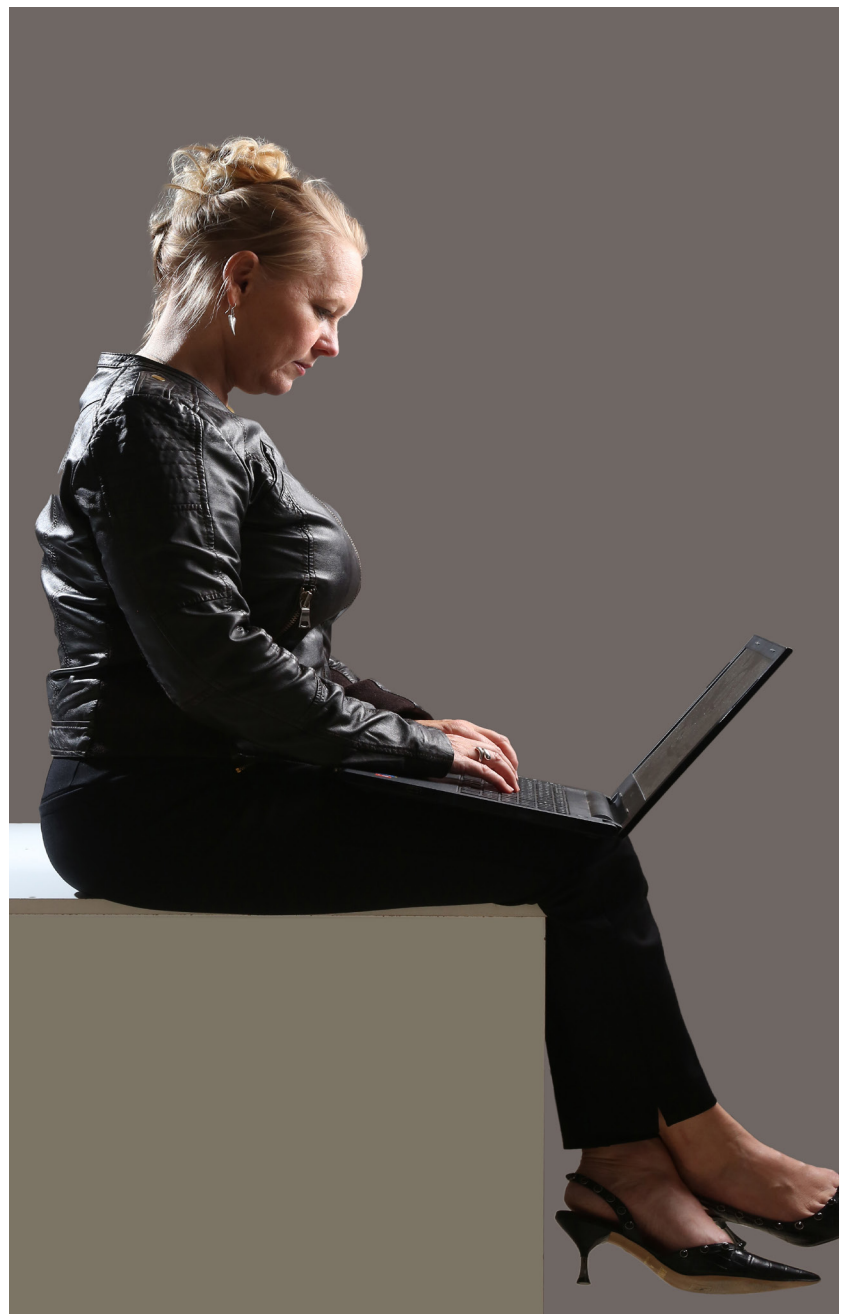

DIGITAL QUBE

Running some online training?

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RUNNING SOME ONLINE TRAINING?

24+ TIPS FROM THE EXPERTS



WE HAVE EDUCATED OVER
70,000 PEOPLE IN
MORE THAN **40 COUNTRIES**

WHO WE ARE

+971 52 565 7334
ceo@digital-qube.com



ABOUT DIGITAL QUBE

We have a global team of digital trainers who are top of their game and the best in the world! They train the world's leading brands, from banking and pharma to FMCG and entertainment. We met whilst delivering training together for Google - our aim is to help global brands across the world.

We offer excellence in the design, development and delivery of training and facilitation.

We are based across Europe and the Middle-East and can train in multiple languages. We have educated over 70,000 people in more than 40 countries worldwide.

Above all else, we know how to make training fun, inspiring and effective. We approach everything we do with expertise and empathy.

Here are what we've learned! Use these useful tips when setting up training online!

THE ONLINE TRAINING CHEAT SHEET

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TIP #1 GO SLOWER

than you normally would and check in with students/delegates even more than usual. Non-verbal communication is harder to pick up, but it's still there – so eye contact is more important than ever.



TIP #2 INCORPORATE INTERACTIVE ELEMENTS.

These are immensely valuable, whether a quiz via Mentimeter, a group exercise using Jamboard as a shared resource or something you create yourself. Shared and interactive sections are vital when everyone is in different places, as they help ensure that the group feels connected to one another, as well as to you.



TIP #3 MAKE IT EASY TO WATCH A VIDEO TOGETHER.

It's often easier to share a link than to play a video from your device. This will ensure that the volume and playback quality are right for each person; otherwise it may be too loud for one and not loud enough for another. Depending on the devices the attendees have, a QR code can be provided on screen for them to access the video link so you can all watch at the same time.



TIP #4 MAKE THE SESSIONS FUN

by using informal video conferencing features such as eye-catching virtual backdrops.



TIP #5 ADD QUIZZES

and invite respondents to tap their answers into the chat.



TIP #6 TAKE WAY MORE BREAKS

than you normally would in a face-to-face session, and vary their length. Many of your attendees will be spending most of their working day sitting and staring at a screen. Attention spans are much shorter online, so include time for the attendees to stand up, stretch and stop concentrating at least once an hour, to help their circulation and concentration. This has the added benefit of giving them time to reflect on what they've learned along the way.



TIP #7 SET UP YOUR SURROUNDINGS CAREFULLY.

Try not to sit back or slouch (e.g. on a sofa) and make sure the background is not too busy. If you can, arrange your set-up so that you are standing when you deliver the learning, with a plain background. Arrange your lights, microphones and cameras to minimise distractions for the attendees.



TIP #8 HAVE A SECOND FACILITATOR,

if possible: to engage the attendees in the chat box; to keep an eye on engagement levels; and to share links to content that is referenced by the main facilitator. The second facilitator can also contribute, too, providing the attendees with a second voice and a change of pace/tone. Finally, if things start to go wrong technically for any participants, the second facilitator can help them so you don't keep the others waiting.



TIP #9 SEND A DETAILED AGENDA

ahead of time so attendees know exactly what to expect and what the outcomes will be. This is even more important in an online environment as it minimises interruptions during the session.



TIP #10 SEND CLEAR WRITTEN INSTRUCTIONS

in advance, covering tech set-up and behavioural expectations (when to have the mic on/off, how to ask questions, not to interrupt etc) and reiterate these at the start of the session.



TIP #11 KEEP CHECKING IN

with attendees about their understanding and energy levels, using non-verbal cues such as a thumbs up or down, or indicating 1-10 with the fingers.



TIP #12 BE INCLUSIVE.

Right from the start, encourage everyone to respond so they feel comfortable in the group – particularly those new to online training. Keep a close watch on audience involvement and draw people in as appropriate.



TIP #13 STAY CONCISE AND DON'T GET DISTRACTED.

Remember that on screen every move you make can be seen. Be attentive and avoid actions such as looking at your phone that suggest you are not focused or present in the session.

- ✓ **TIP #14 EXPECT THE UNEXPECTED.**
Your audience may have some distractions themselves – a child coming into shot, a dog barking, the doorbell ringing. Prepare people for the unpredictable nature of online sessions and handle interruptions with good humour.
- ✓ **TIP #15 REMEMBER: PEOPLE LOVE STORIES**
during training, so make sure to use storytelling when delivering on-line. Stories create images in people's minds, so even though you're not physically in the same room as your audience, they will engage more with the content.
- ✓ **TIP #16 THINK INTERACTIVE**
as much as possible. Use polls and other interactive elements and ask people questions instead of telling them all the answers. Ask them to respond in the chat; make sure you check it regularly and respond to everything that is said there.
- ✓ **TIP #17 BE FULLY PREPARED.**
Check that the technology is working around 30 minutes before you start and that your set-up is exactly as it should be.
- ✓ **TIP #18 ALWAYS HAVE AN EYE ON THE CHAT**
to check for comments and questions; thank the participant by name and answer as soon as you can, before moving on.
- ✓ **TIP #19 MAKE THE MOST OF NATURAL LIGHT,**
which is always the strongest light source in a room. It is best practice to position yourself facing a window. Never have a window directly behind you.
- ✓ **TIP #20 INVEST IN PROFESSIONAL LIGHTING.**
Domestic indoor lighting is very yellow; in addition, device cameras compensate for lack of light by reducing picture and motion quality. For long-term use, choose professional lighting which uses 5500K white light. Artificial lighting should be pointed in your face as much as possible; this will feel harsh at first!



TIP #21 PAY ATTENTION TO SOUND QUALITY.

For participants, it is best practice for everyone to stay on mute unless contributing to the session. For facilitators, a good-value lapel/lavalier mic plugged into your phone or laptop will improve the quality of your voice, will allow you to stand and move as you deliver and will remove echo.



TIP #22 SEND CLEAR WRITTEN INSTRUCTIONS

Watching your screen or the participants will make you look disengaged, so remember to look straight into the camera light of your computer or webcam. People will feel you are talking to them directly, giving you an instant connection.



TIP #23 ENCOURAGE PARTICIPANTS TO SWITCH ON THEIR CAMERAS.

For better interaction with your audience, it is very useful to be able to see their facial expressions, as cues for you to move forward or to encourage more participation. This will also make participants more focused and less likely to be distracted by second screens.



TIP #24 GET THE AUDIENCE TO INTERACT EARLY.

Use icebreakers or questions to get your participants to start talking and sharing very early in the session, if possible in the first 5 minutes before you even introduce the agenda. You can ask them where they are in the world right now, by typing in the chat whilst you wait for more of them to join.



TIP # 25 PLAY MUSIC.

Why not? You probably do it in your face-to-face sessions to keep the energy up or to signal breaks. Use it in a similar way during your virtual session. Make sure you are sharing your computer's sound if you can.



TIP # 26 ONLINE TRAINING AUDIT

From an initial online audit, follow-up workshops and staff interviews, we will assess and review your current training and development and define your priorities and requirements for an all-digital learning environment. Our inspirational and highly interactive online workshops and Q&As ensure that all team members are engaged and informed.



TIP # 27 TRAINING MATERIALS

We have a collection of ready-made training courses that have been written by some of the best trainers in the world. We can adapt the training materials to ensure that everything meets your needs. We deliver content that inspires your teams with workshop plans, playbooks, templates, case studies, resource lists, activities and videos.




TIP # 28 FACILITATION

We understand the importance of good facilitation for getting the best out of your teams. We offer Train The Trainer sessions and facilitation modelling, to help you deliver your own online training sessions in an effective and engaging way.




TIP #29 BESPOKE TRAINING

In the longer term, we are experts in creating extensive learning programs tailored to meet your business needs exactly. We will work with you to build on the lessons learnt from the current environment to refine your objectives and develop robust training programs with longevity and depth.



**RUNNING
SOME
ONLINE
TRAINING?**



DIGITAL QUBE