

Virtual Training

ABR has extensive content expertise that provides the foundation for truly engaging training. *Here's a little taste of that, just for you.*

In today's marketplace, virtual training is in strong demand due to decreased learning dollars, increased need for learning anytime anywhere, and increased scheduling complexity. But designing for this modality requires different considerations. Here are some best practices for conducting virtual learning sessions.

› **Decide which platform to use.**

There are numerous options, including WebEx, GoToMeeting, and Adobe Connect. They are all slightly different, so be sure to research the best for the needs of your audience.

› **Always include two team members on the webinar.**

One person should play the more traditional facilitator role and the other should play the producer role. This allows the facilitator to focus on delivery without having to worry about the technical aspects of the webinar.

[Continue reading on page 2 >>](#)



Amy E. Fox, President
Accelerated Business Results

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› **Set up a call beforehand to review the roles and responsibilities.**

Ensure that both the facilitator and producer are clear on what their role entails and comfortable with their responsibilities.

› **Create a contingency plan should anything go wrong.**

Review all possible catastrophes such as what to do if the facilitator loses his/her connection or a participant doesn't have the materials. It is important to be prepared and to stay calm.

› **Ensure the delivery is well rehearsed.**

The facilitator should restrict the use of filler words and be crisp, clear, and concise. The producer should be well versed in the technology platform so as to handle any technical issues that may arise. Set up a minimum of one rehearsal session prior to going live. Ensure that everyone is comfortable with the event timing and transition points.



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