Converting Dusty Instructor-Led Training to an Exciting Virtual Experience

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LEAD THE TECHNOLOGY IN LEARNING INNOVATION TEAM FOR ENTERPRISE SOLUTIONS
TRAINING AGENDA

- What are you looking to learn?
- Virtual Training @ Capital One
- Best Practices for Virtual Training
- Managing Breakout Groups
- Benchmarking and Q&A
WHAT DO YOU WANT TO LEARN?

Take 2 minutes talk to the person next to you about some key points you want to walk away with. Then, I’ll capture some highlights to help gauge our discussion.
Let's Go Live!
GOOD MORNING EVERYONE, LET'S START OUR LESSON TODAY
KEEP THE BRAIN INTERESTED BY:

- Content that speaks to the audience
- Interacting every 3 minutes
- Calling on people directly
- Using a variety of tools
- Using sound & video
- Keeping a fast pace
- Creating an emotion
- Engaging voice
BEST PRACTICES

- Ground Rules
- Questioning Techniques
- Frequent Engagement
- Elementary Instructions
- Learners Drive
- Chat Techniques
- Tool Variety
Establishing Ground Rules for Participation

- Greet people as they enter the virtual session
- Remind them to manage mute accordingly
- Tell them it will be highly interactive and expect to be called on
- Reiterate the importance of being in a place where they can speak freely
APPLE TECHNIQUE

ASK THE QUESTION

PAUSE

PICK A PARTICIPANT

LISTEN TO THE RESPONSE

EVALUATE THE RESPONSE
With the person next to you, discuss the following:

- What are some things that you could start implementing immediately?
- What have the big wins been for you?
- Where have you had challenges?
BACK TO THE FLIP CHARTS

WHAT DID WE MISS?
WE HOPE THIS PRESENTATION HAS BEEN HELPFUL!

Q & A