



Foundational



English



English, German, Spanish

**By the end of this course you will:**

- **Understand** the characteristics of **successful virtual training**.
- **Differentiate** personas in online trainings and their needs.
- **Identify** roles & responsibilities.
- **Prepare** your **learners for success**.
- **Establish** virtual classroom etiquette.
- **Prepare** your online trainings with confidence.
- **Apply online training methodologies** successfully.
- **Leverage** webinar technology to its full potential.
- **Be** aware of limitations.
- **Know** how to **manage difficult** situations.
- **Capture** attention of your learners during every session.
- **Critical** activities for appropriate use of the tool/ activity, clear instructions and interaction and collaboration.
- **Evaluate** the success of your learning transfer.





### Why do you need to sharpen your online facilitation skills?



**Reduce** learner dropout rates.



**Ensure** learner focus and attention.



Transfer **knowledge** in compressed time frames.



**Avoid** cognitive overload.



**Provide** the right level of **support** to your learners.



**Foster** active learning.



Encourage **interactivity** and engagement.

### Who is it for

The "**Facilitating Online Training Certificate**" was developed for **teachers, online facilitators, producers, influencers, and marketing professionals.**

... who are eager in learning the necessary skills to facilitate effective and impactful training online.





## Virtual Training Facilitation Course



### How will we teach you?

Participants can access the course material from their:  
**Mobile phone, tablet, laptop.**

This course is fully-taught online. Over the course of 4 weeks, you will attend four webinars and get access to support material that helps you to practice delivering engaging online trainings yourself.

During each week you can study the material at your own pace and time, and get the opportunity to manifest your new knowledge during your webinar events. Throughout the course, our facilitators engage with all participants by answering questions and provide support during assignments and course discussions.

# 12 Hours

### How long does it take?

The "**Facilitating Online Training Certificate**" course has a total course time of approx. 12 hours. The total time includes online learning hours, live-online webinar hours, self-study, assignments and assessments.



### What is included

This course includes:



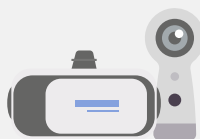
#### Videos

Exclusive videos explaining concepts, methods, practical tips and tools.



#### Worksheets

Comprehensive worksheets to practice and train what you have learned.



#### Assignments

Consolidated tasks to showcase your new skills and knowledge.



#### Discussions

Discussion forums which let you engage with your instructor and other course participants.



#### Knowledge Checks

Quick quizzes which let you test your knowledge and understanding.



#### Recaps

Chapter summaries to review what you have learned.

### In addition, you will receive

- **Webinar:** approx. 3 hours
- Course onboarding support
- Weekly email reminders
- **Official completion certificate:** Printable diploma sharable on your social media accounts such as LinkedIn



### Course bonus

- Online facilitator kit
- Producer support kit
- Engagement tool box



### Attendance Policy

**Online courses:** In order to pass this online-course, it is mandatory for all participants to complete all weekly released modules and activities of this course. Active participation is required throughout the program to pass each module and receive the completion certificate. Active participation includes, but is not limited to, participating in discussion forums, answering all questions of each knowledge check, processing and submitting assignments, watching all videos and attending webinars.

Live attendance of the webinars is not mandatory. However, recordings of the webinars will be made available and have to be watched within the following seven (7) days of their release.



**Tanja Schmidt**

**Instructor**

**[LinkedIn Profile](#)**



Over the course of the past eight years, Tanja has trained facilitators around the world in delivering virtual trainings. During this course, Tanja will share best practices on keeping participants engaged and attentive. She will guide her learners through the 'do's and don'ts' of facilitating online and let them apply their new knowledge during the weekly webinars.



### Course Chapters

#### WELCOME CHAPTER

- First impressions are important
- Who is this course meant for?
- Your materials
- Let's get ready!
- What are you in for?
- Equipment needs
- Smooth takeoff
- We'd like to know you better
- Ask away

#### CHAPTER 1: First Things First - Basics Of Facilitating Online

- Facilitating training online
- What is virtual training?
- Types and characteristics of virtual training offerings
- Characteristics of successful virtual training
- Limitations of teaching online
- Sharing own experiences
- Types of attention

- Differences between traditional and online trainings
- Evaluating virtual training implementation
- Webtools for engagement
- Challenges and opportunities
- Data protection considerations
- Recap
- Knowledge check
- Ask away

#### CHAPTER 2: Sorting Out Logistic

- Preparing for success
- Consequences of poor preparation
- Getting class size and interaction right
- Determining the right approach
- Chronological steps to set up for success
- Virtual class logistics
- Creating the training event
- Communication pre-class logistics
- Preparing your learner
- The super prepared learner checklist
- Reducing learner fear and hesitation
- Logistics checklist

- Material review
- A closer look
- Reviewing the level of interactivity
- Assessing own interactivity levels
- Evaluating the need for a producer
- In need of support?
- Selecting a producer
- Allocation roles and responsibilities successfully
- Seeking alignment
- Going formal or going causal
- Prep 2.0
- Practicing your virtual delivery
- Practice checklist
- Rehearsals
- Recap
- Knowledge check
- Ask away



### CHAPTER 3: Ramping Up

- Getting your ducks in a row
- Decluttering backgrounds
- Using a video camera or webcam
- Microphone check
- Create an effective audio environment
- Light it up
- Prepare your workspace
- A general rule of thumb
- Getting familiar with the delivery platform
- Getting familiar with engagement tools and plugins
- Feature checklist delivery platforms and tools
- Getting familiar
- Recap
- Knowledge check
- Ask away

### CHAPTER 4: Trainer and Producer - Get it Right!

- Roles, responsibilities, and competencies
- Virtual training personas
- Role of the virtual trainer
- Top competencies of a virtual trainer
- Assessing your own competency level I
- Filling the gap I
- Role of the producer
- Top competencies of producer
- Assessing your own competency level II
- Filling the gap II
- Prepare facilitators and producers
- Understanding stressors
- Overcoming stressors
- Mapping out stressor and stress relievers
- Recap
- Knowledge check
- Ask away

### CHAPTER 5: Making A Difference

- Important things to remember
- Stick to the agenda
- Facilitating for recordings
- Being extra specific

- Responding to questions and keeping engagement
- Recognizing and addressing different learner needs
- Lacking the traditional learner cues
- Participant cues online
- Practicing the cues
- Key techniques for learner engagement
- Interaction and collaboration
- Connect learning to emotions
- Building the bridge
- Make it collaborative
- Watch your voice, pace & flow
- Overcoming a problem voice
- Why does it matter
- Rehearsing
- Active listening
- Did I understand that right?
- Taking your time
- Moving and speaking
- Be aware of body language
- Dress for success
- Recap
- Knowledge check
- Ask away



### CHAPTER 6: 3, 2, 1 ... Facilitate!

- Breaking the ice by getting personal
- Clear introduction
- Creating an introduction blueprint
- Discussing virtual training etiquette
- Decide on the right etiquette for your virtual classroom
- Capturing attention from the start
- Warm up & ice-breaker exercises
- Conversation starters
- Activities that require extra practice
- Asking questions and checking the pulse
- Employee role play and practicing
- Overcoming breakout room blues
- Use your learners voice to effectively engage
- Using interactive tools effectively
- Time wasters and potential solutions
- The difference between running solo
- The need for multitasking
- Evaluate your multitasking skills
- Level up!
- 10 tips to become a successful multitasker
- Monitoring engagement scores
- What can you slide during the session
- Exercises to close with impact
- Recap
- Knowledge check
- Ask away

### CHAPTER 7: Produce With Confidence

- Being the facilitators right hand
- The role of helping behind the scene
- Course knowledge
- Knowing when to do what
- Inserting hints
- Being prepared all the time
- All cards on the table
- Rate your multitasking skills
- Improving multitasking skills
- Recording events
- The producer checklist
- Recap
- Knowledge check
- Ask away

### CHAPTER 8: Mastering Difficult Situations

- Preparing for difficult moments
- The landscape of challenges and obstacles
- Rule #1
- Loosing attention
- Challenging participants and how to manage them
- Overcoming webtool errors

- Manage audio issues
- Manage connectivity challenges
- Prepare for potential problems
- The fear landscape
- Sharing thoughts
- Recap
- Knowledge check
- Ask away

### CHAPTER 9: Practice Makes Perfect!

- Practice, practice, practice! During this webinar, course participants get the opportunity to practice and review the delivery of virtual training sessions of themselves and the other course participants.





### CHAPTER 10: After Virtual Training

- Fostering success
- Reply to open questions
- Boost the forgetting curve
- Continue the conversation
- Distribute homework and knowledge application
- Offer the recording of your virtual session
- Use feedback
- After action review between facilitator and producer
- Critique activities
- Recap
- Knowledge check
- Ask away

### CHAPTER 11: Evaluating Learning Transfer

- Measuring for success
- Qualitative and quantitative insights
- Evaluation the facilitation of the learning event
- A deeper look at the learning materials
- Reviewing analytics
- Dive deeper
- Collecting learner feedback
- Measuring learning transfer and knowledge retention
- Recap
- Knowledge check
- Ask away

### WRAP UP!

- Let's call it a wrap!
- Are we ready yet?
- Thank you!
- Feedback keeps us going!

**\*Note:** Course outline might change depending on course updates.



### Ready to go?

Do you have a question before purchasing a course, want to know more about our dedicated in-house training programs for your organization or have any other digital learning question?



#### Register online

- Visit: <https://mindsed.com/FOTR>
- Create an account.
- Follow the payment indications.



#### Contact us

Use this form and we will get back to you as soon as we can!

Visit:  
<https://mindsed.com/contact-us/>



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