



Engaging People, Igniting Performance



Design Tips for Virtual Facilitators



Webinar Objectives

- Learn how to design webinars with POW!
- Use all the interaction tools in your web platform to engage participants
- Deliver powerful virtual learning that gets on the job results



Chat

Talk to me!

A screenshot of a chat window titled "Chat". The window has a blue header bar with a speech bubble icon and a close button. The main area is a large, empty, light yellow rectangle. At the bottom, there is a "Send to:" dropdown menu with "All Participants" selected, a text input field, and a "Send" button.

Feedback Icons



Are you feeling it?
Weigh in!

Purpose

What is your purpose in attending this webinar?

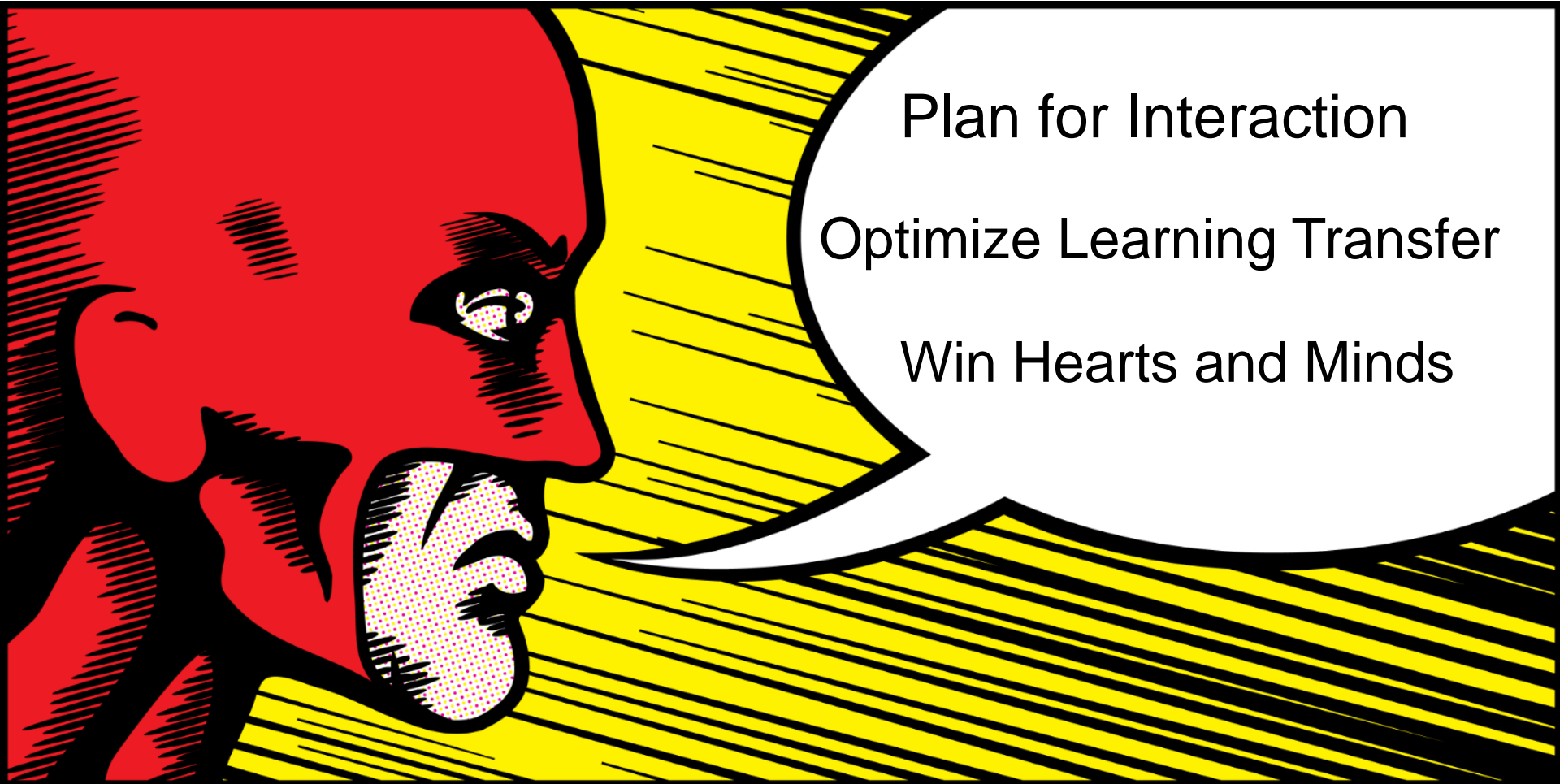


Poll 1

Powerful Virtual Learning



Powerful Virtual Learning

A stylized comic book illustration occupies the middle of the slide. On the left, two faces are shown in profile, facing each other. The upper face is red with black outlines and shading, while the lower face is yellow with black outlines and shading. A large, white speech bubble with a black border originates from the yellow face and contains the following text. The background of the illustration consists of yellow and black diagonal stripes.

Plan for Interaction
Optimize Learning Transfer
Win Hearts and Minds



Plan for Interaction

Your



Tools

- Chat
- Polling
- Annotation
- Emoticons
- Breakout Rooms
- Web Camera



Your



Tools

Which one of these
power tools is your
favorite?

Name it and say
why in Chat.



Poll 2



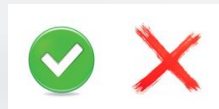


Tip #1



Interact every two or three minutes.

Can you see yourself interacting every 2 – 3 minutes in your virtual classroom?



Why?

Why Not?





Tip #2



Use a variety of interaction tools.

Emoticons with Chat

Streaming Video

Do you like the facilitator on streaming video?
Why or Why Not?

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0:38:41/1:03:11

Open Chat (Everyone)

Katy Bohn: we've been using BLUE JEANS - and the whole group is on camera

Jo McDowall: I can't teach in pajamas if I am on video! LOL

Ruth Nicholson: If you aren't a visual learner, the multiple screens can be "too loud" visually

Millie Phillips: If more than one person, it's nice to see the presenters

Sheryl Smail: being in another country it helps feel involved

Pearl Lewis: Not through the entire course, so yes and no

Linea Cicinelli: I've waved to people and its amazing how many people wave back even though they dont have cameras

Lynn Johansson: I think if the technology was better it might be good, otherwise a fixed image and more slides would be better

Kim Scharringhausen: participant videos - they are comatose

Mary Jane Riccardi: I use it for panel discussions

jannie gafuk: How can I apply this in a videoconference training setting?

Rosetta Wimbush: lol @ jo...

Adelle Dantzier: I stay on a bad webinar longer when the presenter is on video

Pearl Lewis: i use during Q&A

Joey Hart: Would buffering issues be mitigated by eliminating the video fuction?

Pearl Lewis, Karen Dearing are typing...

Four-Quadrant Chat

Clues (Everyone)

Joan Smathers: He does not let presenter have full attention

Mark Finneran: "is she serious" comment

Bob Henery: needs engagement

Harold Enger: Whispering to co-worker

Kathie McGrane: rolling eyes, muttering under breath is she serious

Brooke Koch: body language, tone

Christina Petrik-Siegel: eye rolling

Liz Irick: rolling eyeys, talking under her reath

Millie Phillips: sighing, whispering

Migdalia Murati: does not want to admit he does not know whats going on

Kathy Reeves: mumbling to co-worker

Meagan Schmidt: sighed repeatedly

Bob Henery: rolls eyes

Avil Jackson is typing...

Video (1)



Mojo 15-0210.pptx

Attacker Story

PEER POWER

When Maggie was presenting a proposal to the sales support team, her coworker, Ernesto, sighed repeatedly. At one point, she saw him roll his eyes and mumble something out of the corner of his mouth to his buddy, Tom.

Maggie felt uncomfortable but she was uncertain how to respond. At the end of her presentation, she thought she heard Ernesto say under his breath, "Is she serious?"

Example

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Needs (Everyone)

Steven Bleu: His input has not been heard

Bob Henery: engagement

Sheryl Smail: attention, be part of the group

Bob Henery: value

debbie lemke: clearer information

Cherry Balfour: Honesty

Kathie McGrane: they are a know it all-expert type--need to be more professionally respectful

Vivian Worley: better time management or understanding to the new concept Maggie presented

Shanti Lall: need to be in charge or seen as the one who knows

John Carter: Thorazine

Sara Ulmer: he learns differently or needs a different format

Migdalia Murati: He needs more clarity but he is afraid to ask

Sue Hill is typing...

Helpful Assumptions (Everyone)

Erin Bonwell: they have a different point of view

Kari Wilson: want to be involved

Christopher deLellis: attitude gestures

Millie Phillips: Doesn't agree with presentation

Angel Elliott: Needs to know the WIIFM

Christina Petrik-Siegel: conflicting goals

Hema Narayanan: that he has other ideas he wants to share

Karen Smith: they were told they had to be there and thinks its a waster

Brooke Koch: doesn't agree with the presentation, is bored, bad day

nektaria ress: you are not engaging everyone

Joan Kappenmacher: perhaps he doesn't feel he needs to be at the meeting

Paula Murri: not paying attention, uncomfortable with subject

Joan Kappenmacher: information is not relevant to his position

Multiple Attendees are typing...

Principles and Practices (Everyone)

Ronda Gunther: Clarification

Erin Bonwell: Just ask

Valerie Ellis: should have adressed the situation in the moment

Michele Selwood: Ask Ernesto what is he thinking

Adelle Dantzler: Asking questions during proposal presentation

Jamie Boyle: Ask for feedback

Angel Elliott: Engage him, ask him a question

Christina Petrik-Siegel: tactful confrontation

Kim Scharringhausen: talk to ernesto and ask questions

Tomm Larson: Ask Ernesto question about behavior privately

Jennifer Gibson: acknowledge Ernesto and ask him if he has something to offer

Multiple Attendees are typing...

WebEx Annotation Chat



<p>Clues</p>	<p>Needs</p>
<p>Helpful Assumptions</p>	<p>Principles & Practices</p>


WebEx Annotation Chat

Clues	Needs
Helpful	Practices

1. Claim your space in a chat box with your pointer.
2. Clean up any overlapping pointers.
3. Type your comment in the box.

Poll with Chat


Video (1)




Cynthia Clay

Mojo 15-0210.pptx

Purpose Poll



What is your purpose in attending this webinar?



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What is your purpose in attending this webinar?

- To learn how to facilitate with mojo!
- To learn how to design an engaging webinar
- To see Adobe Connect in action
- To learn more about NetSpeed Learning Solutions
- Other

Other? (Everyone)

0:03:03/1:03:11



Tip #3



Break the linear approach to design.

Linear and Boring

Blah 	Blah 	Blah 	Blah 	Blah 	Poll 	Blah 	Blah 	Blah 	Blah 
Chat 	Blah 	Blah 	Blah 	Blah 	Blah 	Chat 	Blah 	Blah 	Blah 
Blah 	Blah 	Poll 	Blah 	Blah 	Blah 	Blah 	Blah 	Blah 	Chat 

Brain Rules


“Rule #4: People don’t pay attention to boring things.”



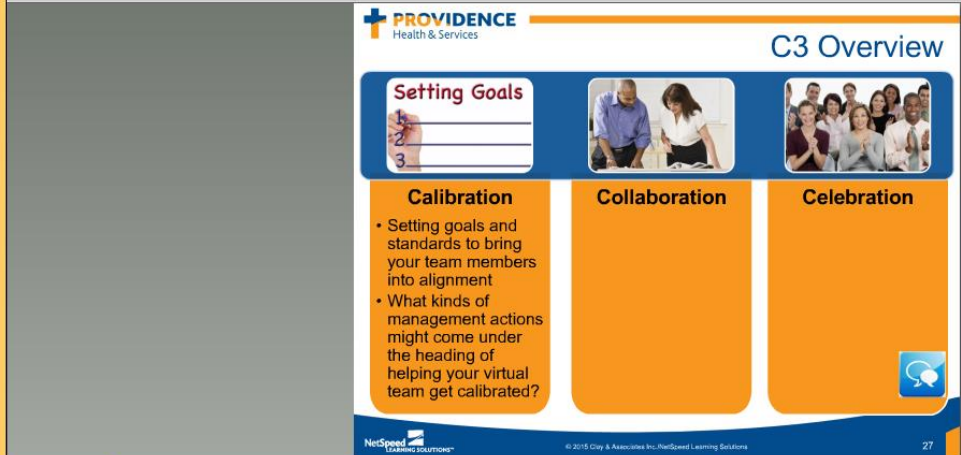
John Medina

Multiple Chat Pods

Camera and Voice (1) Providence PPT-BuildingRelationshipsPilot.pptx



Steven Williams



PROVIDENCE
Health & Services

C3 Overview

Setting Goals

Calibration

- Setting goals and standards to bring your team members into alignment
- What kinds of management actions might come under the heading of helping your virtual team get calibrated?

Collaboration

Celebration

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Calibrate (Everyone)	Collaborate (Everyone)	Celebrate (Everyone)
<p>Penny Russo 2: Set agenda</p> <p>Lance Tucker: 1:1</p> <p>Cynthia Clay: Creating a shared vision</p> <p>Melody Dana: setting goals</p> <p>Brad Beck: performance goals</p> <p>Deborah Williams: communicate team goals</p> <p>Brian Weyrauch: express purpose</p> <p>Roberta: Groundrules or keys to success</p> <p>Melody Dana: setting expectations</p> <p>Pat Cessnun 2: Define objectives and associated metrics to determine where we stand</p> <p>Melody Dana: managing expectations and performance</p> <p>Chris Wells: set expectations</p>		

0:36:43/1:23:16

Virtual Leader C3 Model



Calibrate



Collaborate



Celebrate



Last Name: A - G

Last Name: H - N

Last Name: O - Z



Breakout Rooms



When
should you
use
breakout
rooms?





Tip #4



Collaborate on shared problems.



Optimize
Learning
Transfer

The Forgetting Curve

People forget 90% of
what they learned within
one week of a class.



Forget It

If you wanted your learners to forget everything they learned within 24 hours of your webinar, what could you do?





Tip #5

Don't become a talking head.



Brain Rules



“The more visual the input becomes, the more likely it is to be recognized and recalled.”

John Medina

A person is silhouetted against a bright, glowing sun, with their arms raised in a gesture of joy or triumph. The scene is set against a background of tall grasses, creating a warm, golden atmosphere. The text "This is a visual medium." is overlaid on the image in a bold, black font.

This is a visual medium.

Fishing industry's garbage

- Worldwide fishing industry dumps an estimated 150,000 tons of plastic into the ocean each year.

This includes:

- packaging
- plastic nets
- lines
- buoys

Before her



Trash on the beach

Source www.greenfeet.net



**WORLDWIDE FISHING INDUSTRY
DUMPS 150,000 TONS OF PLASTIC
INTO THE OCEAN EACH YEAR.**



What's the difference?

Presentation Zen

SOURCE WWW.GREENEET.NET



Tip #6

Talk less.

Experience often.

Apply more.





Tip #7

Frame key points with stories.



Does the response express empathy?



Well, I guess you'd better call a plumber.

Don't worry. Everything will turn out okay.

You should be grateful. Your family is safe.

I'm sorry this happened. I can see why you are upset.

Poll 3

Brain Rules

“The more personal an example, the more richly it becomes encoded and the more readily it is remembered.”

John Medina





Win
Hearts
and Minds



Tip #8



Make it friendly and personal.

Virtual Classroom

How can you make the web classroom friendly and personal?



Chat with Them

- Use people's names.
- Build on their comments to make your key points.
- Praise their contributions.
- Be on camera, if possible.





Tip #9



Amp up your virtual presence.

Virtual Presence



The way people represent themselves in their online environment

The degree to which a facilitator is perceived as a “real” person online


Facilitator On Camera

Camera and Voice (1) Transition 15-0527.pptx

**The Guidelines:
Your Leadership Gyroscope**

NetSpeed
LEARNING SOLUTIONS™

1. Create an Optimistic Climate
2. Promote Collaborative Relationships
3. Encourage Exceptional Performance
4. Focus for High Impact
- ➔ 5. Cultivate Trust



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Open Chat (Everyone)
Jonathan Overby: :) love those

Cynthia Clay

0:13:28/1:02:28

Amplifying Virtual Presence



- Reduced ambiguity
- Increased connection
- Reduced conflict
- Less multitasking

Fun with Web Cameras

Video (2)

16:28
12:51



Group A: CM Janea, Jovita, Juliana, Linda, Kristina (Everyone)

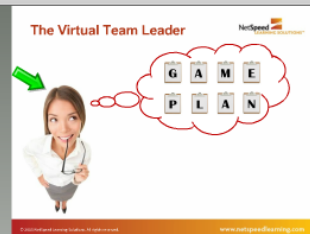
Juliana: use skype and video
Linda: benchmarks
Juliana: appreciate people
jovita: Get to know peoples dream
Janea McClain: communicate fun facts
Kristina Grant: [Attend to diversity](#)
Linda: use a collaboration platform to supplement webinar
jovita: Virtual celebrations
Linda: webinar
CM: encourage people
Juliana: nurture relationships
jovita: Recognitions
Multiple Attendees are typing...

Group B: LIsa, Monica, Niky, Q, Ronda (Everyone)

ryan cook 2: give them the chance to lead
Quentin: leverage tech
Tracy: Appreciate and Celebrate!
Rondalyn: acknowledge them
Scott Biltz: involve the team
Quentin: expect teamwork
ryan cook 2: v happy hour
Rondalyn: know their names
Lisa F.: Give recognition
Monica Ferrari: transparencygood Mood
Scott Biltz: enage often
ryan cook 2: say good job in virtual world
Quentin, Rondalyn are typing...

ATD Demo Virtual Teams 15-0221.pptx

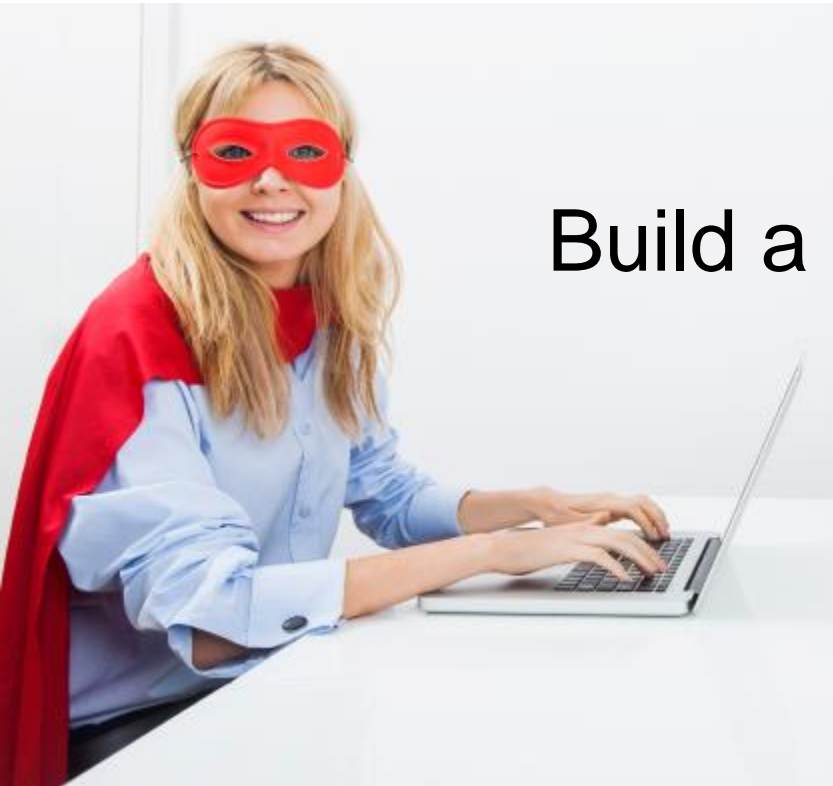
16:28
12:51



Video player controls: play/pause, progress bar, 0:46:42/0:49:56, volume, and full screen icons.



Tip #10



Build a natural arc in your design.



Opening

What should happen in
the first ten minutes?



Opening

Welcome
Inspire
Relate
Build connections
Create context



Which of these elements
don't belong in the middle?



Poll 4

Provide information
Ask engaging questions
Facilitate discovery
Collaborate



Climax

Think about the last webinar
you attended or led.
Was there a climax?



Aha! Dig deeper
Demonstrate application
Move from theory to practice
Reinforce new skills



Closing

Should you pay attention to
the ending?



Closing


Review
Motivate
Gain commitment to action



Powerful Virtual Learning



Plan for Action



What will you
do now?

Captivate and Accelerate

- ATD Core 4 in Anaheim
- Thursday, March 14
- TH301, 1:30 – 2:30 pm



