

Making virtual classrooms work

Edward W. Boon



**FOCUS ON
PERFORMANCE**

A regular day at the office...



PROMOTE Meeting Layouts Pods Audio

HPLJ Online Session 1 of 4_old.ppt Draw Stop Sharing

Practicalities

- Session audio via VOIP
- You need to activate your microphone at the start of the session.
- All participants will be muted as default.
- Interaction during the sessions.
- Sessions will be recorded.

Brinkerhoff Certification
High Performance Learning Journeys

PROMOTE

Virtual classroom experience

View Votes Edit End Poll

What is your experience of virtual classroom environments?

<input type="radio"/> I have used Adobe Connect (or something like it) - it was great	0%	(0)
<input type="radio"/> I have used Adobe Connect (or something like it) - it was not great	0%	(0)
<input type="radio"/> I have not used Adobe Connect (or anything like it)	0%	(0)
<input checked="" type="radio"/> No Vote		

☐ Broadcast Results

Anything you would like to add? (Everyone)

Files - Materials

Name	Size
Session 1.pdf	1 MB

Download File(s)

General Chat (Everyone)

Presenter Chat ...

Attendees (1)

Active Speakers

Hosts (1)

Edward Boon

Presenters (0)

Participants (0)

Main

Break

Adobe try

network

PPP

S1Q2

S1Q1

2019 FOCUS ON PERFORMANCE

How do you most prefer to learn?

Top 2	Bottom 2
<ul style="list-style-type: none">• 42% - Classroom• 22% - Mentor, leader, peer	<ul style="list-style-type: none">• 13% - Online training• 6% - Webinar

Source: GP Strategies, Voice of the Learner 2019



We seem to be on the right track

*I was truly impressed how **interactive** an online-training can be. Really enjoyed that we all answered questions and could see each others answers. Also good from the perspective that not only a few participants take action. **All get the same opportunity to raise their voice**, as well as the fact that it's hard to hide.*

*I really appreciated the interactivity of the session, the fast pace in answering the questions is **good for not getting stuck in "over-thinking"** on what is the right answer and keeps it hands on and relevant.*

We seem to be on the right track

*I also **appreciate the feedback** from you guys and the fact that you go through so many of the answers with short individual feedback (spread out evenly through the group) which **makes answering them relevant**, the questions are not just there to "have questions present" or to check in the "interactivity box".*

*I had great expectations of today's webinar but you managed to get me pleasantly surprised anyway! Also, **your energy was inspiring** from the first moment and **looking at whats to come in the next couple of weeks makes me certain that attending this course was a really good move**. Thank you!*

We seem to be on the right track

The pre-work was helpful for a baseline understanding prior to live session and addressed appropriately during the live session. I appreciated the amount of polls/questions asked vs content delivered during the session.

*Great. I love this format. Contrasting it with the face-to-face version, I think **one advantage of the virtual format is that you have smaller chunks.***



Virtual Classrooms: Pros and Cons

Pros	Cons
<ul style="list-style-type: none">• Diverse groups• Lends itself to bite-size learning• More 'democratic'• Can be recorded• No need to travel – time & money• Good for the planet	<ul style="list-style-type: none">• Technical limitations on user's end• More chance of distractions• Easier to 'bail out'• People are suspicious



Choose the right tool for the job

- How big is your audience?
- What are you trying to do?
- What level of interaction do want?

Get a high degree of (varied) interaction

- Dedicated chats pods (but important to respond)
- Polls
- Volunteers to share their work
- Breakout sessions

PROMOTE

Meeting

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Audio

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Stop Sharing

For which of the following situations would you prescribe;

a)A High Performance Learning Journey?

b)A simpler workshop, lecture, e-learning, video tutorial job aid

◀

▶

Sync

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General Chat (Everyone)

Everyone

How to register a client in a CRM system

View Votes

Edit

End Poll

How to register a client in a CRM system

<input type="radio"/> High Performance Learning Journey	<div></div>	0%	(0)
<input type="radio"/> A simpler workshop, lecture, e-learning or video tutorial	<div></div>	0%	(0)
<input checked="" type="radio"/> No Vote			

Explain your reasoning (2) (Everyone)

Everyone

Attendees (1)

Active Speakers

Hosts (1)

Edward Boon

Presenters (0)

Participants (0)

Presenter Chat ...

Adobe try

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PPP

S1Q2

S1Q1

S1Q3a

S1Q3b

✕

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Stop Sharing

How to register a client in a CRM system

View Votes

Edit

End Poll

How to register a client in a CRM system

☐ High Performance Learning Journey 0% (0)

☐ A simpler workshop, lecture, e-learning or video tutorial 0% (0)

☒ No Vote

Explain your reasoning (2) (Everyone)

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How to register a client in a CRM system

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Edit

End Poll

How to register a client in a CRM system

☐ High Performance Learning Journey 0% (0)

☐ A simpler workshop, lecture, e-learning or video tutorial 0% (0)

☒ No Vote

Explain your reasoning (2) (Everyone)

Everyone

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Presenters (0)

Participants (0)

Presenter Chat ...

S1Q3a

S1Q3b

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*Complying with Health and Safety labor law
(for office workers)*

Complying with Health and Safety labor law (for office w...

View Votes Edit End Poll

Complying with Health and Safety labor law (for office workers)

<input type="radio"/> High Performance Learning Journey		0%	(0)
<input type="radio"/> A simpler workshop, lecture, e-learning or video tutorial		0%	(0)
<input checked="" type="radio"/> No Vote			

Explain your reasoning (3) (Everyone)

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S1Q2

S1Q1

S1Q3a

S1Q3b

It's like classroom training but not quite

Similarities

- Need to engage & involve people
- Need to give feedback and debrief

Differences

- Format and 'chunks' needs to be different

Adjust your interaction to your group size

- Bigger group = less chats / more polls

Get the hygiene factors right

- Ask people to perform a technical check in advance
- Ask people to log-in early
- Say 'Hi' and perform some audio checks pre-start
- Get a decent pair of headphones
- Put a timer up if taking a break



PROGRAM NAME

Brinkerhoff Certification for High Performance Learning Journeys Online**Getting started**

Introduction to the HPLJ Program from Professor Brinkerhoff (15 mins)

Your first assignments

Perform a technical check (15 mins)

Find your focus (1hr)

What exactly is a High Performance Learning Journey (30 mins)

Analyse a learning journey (30 mins)

Perform a technical check (15 mins)

PLEASE COMPLETE THIS ASSIGNMENT ON YOUR COMPUTER**Description**

In this assignment you will make sure you are set up to take part in the live on-line sessions by conducting a technical check. The online sessions will be run on **Adobe Connect**. Audio will be run via the internet (VOIP). Please note there will be no telephone dial-in option for these sessions. In order to get the most out of the on-line sessions you will need:

- A computer connected to a high speed internet link
- A headset with microphone. (For an optimal audio experience please use a headset designed for use with a computer)

Instructions

- Click on the resource "Adobe Connect technical check" to run the complete Adobe Connect diagnostic test.
- Once you have conducted the test, complete the task below to let us know that you are all set.

Tip: Information about how and when to join the sessions is available by clicking on the actual sessions in the program overview on Promote.

Resources

Support material to assist the completion of this assignment

Learners

Adobe Connect Technical Check

Reviewing this task

Any facilitator can review this task

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CONNECT INNOVATION

←

→

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S1Q2

S1Q1

To 'web-cam' or not to 'web-cam'

- It can be a distraction
- It takes up valuable screen 'real-estate'
- Not everyone likes to show themselves

On the other hand...

- It can also be engaging
- It's more personal
- It keeps people accountable

It takes two to make a thing go right

- One person facilitates / one person monitors the chat
- Change of voice maintains attention
- Handling technical issues
- Monitoring breakouts

How long is 'just right'?

- Somewhere between 1 hour and 2.5 hours
- Think 'modular'
- More interaction = longer attention span
- Varied interaction = longer attention span
- Dual facilitators = longer attention span

Make it part of a journey

- Works best as part of a larger journey
- Self-paced assignments that connect to class
- Build relationships and buy-in
- Really leverage the stretch on time

QUESTIONS

THANK YOU