
Facilitating Online Training

Virtual training cheat sheet

When we look to deliver effective virtual training, there are a number of points to take into account. First, there are the basics, and then, there's the model.

The #1 priority when delivering virtually, is to as closely as possible

Reproduce The Human Element

And the best place to start as you look to achieve that, is to ensure that *you* feel comfortable and engaged as you deliver the training. So, before you worry about your delivery itself, get the basics set up...

Equipment

Whilst you don't need to spend a fortune on tech for virtual training, there are a few things which make experience much better for both you as the trainer, and your delegates.

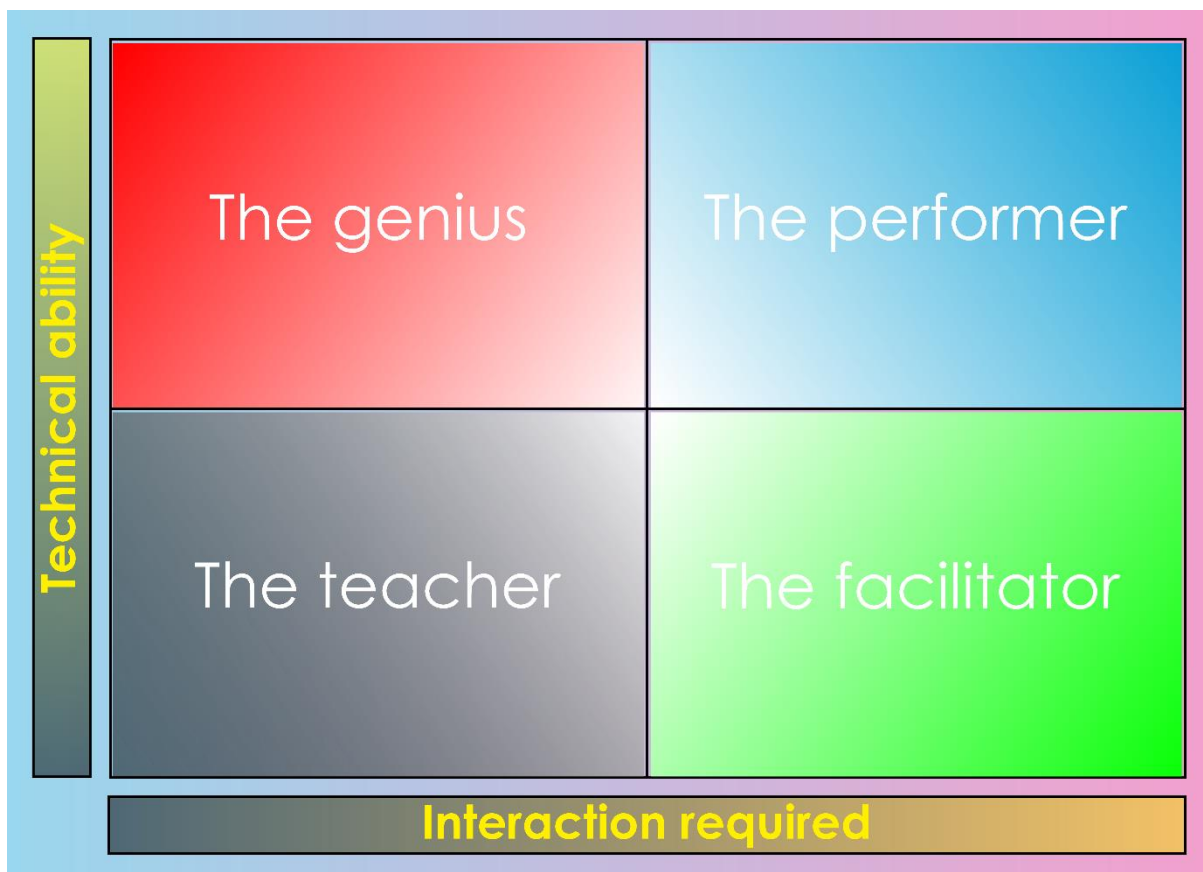
For many of us (but not all), we're much more comfortable training stood up, rather than sitting down. If we get the right set-up, we can stand, making us feel more "at home", and automatically giving our delivery a lift.

- **Wireless microphone**
 - This can either be a Bluetooth® microphone which clips onto your lapel, or a separate directional mic that sits on the desk. The key to not being attached by a wire, is that you're free to move around, which gives a more animated delivery.
- **Separate mouse and keyboard**
 - A little like an un-wired mic, this allows you the freedom to be a little further from your computer, without the risk of pulling your laptop onto the floor. Also, should you have technical trouble with your microphone, you can default to your laptop's built-in mouse without all your typing being heard through vibrations.
- **A pen mouse**
 - A worthwhile investment, as it makes writing onto a virtual whiteboard *much* easier than trying to use a standard mouse. There are many available online. I use this model, which I find a good balance between price and usability: <https://amzn.to/3dqsbmx>

- **Clicker**
 - Yes, just like you probably use in the training room! It's another way to free yourself from the tech and feel like a trainer, not an IT person. Or is it just a comfort blanket? Either way, if you have one, you might find it helpful.
- **Camera top-centre of your monitor**
 - Fortunately, this is where most laptop cameras are located anyway. If you're using a separate camera, however, you might want to position it there. Why? Because it means you can look at the screen whilst still maintaining eye contact with your audience, and that goes a *long way* towards making them feel connected to you.

The model

Depending on what you're training in and who the audience is, you need to be a different trainer, in terms of your style, behaviours and interaction. The Navanter Virtual Training Success Matrix is your guide to how you should be training in any given set of circumstances.



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The personas

Persona	Possible scenarios	Behaviours	Challenges
The genius	<ul style="list-style-type: none"> - "Education" rather than training - Imparting knowledge - Groups who are quite introvert - Situations where interaction is difficult <p>Example: Excel™ training</p>	<ul style="list-style-type: none"> - Become the "personal trainer" - Be technically innovative - Use in-course video - Allow participants to play with tools - Create opportunities for participants to be "trainers" 	Delivering content in an engaging way
The performer	<ul style="list-style-type: none"> - Possible scenarios - Many possible versions of "best practice" - Soft skills training for competent groups - Senior leaders looking at strategy or direction <p>Example: Sales training</p>	<ul style="list-style-type: none"> - Create an environment for idea creation - Use most suitable "tool" for the job - Engage, impress, and provide the "wow" factor 	Finding the balance between usability and technical-level tools
The teacher	<ul style="list-style-type: none"> - Mandatory training to low-engagement employees - Groups of new starters who don't want to admit weakness <p>Example: Some charity training</p>	<ul style="list-style-type: none"> - Deliver content in a memorable way - Use PowerPoint innovatively - Master your own use of slide annotations and whiteboards - Map out processes visually for more impact 	Training people who find interaction <i>and</i> technology difficult
The facilitator	<ul style="list-style-type: none"> - Soft skills for less technically adept learners - "Best practice" exists but you don't want to teach - Guiding people to find the "right" answers <p>Example: Leadership for new leaders</p>	<ul style="list-style-type: none"> - Create opportunities for discussion - Use breakout rooms - Get groups to present breakout results - Ask plenty of "why" and "how" questions 	Keeping things on track