

Friesen, Kaye and Associates



Friesen, Kaye and Associates
The Experts in Knowledge Transfer
and Workplace Performance

aussi disponible en français
(Available in French)

Virtual Instructor Delivering Learning in the Virtual Classroom

In this virtual, 6-session, program you will gain the skills, techniques and confidence required to deliver effective and highly engaging learning in the virtual classroom. Whether you are a new instructor or just new to delivering synchronous learning, this program offers plenty of hands-on practical application and strategies to transition from the traditional to the virtual classroom.

This dynamic program is delivered online, presenting a variety of interactive techniques and activities that model best practices in a virtual classroom environment. As a participant in this program, you will learn to manage the virtual environment and apply techniques specifically designed to motivate learners and effectively transfer skill and knowledge. You will have plenty of opportunity to apply a systematic learning process, adult learning principles, and instructional techniques for the virtual classroom. You will present *two online lessons*, based on your work-related content, and immediately receive feedback from our CTT+ Virtual Classroom Trainer certified facilitator as well as recordings of your lessons (and feedback) for personal viewing and future reference.

You will experience the virtual classroom from both the learner's and facilitator's perspectives.

Who Should Attend?

- New or relatively new instructors, or facilitators who have never participated in any formal train-the-trainer programs (for the traditional or virtual classroom)
- Experienced facilitators who are new to the virtual classroom

Key Benefits

1. Participate in an online program that models all the best practices for keeping remote learners motivated and engaged.
2. Small groups ensure you get opportunities to practice with the technology, individual attention and expert feedback.
3. Establish a solid grounding in delivery, using the technology available and build your confidence and skills from there.
4. Receive a comprehensive manual that supports effective adult learning during the online sessions and will be a valuable reference after the program.
5. No travel for you and only a few short blocks of time away from your 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 (2-4 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.

It was a great program---I learned a lot about gearing your presentations specifically to adult learners. The FKA facilitator's feedback and the feedback from other participants was extremely valuable. Thank you to everyone. Just awesome!

Chelsea Bakri, The Ottawa Hospital

Objectives

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

- Apply Adult Learning Principles in the virtual classroom.
- Use learner-centered lesson objectives.
- Describe and apply 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.
- Use an inclusive communication style.
- Apply listening skills.
- Test for understanding during presentation.
- Apply questioning skills to promote interaction and learning.
- Provide constructive feedback orally and in writing to the remote learner.
- 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
- Monitoring Tools
- The Human Element – Connecting by Voice

Agenda Cont'd ...

Live Session 2 – Adapting VIVE to the Virtual Classroom

- Keeping Learners Engaged
- VIVE
 - Variety of Presentation Methods
 - Interactivity
 - Visuals
 - Examples
- Communication Style (Language and Transitions)
- Listening Skills

Live Session 3 – First Individual Practice Lessons (5-7 minutes each)

Live Session 4 – Using Effective Questioning Techniques

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

Note: the 5th and 6th sessions may be 2.5 hours long (depending on the number of participants)

Live Session 5 – Second Individual Practice Lessons (10-15 minutes each)

Live Session 6 – Managing Group Dynamics

- Finish Final Individual Practice Lessons
- Debrief Assignments:
 - Facilitating Application and Feedback
 - Communicating in Writing
- Managing Group Dynamics:
 - Recognizing Types of Verbal Behavior
 - Resolving Difficult Situations
- Lessons Learned and Best Practices
- What's next?