American Management Association's
The Virtual Trainer:
Success Strategies for Facilitating Live Online Training

Learning Objectives

- Apply Best Practices for Creating and Delivering Highly Effective, Live (Synchronous) Online Learning Experiences
- Plan and Coordinate the Crucial Before, During, After Action Steps That Lead to a Positive Live Online Learning Experience
- Employ Techniques to Create and Maintain Learner Engagement and Retention
- Use Your Voice, Energy, and Questioning Techniques as the Most Powerful Instructional Resources
- Manage the Opportunities and Challenges of Online Learning Technology to Ensure Smooth, Trouble-Free Sessions
- Provide Resources Learners Can Use to Manage Your Learning Environment to Minimize Distractions and Maximize Their Learning and Performance

LESSON ONE
The Challenges and Opportunities of Online Learning

- Identify the Characteristics of Successful and Unsuccessful Live Online Courses
- Describe the Differences Between Face-to-Face Training and Live Online Training
- Distinguish Vocal Techniques to Engage Your Training Participants

Designing for Learner Engagement

- Clarify the Performance Gaps the Training Is Expected to Fill and the Purpose of the Training
- Translate Performance Gaps into Course Objectives
- Connect Training Evaluation to Course Objectives and Participant Evaluation Methods
- Assess the Options and Restrictions of Technology
- Match the Technology to Performance Objectives
- Identify Key Roles—Designer, Developer, Facilitator, Producer—and How They Would Work Together
- Highlight Best Practices for Designing Live Online Training

LESSON TWO
Developing for Learner Engagement

- Connect Training Evaluation to Course Objectives and Participant Evaluation Methods
- Apply Brain-Based Learning Techniques to Develop Learning Materials
- Evaluate Engagement Tools (Polls, Chats, Online, Breakout Groups, Etc.)
- Explain the Relationship Between Training Design and Development

Preparing the Participants

- Analyze and Customize Pre-Delivery Checklists That Address Supervisor Involvement, Managing Technology, and Managing the Learning Environment
- Evaluate Your Voice as a Facilitator and Explore the Impact of Pitch, Pacing, and Volume on Audience Engagement
- Apply Feedback from Participants to Increase Your Vocal Effectiveness

LESSON THREE
Delivering Learner Engagement

- Clarify Facilitator and Producer Roles and Tasks
- Navigate the Live Facilitator Environment Using Techniques to Engage Participants

Delivery/Facilitation of Online Learning

- Apply Techniques to Pace and Manage Your Energy During a Live Online Delivery
- Create Breaks That Refresh and Energize Participants
- Manage Participant Engagement and Address Facilitation Challenges

LESSON FOUR
Delivery/Facilitation of Online Learning (cont'd)

- Effectively Deliver Live Online Trainings
- Identify the Types of Situations That Can Go Wrong During a Live Online Delivery
- Create Backup/Recovery Plans for When Things Go Wrong

After the Learning Experience

- Identify the Means to Provide Post-Training Learning Materials to Participants and Their Managers
- Highlight Best Practices for Constructing and Distributing Course Evaluations
- Create a Summary of Lessons Learned in This Seminar

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