

# Friesen, Kaye and Associates



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

## Instructional Techniques for the Virtual Classroom

Interested in becoming a Microsoft Certified Trainer (MCT)?

As an approved Instructional Skills Certificate Provider, FKA can help you achieve that goal. Our Microsoft-approved, 16-hour self-directed program is designed enhance your instructional skill set and prepare you to submit a best-effort instructional performance recording (for review and feedback) and earn your MCT certification with confidence.

The program consists of:

- 10 hours of instructional video content
- 3-4 hours of self-directed learning
- 1 hour knowledge-based exam
- 17–22-minute instructor competency performance recording submission

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.

### 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 self-directed online program that models all the best practices for keeping remote learners motivated and engaged.
2. Practice the techniques and receive expert feedback from our CTT+ certified instructor.
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.

### Post Learning Support

As a participant in an FKA program, you are entitled to:

- 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*

# Instructional Techniques for the Virtual Classroom

## 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.

# Instructional Techniques for the Virtual Classroom

## Agenda

### Session 1 – Getting Started

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

### Session 2 – Adapting VIVE to the Virtual Classroom

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

### Session 3 – 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

### Session 4 – Using Effective Questioning Techniques

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

### Session 5 – Managing Group Dynamics

- Managing Group Dynamics:
  - Recognizing Types of Verbal Behavior
  - Resolving Difficult Situations
- Lessons Learned and Best Practices
- What's next?

### Self-Directed Learning

- Motivation (20 minutes)
- Engaging Learners Ahead of Time (20 minutes)
- Facilitating Application and Feedback (30 minutes)
- Communicating in Writing (45 minutes)

### Completion of online knowledge test

### Video submission