

DELIVERING EFFECTIVE AND ENGAGING LEARNING

COURSE OUTLINE

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Delivering Effective and Engaging Learning

Course Aims

This three-hour workshop is designed for trainers, facilitators and L&D professionals who want to design and deliver effective, engaging quality training for the virtual environment. The session revisits some of the fundamental theories around design and examines old and new theories that fit into the modern virtual training world, with lots of practical tips and ideas to help you design and deliver a great development experience. Through guided discussion, demonstrations and reflective practice, delegates will compare face-to-face and virtual delivery, create an inclusive virtual learning environment, prepare technically and personally, and develop the presence, rapport and engagement skills needed to keep learners on track from start to finish.

Duration

3 hours (Face to Face or Virtual)

Target Audience

Our Delivering Effective and Engaging Learning workshop is suitable for trainers, facilitators and L&D professionals adapting to the virtual environment — including experienced virtual trainers looking for new design approaches and stronger engagement skills.

Learning Outcomes

By the end of the course, participants will be able to:

- Compare the differences between online and face-to-face delivery to adapt material
- Create an inclusive virtual learning environment
- Identify technical requirements for successful virtual delivery
- Use pre- and post-learning effectively to maximise retention
- Set clear learning outcomes that enable training effectiveness to be measured
- Use activities to check understanding and keep delegates engaged and motivated
- Apply different delivery styles to meet learners' needs
- Build rapport, trust and presence online
- Use questioning skills, tone, pitch, volume and pace for engagement
- Recognise and respond to engagement challenges unique to virtual platforms

Course Content

Session 1 - Effective Design to Engage the Learners

- Face-to-face vs virtual — engagement phase.
- Transformation and emerging trends in education.
- Pedagogy / andragogy — rethinking training designs and delivery.
- Different modes of delivery including hybrid, blended and flipped learning.
- 'Cognitive load' and other risks to learning in virtual delivery.
- Importance of aims, outcomes and objective setting and assessment of learning.

Session 2 - Preparation and Planning for Delivery

- Engagement management set-up.
- Pre- and post-learning — individual and group.
- Technical requirements — setting up and a plan B.
- Set yourself up — mindset, focused and comfortable.

Session 3 - The Delivery

- Inclusion and engagement — first impressions count.
- Virtual trainer presentation skills.
- Importance and value of 'presence'.
- Keeping learners engaged and on track throughout.
- Building rapport, trust and engagement online.
- When you need to do things differently.
- Additional engagement challenges using virtual platforms.
- Engaging non-verbal language and micro-behaviours — tone, pitch, volume, pace.
- Questioning skills online.
- Practice.