

Friesen, Kaye and Associates



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The Experts in Knowledge Transfer
and Workplace Performance

Instructional Techniques for Teleconferencing

This program introduces how to deliver workplace learning and instruction by phone or conference call. You will explore new techniques and skills for this delivery methodology.

Delivered in the form of a teleclass, the program models the methods presented in the program. Equivalent to a one-day program, the course includes two 2-hour teleclass sessions dedicated to the discussion of the content and one 2-hour session dedicated to practice presentations and feedback.

During the program each participant will deliver a 10-minute practice lesson and will receive feedback from the facilitator and fellow learners. Participants will also do some preparation for the practice lesson outside of the teleclass.

Who Should Attend?

- Managers, executives, supervisors, learning professionals, team facilitators and leaders, business owners and board members who use conference calls for workplace learning and instruction purposes.
- Individuals who need to conduct non-internet, high-impact distance learning.
- Professionals and consultants seeking a cost-effective way to promote their work and connect with clients.
- Instructors and facilitators who wish to expand their delivery skills options.

Key Benefits

1. Participate from any telephone.
2. Receive easy to use job aids and quick-references.
3. Gain teleclass experience both as a learner and a facilitator.
4. Network with other teleclass leaders.
5. Optimize learning with limited enrollment and personalized constructive feedback.
6. Create an interactive learning environment over the telephone that keeps learners engaged.
7. Use instructional techniques that reinforce teaching points and increase the participation of all learners regardless of their learning style.
8. Receive oral and written feedback of your practice session.

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.

Instructional Techniques for Teleconferencing

Objectives

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

- Incorporate the principles of adult learning into a teleclass.
- Apply the Systematic Learning Process to a teleclass session.
- Create a productive learning environment during a teleclass.
- Deliver a teleclass so participants are motivated to learn.
- Use learner-centered learning objectives to focus the teleclass.
- Establish rapport with learners over the telephone.
- Implement a variety of instructional methods.
- Use a variety of techniques to ensure interaction, retention, and learning during a teleclass.
- Address the various learning modalities during a teleclass.
- Enhance the teleclass environment using voice and language effectively.
- Begin and end a teleclass appropriately.
- Plan and deliver a teleclass session.

Content Outline

PREPARING FOR A TELECLASS

- Select appropriate content for a teleclass.
- Adapt traditional learning programs to the teleclass format.
- Make effective adjustments to enhance learning success.
- Establish focused learning objectives.
- Develop a realistic agenda.
- Gather and disseminate pre-course participant information.
- Use a checklist for personal preparation.
- Plan a teleclass using a session template.

Content Outline continued

GETTING THE TELECLASS STARTED

- Set the tone.
- Alleviate learners' concerns.
- Cover important information in the introduction.
- Use techniques that establish learners' motivation.

ESTABLISHING RAPPORT OVER THE TELEPHONE

- Show interest in the learners.
- Create relevance and meaning for the learners.
- Draw on the diversity of the group.
- Sharpen your listening skills.

CREATING A LEARNING ENVIRONMENT

- Encourage active learner participation.
- Help learners connect to their real-world performance.
- Incorporate variety into a teleclass.
- Demonstrate effective questioning skills and techniques.
- Address the various learning styles.
- Test the retention and understanding of the content.
- Use silence effectively.
- Manage time during a teleclass.
- Help learners process their learning experiences.
- Apply a powerful structure to enhance learning success.

VOICE AND LANGUAGE

- Create an inclusive environment with appropriate language.
- Use language to steer pacing, guide learner participation, and promote reflection.
- Communicate in an engaging and natural style.

ENDING THE TELECLASS

- Reinforce the learning experience.

