

Training Remotely?



Some trainers will have experience at conducting training sessions remotely but for some this will be a new way of doing things. We've put together a few tips that may assist in making the most of remote training.

With special thanks to recent ILTA Trainers Forums, LTC4's Trainer Network and all those who have posted hints and tips over the past weeks!

Starting with the challenges you may face

- No matter which technology you are using there is still a requirement for a reasonably good internet connection which may be a problem for some participants. Encourage participants to disconnect other devices in their home/office to get maximum bandwidth and maybe use their landline for audio and just use the computer to view content or videos
- Remote sessions tend to be scheduled on the hour or half hour so it may help to pick less popular times like 10.15 am or 3.10 pm to get better connections
- People may want individual training – wouldn't that be nice? But for some it may be the only way to make progress. Schedule short sessions for these people at less popular times of the day
- Make sure you won't have any background noise and mute the participants once you get started in case they haven't done so themselves

Moving on to the benefits

- This may be an opportunity to finally convince those lawyers who are reluctant to attend classroom sessions that they do need to improve their skills
- You may be able to schedule shorter, more focused sessions across the day for more variety
- You might find you have time to update documentation, record short videos, deal with common "how to..." queries. Liaise with the Service Desk to find out about recurring issues that you could address
- There may be greater acceptance of remote training which will help those with multiple far-flung offices
- Some firms may find that secretaries, paralegals and trainees have become far more self-sufficient
- Training sessions may be more popular – especially those featuring critical skills around Word, document and email management (including searching!) and collaboration

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How to keep users engaged and motivated

- Smile when you start – you can always hear a smile!
- Explain the agenda, the reasons for the training and the benefits to the user before you begin
- Be on time and welcome everyone
- Explain the features of your meeting technology that they may want to use e.g. Chat, Polls, etc.
- Mute the participants but give them an opportunity to speak if they “raise their hand” and make sure they know how to do that!
- Show your face! It is so much nicer to see the person who is presenting, even if it is just at the beginning of the session
- Small groups work much better than large ones – 8-10 people should be maximum. That way you can engage with the individuals as and when necessary and you are less likely to lose people along the way
- Keep the sessions to 1 hour maximum
- Allow for a few questions at the end
- Sign off with a summary of the main take-aways from the session and send them to each participant straight away

And finally

- Remember that you need to take a break regularly throughout your online training sessions
- Move around, get up and walk about every hour or so
- Keep a glass of water close by so you keep hydrated & in case of dry throat or cough
- Make sure your monitor and keyboard are positioned well so you don't end up with backache at the end of the day

Thanks again to the ILTA Trainers Forums, LTC4's trainer Network



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