Friesen, Kaye and Associates

Instructional Techniques for the Virtual Classroom

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

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(Available in French)

More and more workplace instruction is being delivered online each year. If you want to set yourself apart as one of the best virtual facilitators, this is a great place to start! Whether you are a new facilitator or just new to the virtual classroom this program prepares you to deliver engaging and interactive learning in the virtual environment.

This dynamic program is delivered online, presenting a variety of interactive techniques and activities that model best practices in a virtual classroom environment. You will have plenty of opportunity to apply a systematic learning process, adult learning principles, and online instructional techniques. You will present three online lessons, based on your work-related content, and receive feedback from our CTT+ Virtual Classroom Trainer certified facilitators as well as recordings of your lessons for personal viewing.

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

Who Should Attend?

- New or relatively new facilitators, or facilitators who have never participated in any formal train-the-trainer programs.
- 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 (2-3 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.

"Thank you all for the excellent feedback and the great session. I enjoyed it and equally important, I learned something new." B. Eshbach, Infoblox

Objectives

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

- Characterize instructional strategy choices.

- Apply Adult Learning Principles in the virtual classroom.

- Use learner-centered lesson objectives.

- Describe and apply the Systematic Learning Process.

- Identify choices in implementing 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.

- Plan how to make effective use of instructor notes for virtual classes.

- Describe how to support asynchronous activities.

- 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.

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Agenda

Live Session 1 – Getting Started

- Welcome and Introductions
- e-Learning Environment
- Focus on the Learners
- Instructional Strategies
- The Human Element – Connecting by Voice

Live Session 2 – Adapting VIVE to the Virtual Classroom

- Keeping Learners Engaged
- VIVE
  - Variety of Presentation Methods
  - Interactivity
  - Visuals
  - Examples

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

Live Session 4 – Nurturing the Learning Environment

- Barriers to e-Learning
- Virtual Classroom Facilitator Responsibilities and Skills
- Establishing the Learning Environment
- Group Process
- Managing the Task Component
- Monitoring Tools
- Communication Style (Language and Transitions)
- Listening Skills

Live Session 5 – Second Individual Practice Lessons (7-10 minutes each)

Live Session 6 – Using Effective Questioning Techniques

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

Live Session 7 – Final Individual Practice Lessons (10-15 minutes each)

Live Session 8 – Managing Group Dynamics

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