



Ten Tips for Live e-Learning

Challenges, Advantages, and More

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Session Agenda

- **Current Challenges**
 - Identifying your current challenges
 - Planning and preparing for success by addressing your challenges
- **Best Practice**
 - Incorporating proven methods to foster interaction
 - Accomplishing your objectives by establishing success criteria
- **Extending Your Reach**
 - Utilizing on-demand capabilities

Let's Get to Know Each Other

- Who am I?
- Tell me about you – poll to the right
 - How do you conduct the bulk of your training?
 - Traditional classroom
 - Conference calls
 - Live online classes
 - On-demand online training
 - Documents
 - Road shows
 - Video conference
 - 1:1 training or mentoring

▼ Polling .ll -

Time elapsed: 0:46 Time limit: 5:00

Poll Questions:

1. How many employees are in your company?

a. <99

b. 100-399

c. 400-999

d. >1000

2. Which departments in your company will use WorkMagic?

a. Sales

b. Accounting

c. IT

d. Customer Service

3. How do you think WorkMagic will impact your productivity?

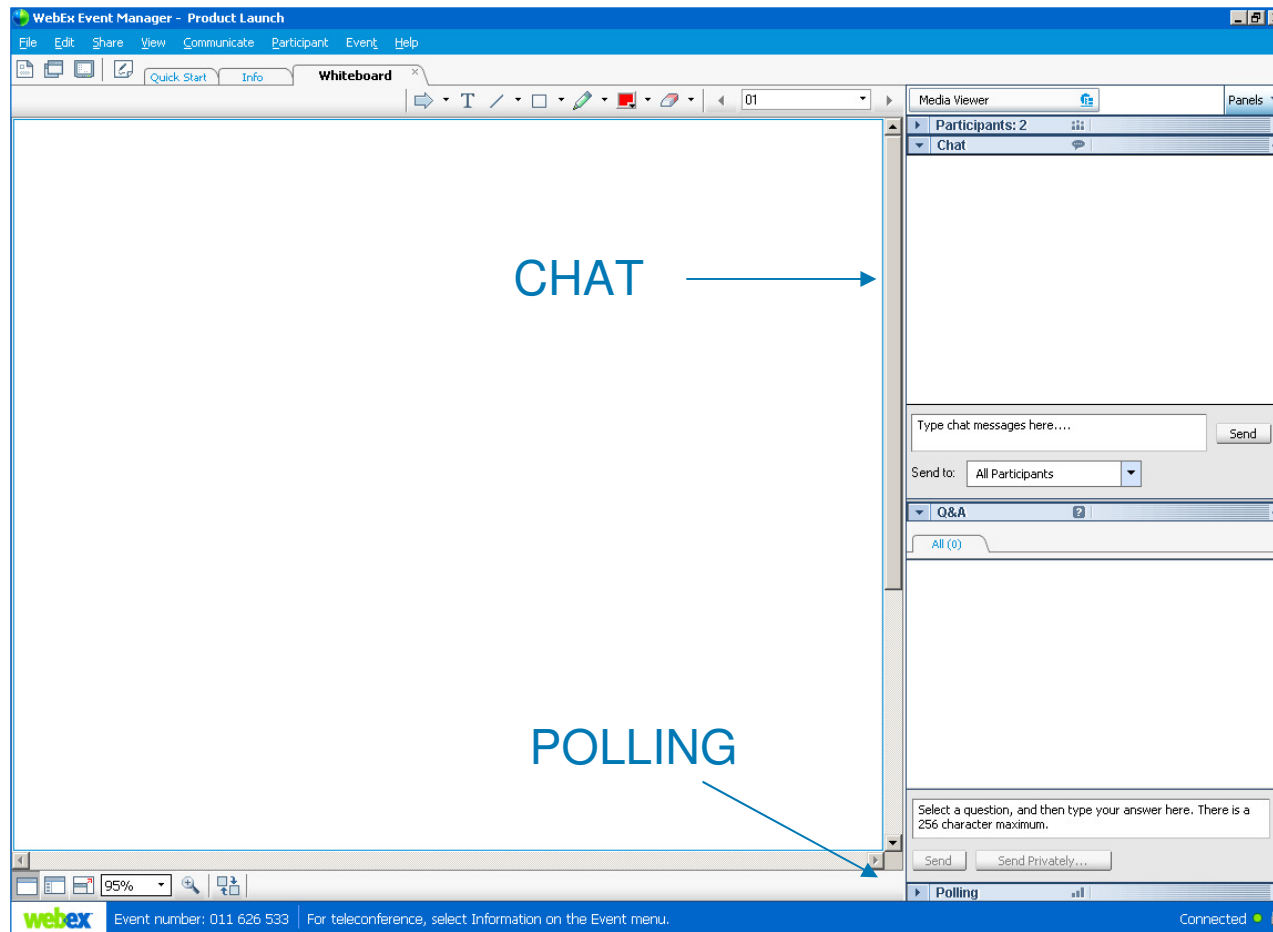
type your answer here

Submit

Your answer will not be anonymous

CLICK HERE

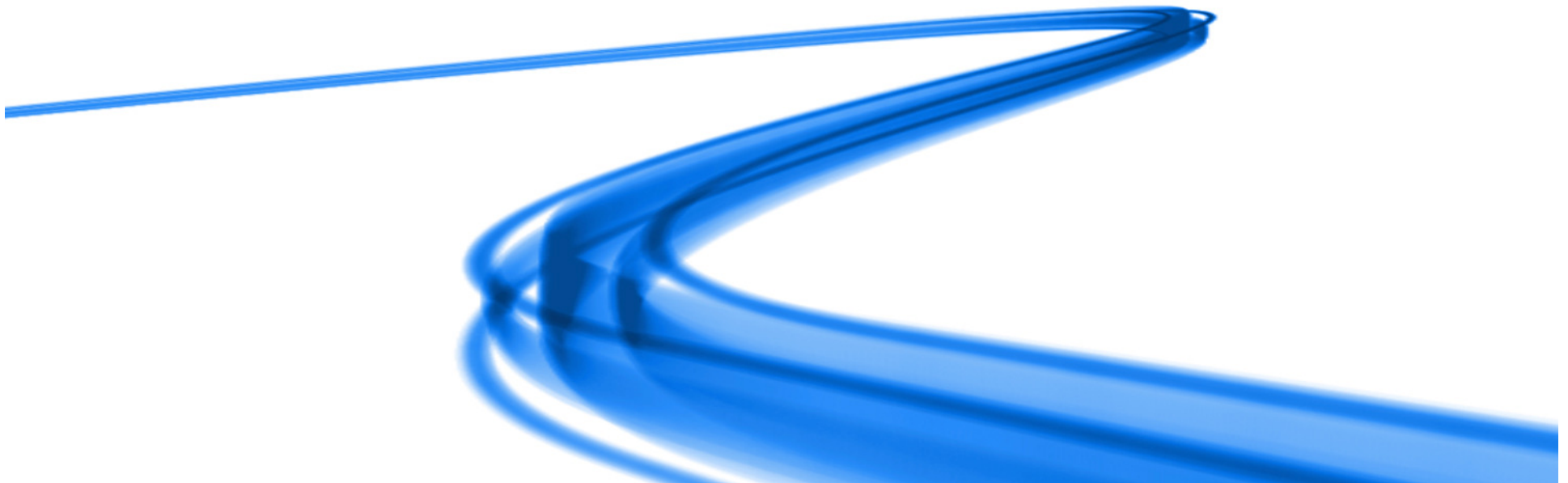
The Key to your Virtual Classroom





Getting Started

What pre-work needs to take place?





Current Challenges

- **Executive Sponsorship**
 - Obtaining buy-in from the top-down regarding transferring to an online forum
 - Effectively communicating support
- **Learning the Tool**
 - Time to get trained on tool
 - Overcoming apprehension of the technology
- **Short Development Cycle**
 - Avoid recreating the wheel
 - Being realistic with your expectations
- **Gaining Interaction**
 - What do you currently do?
 - Why do you think people will engage less?
- **Assurance of Knowledge Transfer**
 - Measuring information retention
- **Tracking and Reporting**
 - Preventing manual work
 - Accurate reporting mechanisms



What Capabilities Do You Need?

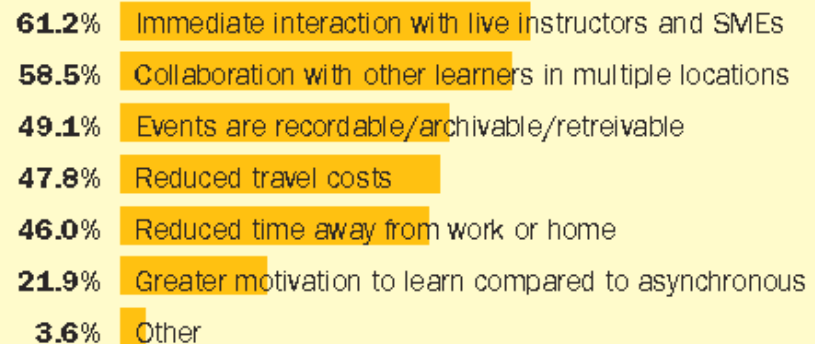
- Facilitate distribution of information (warm hand-offs)
- Share and discuss documents/presentations/websites/tools/forms
- Enable role-based practice with scenarios
- Poll or test for comprehension
- Create environment for real-time collaboration without geographic challenges
- Reduce timelines
- Track and monitor for results

Advantages of Synchronous e-Learning

- Top Issues

- Interaction with instructors and SMEs
- Collaboration with others and remote locations
- Events are recorded for review later

In your own experience as a learner, what are the THREE biggest advantages or benefits of synchronous e-Learning?



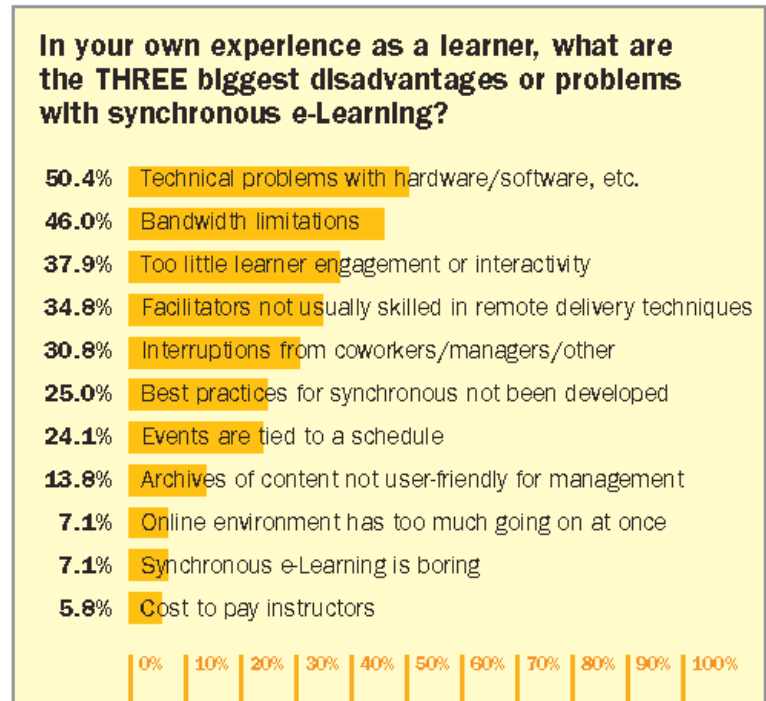
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Disadvantages of Synchronous e-Learning

- Top Issues

- Technical problems & bandwidth issues head the list
- Too little learner engagement or interactivity
- Facilitators not skilled in remote delivery methods

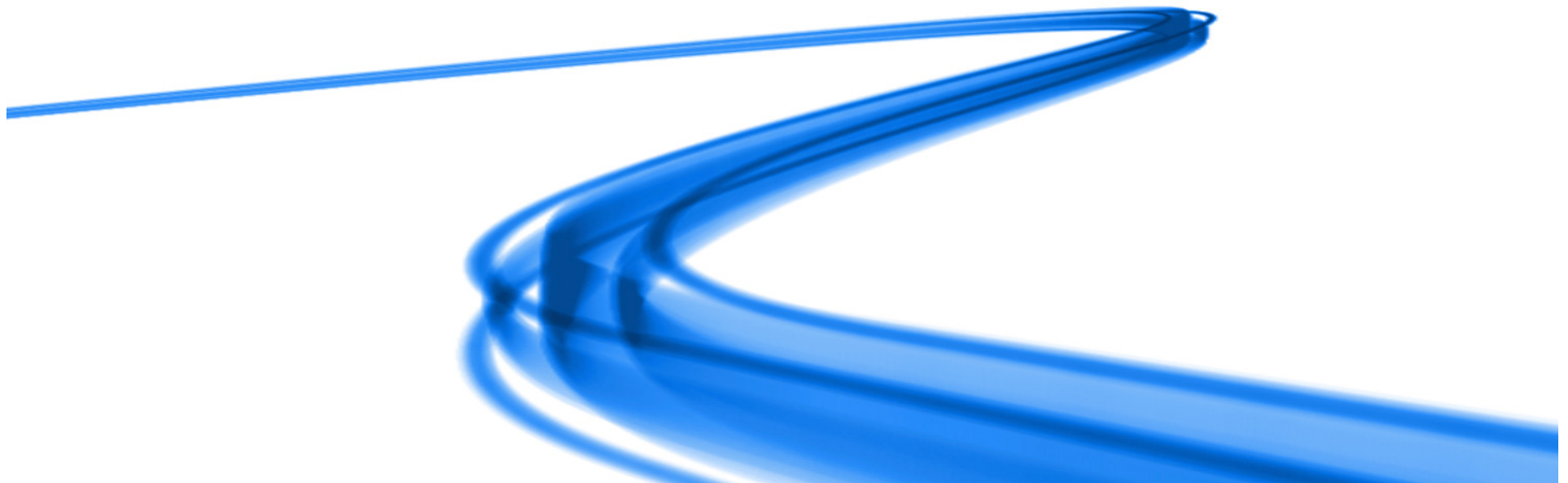


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Tips

Before, During, and After Your Session





Before the Session...

- **Use What You've Got**
 - Don't recreate the wheel – use the material you have
 - Don't convert or change formats
- **Narrow Your Focus**
 - “Slice up” content - the shorter, the better
 - Limit online sessions to 1 hour or less – and supplement with job aids
- **Look for Opportunities to Engage Your Audience**
 - Use Q&A, polls, white-boarding, etc. where appropriate
 - Go no more than 4 slides without an interaction
 - Get personal – pose questions to individuals when you can



Before the Session...

- Practice, Practice, Practice
 - Master the techniques & the technology
 - Use 2 computers for your practice sessions (and your real sessions if possible)
- Automate Registration and Reporting
 - Automatically capture a record of session attendance
 - Collect test results for assessment & analysis
- “Can” what you can
 - Record static content and post for on-demand viewing
 - Offer live sessions to provide context and interaction



During the Session...

- **Partner with a Colleague**
 - Another presenter adds interactivity
 - Helps you manage the class
 - Can monitor chat and Q&A
- **Set the Stage**
 - Start with a five minute intro
 - Familiarize attendees with the environment
 - Focus on how to participate
- **Keep it Simple**
 - Avoid “dense” material within a slide (complex charts, etc.)
 - Short & sweet: cover each slide in less than 4 minutes
 - Use videos and animations sparingly



After the Session...

- Follow-up
 - Don't assume your audience "got it" – ask them!
 - Offer opportunities for Q&A and coaching after the session.
 - Schedule follow-up session to see if learning was applied.
- Record for Review and Reuse
 - Record the session to post for those unable to attend.
 - Save whiteboards, text, chat, Q&A and annotated documents.
- Measure & Market Your Successes
 - Define success criteria & measure the results.
 - Capture quotes & success stories, then publish them.
 - Recruit new SMEs* & instructors from your classes.



Benefits to Look for and Measure

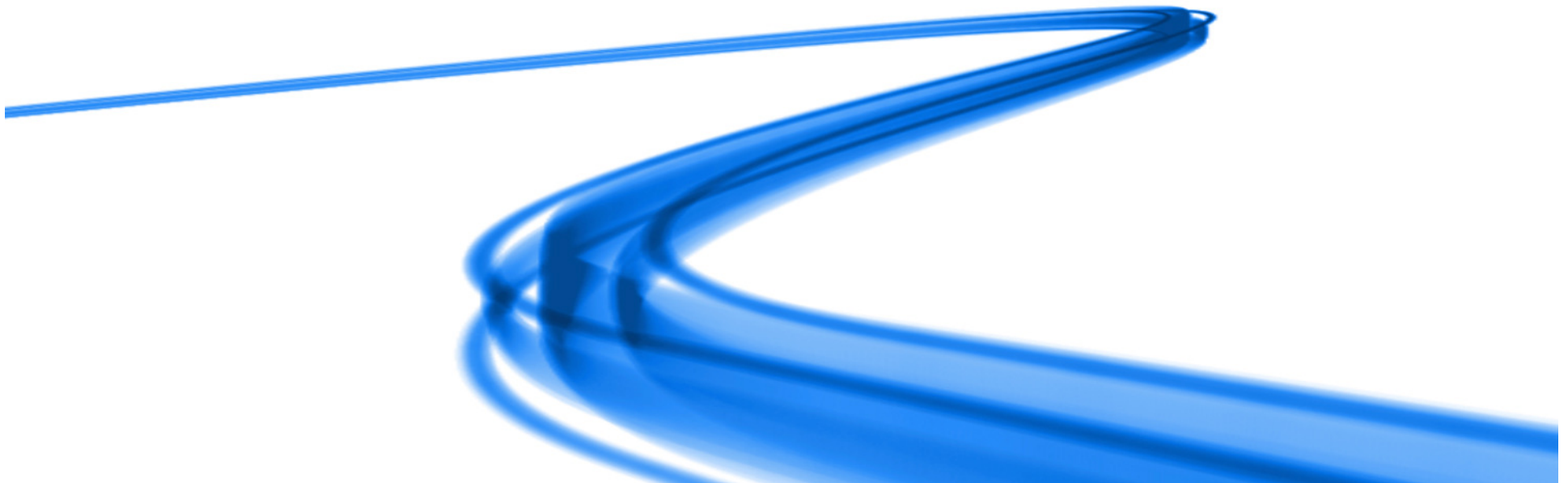
- Immediate cost savings*
 - Faster delivery of information
 - Consistent delivery of information
 - Reduced opportunity costs*
(time away from job)
 - Improved job proficiency
 - Improved knowledge transfer
- Easy to measure
- Harder to measure

* compared to traditional classroom training



Resources

Where do you go from here?



Get the Ball Rolling!

Tell Us What You Think

- Fill out the course evaluation
- We appreciate your feedback!

Practice, Practice, Practice

- Experience builds confidence!
- Review the reference materials and conduct a session for your peers

Resources

- Information available at <http://webex.com>
- Training available at <http://university.webex.com>





Thank You

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