

# Delivering Impactful Virtual Training™



## **Training Style for Outcome Based Virtual Training**

The new normal for internal training requires today's trainer to be able to deliver content virtually to different audiences.

With existing concerns around getting employees together due to Covid-19, budgetary, or travel constraints, companies are requiring management to develop experience conducting virtual training without sacrificing the outcomes normally achieved with in-person training delivery.

This challenge increases when one is responsible for periodic training of staff or internal teams in addition to primary responsibilities. Although most leaders and managers are familiar and experienced with in-person facilitation, this does not guarantee an individual's in-person's delivery skills will adapt to the virtual training environment now required by many businesses.

Signature Worldwide's Delivering Impactful Virtual Training course starts by assessing the current needs and skills of those responsible for delivering training on your team. This assessment includes determining the existing skill sets, the platform, and the content to be delivered in a virtual environment. Your trainers will also identify materials used during the learning demonstration segment of this course.

Signature Worldwide's certified virtual trainer will facilitate a 90-minute session designed to achieve the following:

- Understand approaches to create virtual training for different types of engagements
- Build best strategy and identify engagement tools for audience, environment, and desired outcomes
- Construct pre-training expectations and communicate with the audience to set the stage
- Generate confidence in delivering engaging virtual training from assignments and facilitation practice

During the second segment of the course, each participant will have a chance to practice the facilitation of a short learning objective delivered to other participants of the course, along with our experienced trainer. Skills are best retained when practicing them with immediate feedback. Each participant will have a chance to self-critique their own virtual training facilitation, receive constructive input from their peers and direct feedback from our expert trainer.

Lastly, Signature will use another pillar of our proven process by employing one-on-one coaching for each participant. This is accomplished by reviewing a recorded virtual training conducted by the participant, as they provide training during the natural course of their role in training staff or team members. After observing this recorded training, a Signature certified coach will provide feedback, via a Zoom meeting noting positive feedback of skills demonstrated and remaining opportunities to implement the skills trained in the course.

### **Who Should Attend?**

Anyone responsible for training facilitation in a virtual environment, whose primary role is not as a trainer. These can be department heads, managers, supervisors, or other key personnel that lead staff and teams. The training concepts best suited for this course include, but not limited to, product training, safety training, process training, employee orientation, or any other virtual training where there is specific outcome in mind.

# Training Style for Virtual Training

## Program Outcomes

Through this customized training, participants will be able to:

- Demonstrate tools and techniques creating engagement in a virtual training environment
- Drive retention and increased understanding by attendees in a virtual training environment
- Practice trained skills through a train back course assignment with 360-degree feedback
- Reinforce skills and facilitation techniques through one-on-one coaching of attendee delivery of live virtual training
- Derive attendee confidence as effective virtual trainers

## Program Description

| Session One   | Session Two  | Coaching  |
|---|--|---|
| <ul style="list-style-type: none"><li>• 90-minute training sessions</li><li>• Interactive, engaging &amp; fun course</li><li>• Delivered by Signature certified virtual trainer</li></ul> | <ul style="list-style-type: none"><li>• 90-minute session (delivered within a week of Session One)</li><li>• Participants deliver their assigned material to other participants &amp; Signature's trainer</li><li>• Attendees receive 360-degree feedback &amp; coaching from Signature's trainer in train-back format</li></ul> | <ul style="list-style-type: none"><li>• Signature's certified coach reviews participant delivery (recorded virtually)</li><li>• Coach provides detailed feedback to participant in one-on-one coaching session utilizing Zoom</li></ul> |

## Assessment

Prior to Session One there is a review of team background, learning objectives, participant's level of virtual training experience, and client content for participant's delivery of assigned material in Session Two.

## Session One Agenda

- Defining a Great Training
- Compare and Contrast Virtual Versus In-person Training
- Engagement Techniques for Virtual Participants
- Qualities of a Great Trainer
- The Power of Persuasion
- Building a Strategy Based on Outcome
- Constructing Pre-Training Expectations
- Instructions for Session Two Train Back of Assigned Material

