences
- **Plan** and coordinate the crucial "before, during and after" action steps
- **Employ** techniques to create and maintain learner engagement and retention
- **Use** proven voice, energy and questioning techniques as powerful training resources
- **Capitalize** on the best online learning opportunities and help ensure trouble-free sessions
- **Know** what resources to provide learners to manage their learning environment
- **Choose** delivery methods designed to close performance gaps
- **Practice** presenting to a group
- **Analyze** the components of successful course evaluations
- **Share** your knowledge and challenges with your peers and MCE's highly experienced faculty

Practical Information

Live Online

4 x 3-hour sessions
€2,295

PMI Certified
The programme is certified by the Project Management Institute® (PMI).
More information at **mce.eu/pmi**

Available In-Company
The programme is available as an In-Company solution for your teams.
More information at **mce.eu/inco**

mce.eu/virtual for dates, locations and full programme outline

Programme Modules

1   **Introduction to the Challenges/Opportunities of Online Learning**
- Navigating the complexities of time, distance, technology and culture
- Identifying key differences in training design, development, and delivery of face-to-face vs. live, online training
- Learning vocal techniques that can increase participant engagement

2   **Designing for Learner Engagement**
- Clarifying the performance gaps the training is expected to fill
- Matching technology to performance objectives and teaching methods
- Highlighting best practices for designing live online learning
- Identifying key roles and functions of the designer, developer, facilitator and producer

3   **Developing for Learner Engagement**
- Recording your voice as facilitator and exploring the impact of pitch, pacing and volume
- Connecting the training evaluation to course objectives and participant evaluation methods
- Applying brain-based learning techniques to develop course materials
- Evaluating engagement tools (polling, chats, online breakout groups and more)

4   **Preparing the Participants**
- Customizing pre-delivery checklists that address supervisor involvement, managing technology and the learning environment

5   **Delivering for Learner Engagement**
- Clarifying facilitator and producer roles
- Navigating in the live facilitator environment
- Using your voice, listening, asking questions, giving feedback, dealing with silence, building rapport, providing instructions and more

6   **Delivery/Facilitation of Online Learning**
- Pacing and managing your own energy
- When/how to use breaks to re-energize yourself and the participants
- Addressing background noise; dealing with cultural differences; managing disruptive participants and more
- Identifying the types of situations that can go wrong during a live online delivery
- Creating backup plans for when things go wrong (and they will)
- Selecting the appropriate recovery/backup tips for some common situations (e.g., participants didn't receive materials, can't access or provide audio, can't view videos, get disconnected)

7   **After the Learning Experience**
- Providing post-training learning materials to participants and/or their managers (print, social media, mobile learning)
- Highlighting best practices for constructing and distributing the course evaluation, receiving and analyzing data

Learn

the key business skills and knowledge you need for your management role today and tomorrow
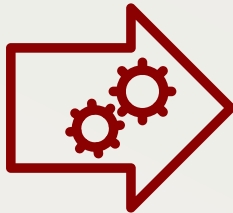
Practice

the skills you learn and get feedback, recommendations and coaching

Use

what you learn and practise as soon as you get back to your office