Interact and Engage!
Success in the Virtual Environment

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Session Description

Whether it’s an online meeting, a presentation via webinar, or live online training, engagement is the main question on everyone's mind. Will it be worth my time to attend or will it be an opportunity to check email instead? Online meeting technology is powerful and has made it easy to connect with people from anywhere in the world at any time, yet we often still struggle with getting everyone to interact.

Interaction is the answer to successful engagement, and using the features of the platform is the answer to interaction. However, the features alone do not engage the participants. It is what you choose to do with those features that will make the difference in your next virtual training, webinar, or meeting. Learn what you can do to be successful in the virtual environment and avoid everyone asking for a recording or a copy of the slides five minutes into your next virtual event.

Application on the Job

1. Identify common participant distractions that reduce the efficacy of virtual learning
2. Recognize the techniques to create an environment that is most conducive to learning
3. Articulate six, proven ways to engage learners in a virtual environment
What is online training really like?
Is delivering live online training what we thought it would be? List the challenges we face here.

1. Technology Errors/Issues

2. Participants don’t pay attention or participate
   • ______________________________________________________________________
   • ______________________________________________________________________
   • ______________________________________________________________________
   • ______________________________________________________________________

After we overcome these challenges, we have to BELIEVE in the success of virtual training and ourselves. If you can identify the critical elements that you need to know about online training, plus truly believe that virtual training will work, plus have the right organizational supports in place to sustain the training efforts, you CAN achieve success.

WHAT I BELIEVE
Will online training work? Am I comfortable with it?

Notes:
What to do about it? Use this design process:

1. Identify the **goal & objectives**
   What needs to be accomplished & what does that look like?

2. Determine what’s **social**
   Which objectives are best completed with other people?

3. Map the interactions to the **features**
   Which features of your live online platform allow those interactions?

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Notes:
Definitions of Online Meetings, Webinars, and Virtual Training

Online Meetings

- **Participants**: 2-20
- **Duration**: 30 min – 2 hours
- **Schedule**: one time or weekly
- **Purpose**: team meetings, announcements, updates

Webinars

- **Participants**: more than 20, usually 100’s
- **Duration**: 1 hour
- **Schedule**: special event, reoccurring
- **Purpose**: announcements, sales/marketing, information sharing

Virtual Training

- **Participants**: up to 20
- **Duration**: 1-3 hours
- **Schedule**: one time or on a regular rotation
- **Purpose**: learning new skills, learning from and with others
Activity Designs

Online Meeting Activity 1: Individual Vision Statements

Notes about the design or the experience of the activity:
Online Meeting Activity 2: Brainstorming

Objective
Brainstorm the pros and cons of a topic, building team work and collecting ideas

Social?
Reading one another’s ideas, hearing each other debrief them

Map the interactions to the features
✓ Chat / Q&A
✓ Or Whiteboard tools
✓ Raise Hand
✓ Audio
✓ Timer

Notes about the design or the experience of the activity:
Webinar Activity 1: Whiteboard using a “filtering” technique

Columns: Online  |  In-person

<table>
<thead>
<tr>
<th>Example filters</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vacationed in Hawaii</td>
</tr>
<tr>
<td>Wearing Orange</td>
</tr>
<tr>
<td>Birthday months</td>
</tr>
<tr>
<td>Alphabet</td>
</tr>
</tbody>
</table>

Notes about the design or the experience of the activity:
Webinar Activities 2 and 3: Polling and Chat examples

Interaction using Polling:

Interaction using Chat:
### Objective
Choose to learn about and connect with your participants AND ...let them practice!

### Social?
Learning more for oneself, from the knowledge shared by others.

### Map the Features
- ✓ Numbered and animated PowerPoint slides
- ✓ Chat/Q&A
- ✓ Participant Manual/Handout

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**Notes about the design or the experience of the activities:**
Training Activity 1: Scavenger Hunt

**Activity Instructions:**
2. Write them down below.
4. Get ready to prove it!

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>In what year was the Greater Philadelphia Chapter (ATD-PHL), established?</td>
<td></td>
</tr>
<tr>
<td>Strong values define our ______ and help us execute the Novartis strategy in line with our mission and vision.</td>
<td></td>
</tr>
<tr>
<td>Jim and Wendy Kirkpatrick will be presenting for ATD-PHL on what upcoming date?</td>
<td></td>
</tr>
</tbody>
</table>

**Objective**
Explore a website and learn how to navigate it for answers

**Social?**
Competition creates engagement!

**Map the Features**
- PowerPoint slides with a table for answers
- Share Web site
- Whiteboard / Q&A tools
- Participant Manual/Handout

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Notes about the design or the experience of the activity:
Training Activity 2: Making Connections

Activity Instructions:
1. Connect the images on the slide to tell a story.
2. Use the drawing tools as each image is referenced.
3. Use all images at least once, but in any order.

Notes about the design or the experience of the activity:
Successful Virtual Delivery

Set expectations
Provide clear instructions
Create and use participant materials
Design opportunities for collaboration
Deliver meaningful assessments
Build **ninja** technical skills

Master the Technology

Click on everything.
Youtube it, Google it, Review it, Replicate it.
Try to defeat it!
Use it. Use it. Use it.
Use a 2nd computer.
Respond quickly.
*Narrate the process.
  *in brief.
Pay attention to details.
Log it.
Fix it.
Revisit it.
Connect with me and my co-author!
Share your successful activities and perhaps they will end up in an updated edition of our book!

www.td.org/interact
Connect with us on LinkedIn and Twitter

@Kassy_L
@ThomasStone
Job Aid for Creating Your Activities

Design your own activity, to be delivered in your next live online event. To get you started, what activity inspired you today? ____________________________________________.

Base it off that one, changing it to best suit your topic and your audience.

Design process:

1. Identify the **goal & objectives**
   What needs to be accomplished & what does that look like?

2. Determine what’s **social**
   Which objectives are best completed with other people?

3. Map the interactions to the **features**
   Which features of your live online platform allow those interactions?

**Fill in this blank recipe:**

**Objective:**

**Social?**

**Map the Features:**