



# The world is changing

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And so can your Insights Discovery delivery

# Virtual learning is our future – and yours

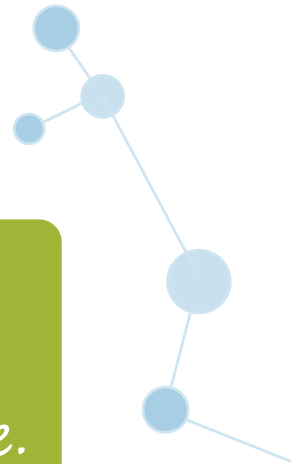
In the world of personal development, virtual delivery has sometimes been considered the poor relation of a live classroom experience. Too impersonal, formulaic, uninspiring – at its most basic a checkbox exercise that employees could complete on a slow day in the office.

And for those whose job it is to deliver personal, team, and leadership development, it's felt difficult to address the gap between what should be a personal journey for learners, and implementing technologies that not only replicate the experience, but enhance it. The day job of face-to-face delivery has left little room for focusing on the big picture that is the technological disruption of our industry.

# 72%

*of organisations believe that e-learning gives them a competitive edge.*

<https://b2wgroup.com/useful-elearning-statistics/>



In these uncertain times, your virtual facilitation skills can steer companies through uncharted waters and into calmer seas.

# Virtual learning is our future – and yours

But no more: the worldwide Coronavirus pandemic has thrown a spotlight onto so many areas of life, work, and relationships. For those of us in the business of providing impactful human learning journeys, that means understanding – today – how to make virtual learning a truly excellent experience for learners, and supporting workers through changing and challenging work environments.





# Serving your customers, virtually

Organisations all over the world are battling to survive right now, and the recovery to the global economy could yet prove to be unhelpfully slow. On the other hand, there could be a boom, as leaders rush to get back on top of projects, develop their people with compassion and humanity to meet new challenges, and display their business-ready status to customers.

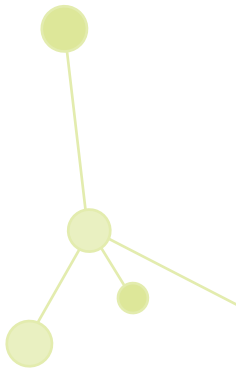
The truth is, none of us know what's to come – but in the meantime we must find new ways to serve our learners, by continuing to help them reap the benefits of the first-class personal development they deserve.

*In the last two decades, the online learning industry has grown by more than 900% – a figure that will certainly grow exponentially now*

<https://b2wgroup.com/useful-elearning-statistics/>

This eBook is here to help you quickly get comfortable with delivering learning in the new virtual environment. We'll look at:

- Why your voice is the magic ingredient
- Using colour energies to approach your session
- Drawing remote workers closer together
- Making the tech work for you and the learner
- The virtual facilitation top five tips for success



# Your voice is the magic ingredient

You already know how critical a good facilitator is to any learning experience. The best learning requires someone who is an **expert in their field**, but balances that with their **innovative style**; someone who is **agile and dynamic**, but **adaptable and learner-focused** too.

None of that changes with virtual delivery; in fact, the facilitator becomes critical to the distanced environment learners are immersed in. More than that, your voice will inevitably become the focus for much of the experience, so we've got some guidance to help you make it a seamlessly great one for all of your learners.

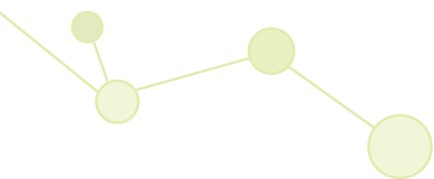
**Keep it conversational** A less formal style, more emotive presenting style will help you connect and engage with learners

**Keep it simple** Keep your sentences short and focused, to help learners ground the point you're making

**Repetition for emphasis** Repetition is a useful learning tool, but don't overuse it – save it for your biggest learns

**Get personal** For clarity and simple human connection, try to use peoples' names, instead of he/she/you

**Tell the story** Be clear about what you need people to know by the end of each slide or section, and stick to your narrative



# Using colour energies to approach your session

## *When planning for your virtual workshops ...*

- Encourage preparation - send the agenda ahead of time
- Share the how – the process and structure of the experience
- Be focused – honour the time participants are giving you

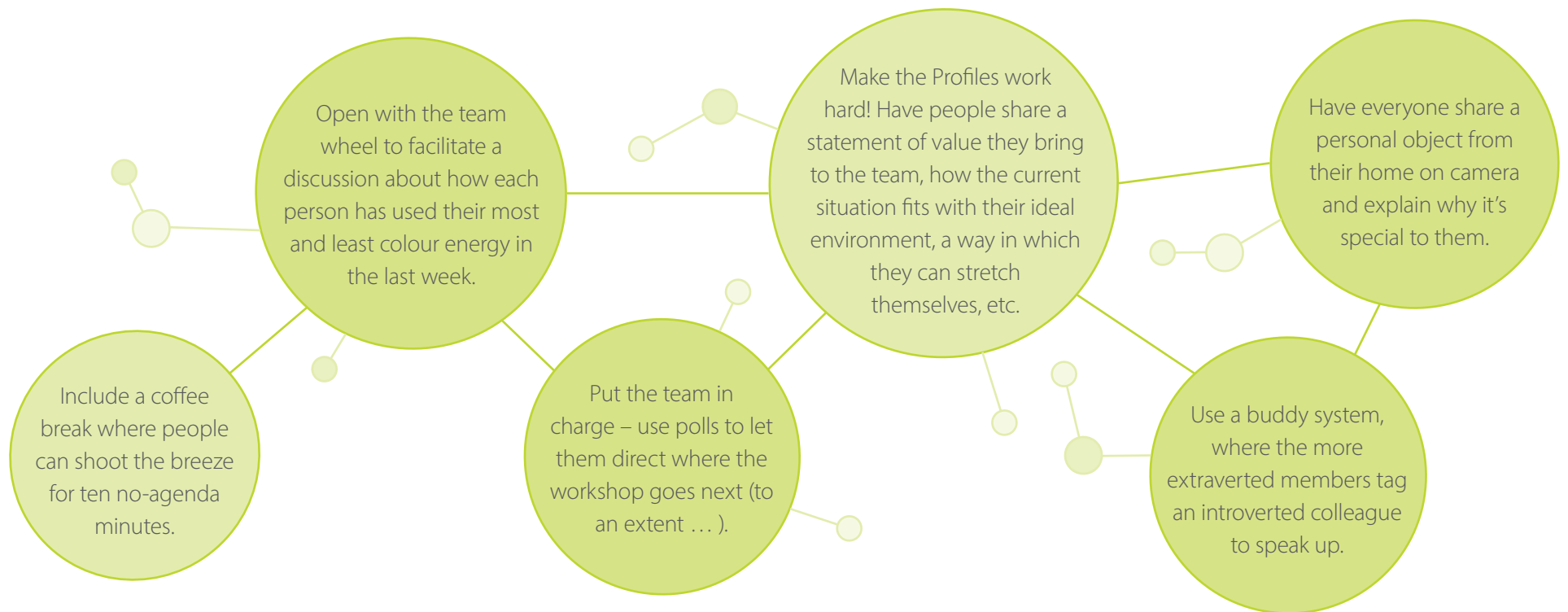
- Take charge – make sure you're on point and on time
- Headlines – give actions and expected outcomes up front
- Don't dwell – take side conversations offline

- Be inclusive – gently encourage all delegates to speak up
- Make it safe – everyone's truth is just that – theirs, and the truth
- Be present – arrive early and stay late to maximise the informal, personal time together

- Break the ice – get everyone to contribute right at the top
- Have fun – keep pace and use humour to make your learning sing
- Make space – create time for sharing, innovation and brainstorming

## Drawing a virtual team closer together

Teams that are physically distant from each other may need a little extra nurturing to close that gap. Here's some ways you can encourage them to re-establish great relationships right at the top of your session.



# Make the tech work for all of you

To give room for all delegates to participate, limit the amount of people you host per session. We find that around a dozen generates a good group dynamic; there's plenty of buzz and chat, but people still have space to contribute

Use polls to make the learner feel empowered: give them the option of what to discuss next (that you've planned for), i.e. which pillar of Team Effectiveness should we focus on, Process, Focus, Climate, or Flow?

Annotate or whiteboard your screen so that everyone can doodle their suggestions on to a slide, or throw ideas onto a blank screen

Virtual meeting technologies have a lot of tools which will help you bring interactivity into your virtual learning. Smart use of them can also help the learner feel empowered, included, and keep them focused.

For bigger teams or departments, use breakout rooms to facilitate break out chats about different topics. This also helps those with an introverted preference more comfortable in speaking up.

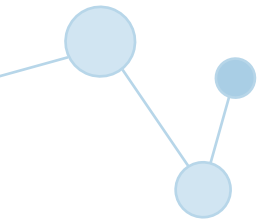
Chat! Let people use the chat to keep them engaged. Just be aware of when it may turn into a distraction, and remember you can turn it off if needed.



# Make the tech work for all of you

Even though you're used to delivering Insights Discovery face-to-face you may find it tricky to feel confident when delivering virtually. Here's a summary of how you can find your feet and hit your stride – today!

- 1.** Test your technology. Run dress rehearsals for the interactive tools, and have someone to support with tech
- 2.** Make smart use of the interactive tools, such as chat, polls, and breakout groups. Bring all voices into the session!
- 3.** Keep your slides simple, so that you're not just reading the content. YOU, your knowledge, and facilitation skills are the magic ingredient!
- 4.** Get comfortable with silence. Pause while people process the learning.
- 5.** Don't try to become a 'presenter' – stay as human, warm, and approachable as you always would.



# Good luck – and remember we're here to help

These are challenging times, and it's likely that the world of work will be forever changed by our experiences. For that reason, becoming a master of virtual delivery is going to be essential for facilitators. Flipping your scheduled workshops to the virtual environment is one of the quickest ways you can provide support for employees, teams and organisations, and continuity for your customers and learners, just as it has become crucial for Insights.

We know that you're responsive and agile to what your customers need from you – and we stand ready to support you as you refocus your delivery and your organisation. Talk to your Insights contact and

let us know how we can help you move forward through this period of difficulty, and opportunity.

Follow our social channels for new content every day that will help you support you, your learners and your colleagues.

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