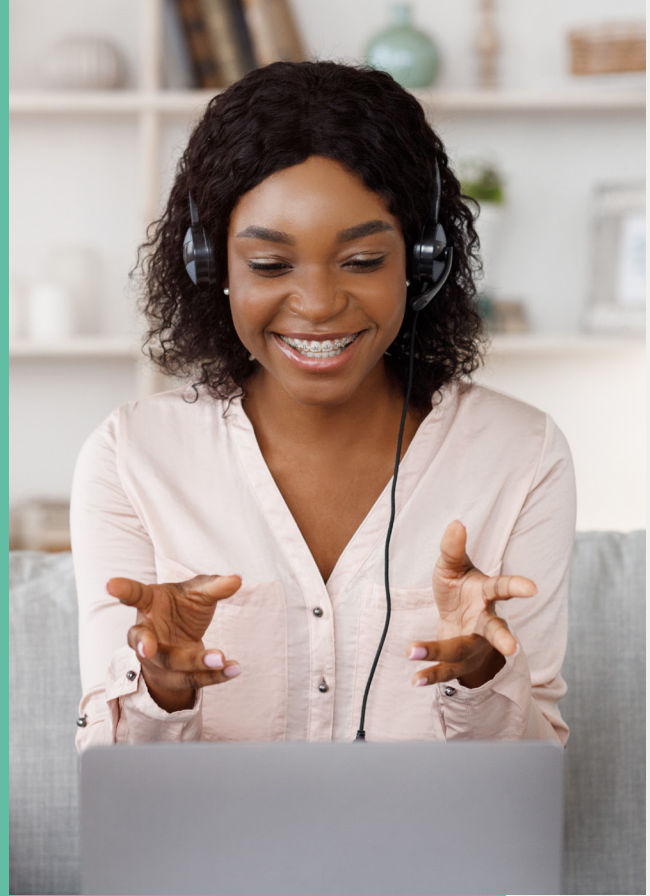




The VILT Instructor's Handbook: How To Launch A Top-Notch Virtual Training Program On A Tight Timeline



Adobe Connect



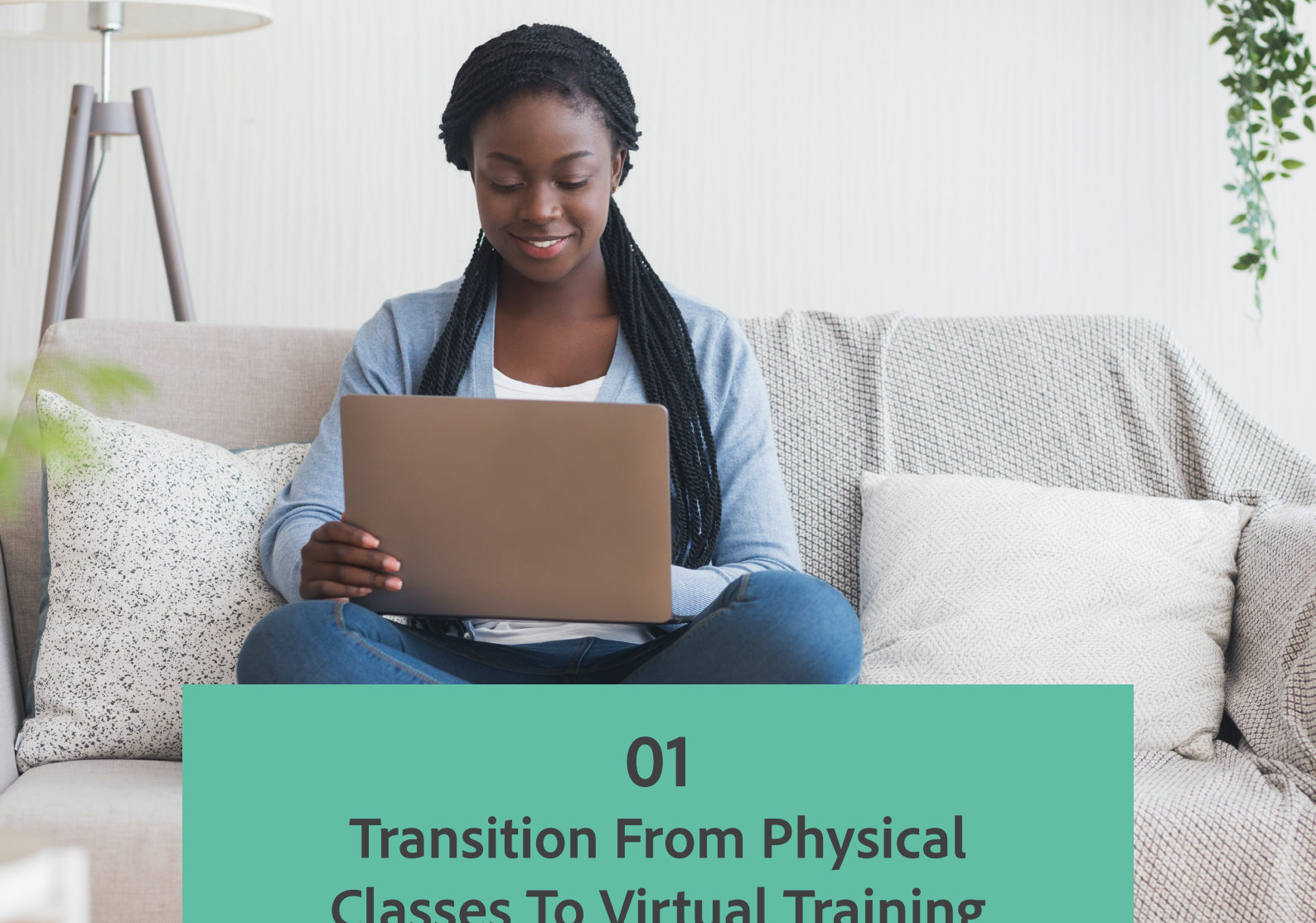
Introduction

Virtual instructors should evaluate and leverage the full potential of online training platforms to maximize learner engagement, instead of merely viewing them as remote meeting solutions. But which capabilities should you consider as must-haves and how do you find the perfect solution for your organizational needs?

This ultimate guide can help you launch a wow-worthy virtual training program for your team.

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01

Transition From Physical Classes To Virtual Training In 7 Stress-Free Steps

While many organizations are looking for innovative and cost-effective ways to train their teams, most assume that virtual training can never be as effective as on-site training. Maybe they're unfamiliar with learning technologies available to make this hurdle a thing of the past. One of the most common hurdles is putting their VILT plan into action. Where do you even begin? What is the process involved?

This chapter outlines 7 key steps to switch from on-site training to virtual training, minus the stress.

Steps To Switch From On-Site To Virtual Training

a. Conduct A Needs Assessment To Pinpoint Potential Roadblocks

The primary objective might be to reap the many rewards of virtual training, such as reducing L&D costs and improving remote accessibility. However, you need to identify key pain points to be addressed with the new program in order to unlock the full benefit of VILT. This calls for a needs assessment that isn't restricted to the gaps in your current training program but considers alignment with the overall business strategy and goals.

For instance, why are customer satisfaction stats slipping in recent months? Is there a link between low CX scores and ineffective online training resources? This needs assessment also allows you to disclose potential obstacles before launching your virtual training strategies, such as the use of barebones meeting tools, or outdated learning technology, or lack of expertise in using the full potential of L&D tools.

b. Identify In-House SMEs

Transitioning from physical classes to virtual training doesn't necessarily mean that you'll have to hire additional instructors or facilitators. In fact, with proper training and support, current instructors can step into the role of VILT expert. As an example, a sales enablement instructor can offer virtual sessions on a grander scale, instead of on-site workshops that can only accommodate 30 employees or external partners. Another option is to evaluate the skills and competencies of your staffers to find hidden SMEs. A customer service manager might be the ideal instructor for your VILT interpersonal skills certification course.

c. Develop A Virtual Training Curriculum

Which elements of engagement will you include in your virtual training courses? How will you simplify complex subject matter to make it easy to digest? What's the best way to bridge knowledge gaps using available resources? Successful virtual training experiences start with a clear and concise curriculum. Of course, measurable objectives lay the foundation for this as well as desired outcomes and performance behaviors. For instance, what do employees need to accomplish or understand by the end of the VILT session? Do they require hands-on experience to reinforce knowledge and evaluate practical skills application and can those interactive elements of training be delivered virtually just as effectively?

d. Launch A Supplemental Library

While a structured curriculum is essential, you also need to consider JIT support. A microlearning resource library gives employees the opportunity to fill gaps on the spot and address areas for improvement autonomously. They can also use this repository to supplement their virtual training experiences. Let's say that a member of your team is still unsure about the latest product line or needs to work on their communication skills. They're able to access the bite-sized scenarios, simulations, and tutorials available in a persistent virtual environment, even after the live classroom to quickly expand their professional know-how at their own pace.

e. Choose The Best Virtual Training Software For The Task

Selecting the right virtual training solution for your L&D and business needs should be a top priority, as you'll use the system to develop and deploy your VILT strategy. Ideally, the software should be more than just a "meeting tool." It should serve as a central hub for every webinar, workshop, brainstorming session, and virtual training event.

Some of the most important factors to consider are your price range, system versatility, and user-friendliness. The cheapest may not be the best. Every member of your team should be able to use the software to host peer coaching sessions, virtual classrooms, etc. Last, but not least, hosting and attending events should be stress-free.

f. Test The Virtual Training Waters

Before you roll out your virtual training plan of action, it's wise to wade into the waters of VILT and see how everything goes. Host a few test events to evaluate your approach and curriculum design. Are all of your instructors well prepared? Do your JIT support tools align with the objectives? Should you fine-tune your discussion points to reduce seat time? Do your guest speakers/co-instructors need more prep to keep the conversation on track and deliver the necessary information? Now is the time to identify roadblocks that might hinder learner engagement or the quality of your virtual training experiences as a whole.

g. Gather Feedback To Identify Emerging Gaps

There are two essential feedback points to consider. The first is during your test rounds. Conduct surveys to see how attendees felt about the virtual training course and what needs to be improved. Next, you should gather feedback post-implementation to dive deeper into the UX and ensure that all the previously disclosed issues have been addressed. For example, you should include a Q&A session at the end of each event to address questions and concerns immediately, instead of saving it until the very end of the VILT certification course.

Another important component is ongoing feedback to identify emerging gaps as they arise. Everything is running smoothly with your health and safety compliance course until the rules and regulations change. Now you need to update your curriculum, JIT support library, and instructor talking points to reflect the new guidelines and mitigate risks.

Summary

Ultimately, you need an intuitive and robust system to lower the learning curve and offer corporate learners a seamless transition from physical classes to virtual training. Adobe Connect gives you the ability to transition from on-site to virtual training without losing that all-important human connection. You can host live training events, workshops, and webinars to keep your team in the know.

Selecting the right virtual training solution for your L&D and business needs should be a top priority, as you'll use the system to develop and deploy your VILT strategy.



02

How To Create Amazing Virtual Experiences For Popular L&D Use Cases

Organizations might be tempted to take the "information dump" route, assuming that it will make the most of every VILT minute. However, truly memorable and meaningful virtual training experiences are personal, engaging, and consider cognitive overload. This guide will help you develop amazing virtual sessions that stick with employees and partners for months (or years) to come. Each section features top virtual training activities, icebreakers, and tie-in JIT support resource ideas to give you a head start. We also explore why organizations should create a custom virtual training program for each use case to build the L&D excitement and facilitate knowledge sharing.

5 Popular Use Cases For Virtual Training

a. Onboarding

First-day jitters can turn even the most confident new hire into a nervous wreck. Onboarding virtual training preps them for challenges ahead. More importantly, it allows them to break the ice and get to know their peers in a less formal setting. In many ways, VILT breaks down the communication barriers and fosters an emotional connection between co-workers, instructors, and team leaders. Everyone has the opportunity to ask questions in real-time and get immediate feedback, as well as reflect on personal areas for improvement before they venture into the workplace.

Inspired Virtual Training Ideas

- **Remote meet-and-greets:** New hires get to socialize with coworkers and evaluate fresh perspectives.
- **Quick knowledge checks:** Evaluate employees to see how much they know and set a benchmark (for ongoing development).
- **Virtual tours:** Provide the opportunity to explore their new workspace and/or work-related software from afar.
- **Interactive employee handbooks:** Cover company policies, work tasks, and job responsibilities virtually.

b. Leadership Training

Leaders might set the example, but they need ongoing support to support their teams in turn. Virtual training facilitates continual skill-building and self-assessment. They're able to learn from industry insiders, as well as fellow managers who have niche expertise. Furthermore, VILT leadership training enables them to step into the role of mentor/coach if they have unique insights to offer.

Inspired Virtual Training Ideas

- **Story swaps:** Exchange on-the-job tales to evaluate different approaches and reflect on performance behaviors. This is also a great ice-breaker activity.
- **Bite-sized guides:** Highlight task protocols, rules and regulations, and managerial skills. Keep it targeted for quick knowledge assimilation and JIT support.
- **"Parting gift" infographics:** Create a fresh infographic for each VILT session to reinforce what they've learned. Don't let leaders leave empty-handed.
- **Troubleshooting tips:** Ask experienced leaders to share their recent challenges and seek advice from fellow managers.

VILT breaks down the communication barriers and fosters an emotional connection between co-workers, instructors, and team leaders.

c. Performance Management

This broad L&D umbrella covers everything from improving behaviors to reinforcing positive habits. It also involves continual performance support, coaching, and other essential ingredients to help employees achieve their full potential. Thus, virtual training is a perfect fit since staff members don't have to wait for monthly ILT sessions or annual performance evaluations to disclose personal pain points. For example, instructors can host group virtual training events based on shared skill, knowledge, or performance gaps.

Inspired Virtual Training Ideas

- **Goal-setting workshop:** Host a targeted workshop that's all about setting manageable goals and learning how to track them effectively.
- **Career planning chart:** Every staff member creates a chart that outlines their career trajectory and where they see themselves six months or even six years from now.
- **Peer review:** Peer pairs discuss their goals and areas for improvement every month to improve accountability. This can also be paired with a peer mentoring contract.
- **Do and don't demos:** Produce quick videos that showcase positive and negative habits in the workplace to put everything into context.

d. Remote Workforce Development

The COVID crisis has made many employees feel isolated and disconnected from their peers. Of course, there's the geographical distance to consider, but the emotional repercussions are often more prevalent. Virtual training empowers employees because they come face to face with instructors and coworkers. They're able to hear subtle nuances in their voice or see facial expressions, which humanizes the experience. As a result, you can deploy remote workforce development virtual training courses that bring people together without sacrificing their learning journeys.

Inspired Virtual Training Ideas

- **Professional priorities checklist:** Ask employees to create a checklist of their top development priorities based on current gaps and goals.
- **Upskilling opportunities:** Launch skill-specific support libraries that are categorized by skill or core competencies.
- **Shadowing sessions:** Break employees off into pairs or teams, then allow them to experience a typical workday from their peers' point of view.
- **Barrier breakdowns:** Encourage employees to challenge their assumptions or limiting beliefs through group discussions.

Virtual training is a perfect fit since staff members don't have to wait for monthly ILT sessions or annual performance evaluations to disclose personal pain points.

e. Sales Enablement

Sales teams these days are often on the go. Even if they work from home, busy schedules keep them from participating in "traditional" eLearning courses and on-site ILT sessions. That said, virtual training is often more flexible assuming it's meticulously designed to be just as effective too. If they miss the live event, they can watch the recorded version and still learn from the instructor's or guest speaker's insights. Another benefit is being able to gather valuable feedback from external partners, and sales channels, since virtual training allows space for a two-way dialogue.

Inspired Virtual Training Ideas

- **Sales pitch presentations:** Invite top sales performers to demo their pitches and offer pointers.
- **Product pop quizzes:** Test sales employees on their product know-how, from features to innovative uses.
- **Soft skill-builders:** Create microlearning tutorials and video demos that highlight interpersonal skills in action.
- **Customer anecdotes:** Encourage employees and partners to speak from personal experience and share how they overcame customer apprehensions.

Summary

Bear in mind that these activities are just springboards to help you kick-start your virtual training program. Adobe Connect is a versatile platform that allows you to launch engaging live virtual training experiences, regardless of your industry or staff size. You have the power to transform on-site ILT sessions into immersive and interactive synchronous virtual training events, webinars, and L&D workshops for your entire team. It's not just about giving them an online space to meet and greet clients but empowering staffers to seize informal training opportunities.



03

From Breakout Activities To Live Events: 8 Virtual Classroom Design Best Practices & Principles

Are you ready to launch a virtual training program that inspires awe and fully engages your remote learners? In this guide, we'll walk you through virtual classroom design best practices to create engaging virtual events, virtual training exercises, and breakout activities. You'll also discover the key principles of effective online learning and how modern tech allows us to weave them into our virtual training experiences.

4 Virtual Training Design Best Practices

a. Personalization Is Power

Everyone in the virtual classroom should feel like the session is custom-tailored to their needs. Of course, you can't host a separate VILT event for every remote employee. However, you can offer a diverse range of activities that cater to different preferences and pain points. For instance, some learners enjoy group brainstorming sessions, while others prefer to evaluate the problem on their own and come up with viable solutions. The secret is to empower learners by giving them a space to expand their knowledge and evaluate their level of understanding.

b. Activities Must Suit The Subject Matter

The breakout room and virtual training activities you choose should not only align with learners' needs but the subject matter and objectives. As an example, tasks may require more hands-on experience, which calls for simulations, branching scenarios, and video demos. On the other hand, checklists and infographics might be ideal for compliance and company policy topics. Consider what learners need to acquire or accomplish before the end of the virtual classroom session, then develop activities that target related gaps and goals.

c. Audience Participation Is A Top Priority

Learners shouldn't sit back and watch the show. They need to be part of the virtual classroom experience as much as possible, and instructors need to encourage them to do so. Ask questions. Get them to share their stories. Ultimately, everyone who shows up shouldn't just sit on the sidelines but become part of the discussion. Of course, to avoid attendees talking over one another, allocate specific times when audience participation is mandatory. For example, open the floor to questions after the first 20 minutes or schedule a breakout activity after each VILT module or include polls and contextual chats throughout the delivery.

d. Ongoing Support Isn't Optional

If you do host live events, the learning shouldn't stop when users log off. You need to provide continual support in the form of JIT libraries, follow-up resources, or even peer coaching groups. Let them know that there's a support system in place should they need it. One option is to set up the virtual classroom with reading material & surveys ahead of the live class. You can also add a resource hub with downloadable resources and web-links accessible after the live class. That said, during the session, there are ways to make a long-lasting impression so that learners can handle emerging challenges. For instance, use drawings, annotations, and audio clips to improve knowledge retention and recall.

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4 Key Principles Of Tech-Centered Virtual Training

Malcolm Knowles may have introduced the adult learning theory decades ago, but the core principles still ring true today. In fact, technology gives us the power to create even more profound virtual training experiences for mature learners. Here are the 4 principles of adult learning theory from a modern, tech-assisted point of view.

a. Adults Need To Be Actively Involved In Planning And Evaluation

Virtual training enables learners of all ages to play a pivotal role in their own development. They can assess their skills and performance behaviors to identify areas for improvement, as well as set personal goals to address work-related gaps. Additionally, remote learners can help instructors and facilitators fine-tune the VILT program by providing targeted feedback, which enhances personalization.

b. Mistakes Unlock True Learning

Making mistakes and learning from them is all part of the process. Virtual training often includes self-guided activities and support resources that facilitate discreet mistake-driven learning. For instance, the VILT instructor shares a personal anecdote that prompts learners to reflect on past reactions or performance slip-ups. Or, maybe remote staffers engage in group discussions to explore fresh perspectives and re-assess their own limiting beliefs.

c. Relevancy And Real-World Application Are Essential

Successful adult learning experiences are relatable, relevant, and real world-based. Learners are able to apply all the information and skills they've gained in a practical context. This is where virtual classrooms truly shine. As an example, an employee attends the VILT event to learn how to engage with customers and build their communication skills. They have the chance to see how the instructor handles similar situations and then mimic this in the real world. Of course, they must first assign meaning and determine how to apply these core competencies and behaviors in their everyday lives. In other words, put their own unique spin on the information to truly make it theirs.

d. Adult Learning Experiences Must Be Problem-Centered

At the heart of adult learning is a problem or challenge. The reason why many learners seek out these training opportunities is to bridge gaps and continually hone their talents. Every virtual classroom session should focus on practical problems and actionable solutions. For instance, the instructor outlines the compliance risks involved, then explains how to mitigate them with a step-by-step plan. The beauty of virtual training is that it can mold to fit emerging challenges at a moment's notice, thanks to organic conversations and immediate feedback.

Summary

While there's no shortage of virtual training solutions, Adobe Connect stands out from the crowd by delivering flexible, personalized, and collaborative learning opportunities. You're able to provide easily accessible virtual training sessions for every member of your team, even those with visual, auditory, or mobility impairments. You can also opt for flipped classrooms, blended learning, and active learning for groups big or small with its persistent rooms and unique set of engagement tools.



Virtual environments that come alive

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04

How To Pick The Perfect Virtual Training Tools For Your Business Needs

Choosing the right virtual training tools for your business usually involves a lot of trial and error. Even if the platforms make it through to the final vendor vetting round, there's still a chance that some critical evaluation aspects were missed in the RFP itself forcing your best potentials off your checklist. Fortunately, there are ways to expedite the process without cutting corners. Here are some insider secrets to choose the best virtual training software for business objectives and existing pain points, as well as maximize learning retention. We also highlight potential virtual training pitfalls that organizations can avoid by choosing the right tool.

6 Top Tips To Choose The Best Virtual Training Tools And Avoid Potential Pitfalls

How do you select the right virtual training tools based on your team's tech expertise and VILT objectives? These 6 tips can help you avoid buyer's regret and choose the best system, minus the stress:

a. Qualify Vendors Who Specialize In Virtual Training

Vendor vetting is essential because it gives you the opportunity to evaluate the company's background and area of expertise. However, you should focus on tools for virtual training instead of casting the net wide. For instance, the platform must support virtual classrooms and integrate with your existing LMS, rather than just meeting your video conferencing needs. These advanced functionalities enhance ROI and allow you to launch a VILT strategy.

b. Set A Realistic Budget

Cost isn't everything, as you need a tool that delivers all your must-have features and provides top value for money. However, you should have an accurate budget in place that outlines all the expenses involved. For instance, how much can you realistically spend on the up-front costs and subscriptions to implement the platform? What should you allocate to content development and training the trainers to supplement your VILT experiences? These may not be costs directly related to the software, but they still factor into the ROI.

c. Create A Shopping List

Create a list of software features and functionalities you simply can't do without. Maybe you need additional vendor support or storyboard integration to boost participation. Now is the time to jot down everything you require to implement a successful VILT program so that you can compare the top tools. For example, a virtual training solution that serves as a meeting, VILT, and webinar platform could replace several systems in your tech stack. Thus, the potentially higher up-front costs will actually reduce your VILT spending over time.

d. Evaluate Support Services

Every vendor offers some level of support, whether it's an email contact or a vast online knowledge base. The key is to look for virtual training tools that address your support gaps. As an example, you need a platform with tutorials, video demos, and other training resources because your team isn't familiar with VILT systems. Then again, you might look for fewer support options if you already know your way around virtual training systems. Just keep in mind that more is best when it comes to support services. You never know when you might need the help center to overcome a tech obstacle or prep your host for an upcoming event.

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e. Make The Most Of Your Test Drive

Most virtual training software providers offer some sort of trial or demo. This gives you the chance to test the tool in the real world and put all those features and functions into practice. That said, you need to know what to look for during your limited-time test drive. It's best to gather feedback from your team in advance, then compile a checklist so that you know what to focus on. Here are a few questions to consider during your free trial or demo:

- Is the tool easy to use for every member of the team (not just the tech-savvy ones)?
- Does the system easily integrate with your existing software suite?
- Can you leverage the tool for multiple in-house use cases?
- Do the rewards outweigh the risks? Or do you need a platform that delivers more value for money based on your business objectives and areas for improvement?

f. Don't Settle For Second Best

You might be tempted to go with the "cheapest" option or try to adapt a traditional web conferencing tool to suit your specific needs. For instance, download add-ons or plug-ins to offer VILT events with a basic video conferencing solution. However, you need a specialized tool that facilitates hands-on and collaborative learning. In fact, choosing the right tool for your team can help you avoid the following pitfalls:

- Long implementation timelines because the tool is too challenging to set up and navigate.
- Low participation rates are caused by a lack of interactive engagement tools support (i.e., employees are unable to break off into small groups).
- Hidden costs because you didn't account for additional upgrades or replacement software due to incompatibility.
- Limited personalization, as your new tool, doesn't support flipped or blended learning options.

Summary

Which virtual training platform is a perfect fit for your organization? Adobe Connect is feature-rich and flexible, making it the ideal choice for organizations that want to host VILT events, webinars, workshops, and remote team meetings. Whether you're making the switch from face-to-face training or looking for ways to optimize your current virtual training program, Adobe can help you achieve your objectives and maximize employee engagement.



05

Achieving Buy-In: How To Make A Successful Business Case For Your Virtual Training Program

The office environment as we know it is changing and, along with it, the way that employees work, communicate and undergo training. If you are looking to upgrade your generic web conferencing and online training tools, here are some best practices to establish the business value of specialized virtual training solutions. These can help you win over stakeholders and secure funding for your new virtual training system.

Tips To Establish The Business Value Of Virtual Training Solutions

a. Connect Virtual Training To Business Objectives

The most important part of building your business case for a virtual training program is to convince the key players that there's a need for one to begin with. Every organization has pain points, even the most successful ones. Identify those problem areas, explain how they could be improved, and set out measurable goals that can be achieved by implementing a virtual training solution. For example, a new VILT system can improve practical application and peer-based knowledge sharing, reducing overall time to value.

b. Break Down The Expected ROI And Investments Involved

It all comes down to the almighty dollar. It's crucial to present your stakeholders with a well-structured report on the costs and the returns. Focus on the increase in employee performance and productivity that will ensure a boost in ROI. You can also draw their attention to the resources that could be saved by eliminating various aspects of traditional training, such as site rental fees. Another option is to present the estimated costs, including upfront purchase, additional payroll, and tie-in content necessary for a smooth transition into the new virtual training experience.

c. Identify Risks And Provide A Back-Up Plan

For your business case to be effective you might have to play the devil's advocate from time to time. Explore any risks involved, such as unexpected delays, hidden costs, or pushbacks from the team members. Then offer a detailed plan of action to deal with any issues that might occur. If you don't, the stakeholders might be daunted by the challenges before they have the chance to consider the benefits of the virtual training program.

d. Explore Innovative Uses For The Virtual Training Tool

Drive your point home by exploring all the innovative real-life applications of the new virtual training solution. For example, instead of working on theoretical scenarios, such as the ones offered by the traditional web and face-to-face training methods, employees will get access to first-person point-of-view training simulations. Therefore, they will be able to host virtual customer training events and deal with real problems in a contextual environment.

e. Outline The Implementation Timeline

Moving forward with the business case, you must let your management team know how you plan to successfully implement the new virtual training solutions. Prepare a complete rollout strategy that maps out all the steps of the process, the tools that will be selected, as well as the people responsible for each step. Don't forget to reassure stakeholders that you have prepared alternative solutions in order to mitigate potential risks. For example, it may take longer for your team to familiarize themselves with the tool or prep the necessary curriculum. But you've already thought ahead and left a little wiggle room to avoid rollout delays.

f. Include A List Of Top Choices

Now would be a good time to get more specific about which tools will be needed to bring your proposed virtual training solutions to life. Highlight the top available choices and explain what makes them stand out in the virtual training market, as well as the benefits each one would bring to your organization specifically. It is also important to talk about costs at this point. What are the initial purchase and ongoing expenses for each tool? Which pricing models do they use? Do they offer free trials to instill buyer confidence and reduce financial risks?

g. Highlight The Alternatives (And Their Drawbacks)

Just before wrapping up, take the chance to discuss any alternative solutions to the initial problem areas you identified. It's always more favorable to present a flexible project to the stakeholders, as it gives them the freedom to adapt accordingly. However, if you want your business case to be complete, you should also cover the possibility of nothing being done and the organization proceeding with the current tools and training strategy. For example, you can stress how not upgrading your training procedures can lead to safety risks and subsequent higher L&D costs due to travel expenses, printed material costs, etc.

h. Summarize And Give Your Recommendation

Lastly, briefly summarize your key points and provide your personal recommendation on how you can best achieve the desired goals. Weigh the pros and cons while also recapping the implementation timeline, costs, and tools involved. Thus, the stakeholders will immediately have access to a spherical view of your plan, which could expedite the evaluation process. You can also take a more holistic approach by outlining the supplemental resources you require. For instance, you'll need to develop JIT support activities and modules to unlock more online training possibilities and increase employee participation.

Summary

Change is inevitable. If you don't want to be left behind and suffer from skill stagnation, you must follow current trends. With these actionable tips in hand, you can form a thorough and convincing business case that will help you convince stakeholders and prove virtual training solutions ROI, while also avoiding the most common implementation pitfalls.

Are you ready to see Adobe Connect's virtual training versatility in action? Sign up for a free trial to test out the features, functionality, and amazing support.



06

Doing More With Less: Innovative Tips To Leverage Virtual Training Technology In Your Organization

Virtual training technology gives you the power to fill gaps and achieve your goals on a global scale. But how do you maximize these tools to improve ROI and leverage existing content? Let's take a deeper dive into how online trainers can get the most from the unique capabilities of Adobe Connect. We'll also highlight additional applications, such as hosting webinars, live events, and virtual team meetings to boost in-house collaboration.

7 Ways To Maximize Your Resources With Virtual Training Tech

a. Use Virtual Training Templates

Persistence and virtual training templates help a little go a long way. You can create them once and use then re-use them across the organization to cut costs and development time. In fact, Adobe Connect can help trainers create storyboards to guide learners' attention so that they don't miss a thing. You can also light up your virtual training stage with images, multimedia, chats, notes, and interactive courses to bring even more excitement to the experience.

b. Personalize The VILT Experience With Breakout Rooms

Breakout rooms give learners the chance to chat in smaller groups and host their own peer coaching sessions. As a result, you bridge gaps more cost-effectively since these sessions offer built-in peer feedback. This also enhances personalization, due to the fact that every employee can focus on areas for improvement discreetly and tap into coworker know-how. For instance, there's a breakout room session that centers on interpersonal skills or group problem-solving. Attendees identify soft skills they need to work on or figure out new troubleshooting strategies. Here are a few innovative uses for breakout rooms:

- Ice-breaker meet-and-greets for new hires
- Interactive Q&A sessions to collect feedback and address employees' concerns
- Group strategic planning events for individual goal-setting
- Roundtables that allow learners to share recent challenges and explore creative solutions

c. Host Topic Chats

Host multiple chat instances on your virtual training stage based on specific topics, gaps, or core competencies. With Adobe Connect, participants can even use colored text and emoticons to express themselves and liven up the conversation. These topic chats are also great for targeted problem-solving. For example, several employees are having trouble with customer complaints. They can start a chat to discuss potential obstacles and solutions to not only de-stress but improve CX scores.

d. Use Polls For Quick Knowledge Checks And Feedback

Polls and surveys help you gather actionable insights and pinpoint emerging challenges. You can even use them to fine-tune your virtual training strategy based on employee preferences. Does your staff prefer one type of activity or JIT support resource over another? Adobe Connect also allows you to ask questions and get answers in real time. For example, use multi-choice, multi-answer, or open-ended short answers to get their input right away.

Adobe Connect can help trainers create storyboards to guide learners' attention so that they don't miss a thing.

e. Schedule Live Events To Foster Internal Knowledge Sharing

Employees are your most valuable assets in more ways than one. They don't just provide amazing customer service, pitch your products, and represent your brand. Staff members can often step into the role of mentors, coaches, and internal SMEs. Schedule live virtual training events with special guest speakers (AKA top performers). Your customer support manager might offer tips to tackle task-related challenges or mitigate compliance risks on the job, while your warehouse supervisor hosts remote safety training events to keep everyone safe and reduce workers' comp claims.

f. Host Winning Webinars For Targeted (Reusable) Training

Think of webinars as the gift that keeps giving, especially if you record them for later viewing. Host a webinar about customer or sales enablement, then add it to your virtual training library so that learners can view it for months (or years) to come. In some cases, you can even create evergreen content to stretch your budget and extend your course's shelf life. The key is to make it a holistic experience. For instance, the webinar is the centerpiece, but real-world activities and microlearning support tools help autonomous learners along the way. Then again, you can always break this webinar into bite-sized modules to make it JIT-ready.

Summary

Of course, making the most of virtual training technology hinges on the right tool. You need a platform that's user-friendly to avoid rollout roadblocks. That's where Adobe Connect steps in. It's intuitive, robust, and flexible enough to suit every virtual training use case. Another stand-out feature of Adobe Connect is Engagement Dashboards which allow you to read the crowd and adjust the course accordingly. For example, slow down, ask questions, or share supplemental training activities to get them actively involved. You can track attention and a variety of other interactive participation metrics to ensure that every member of your team is fully engaged.

Conclusion

Organizations are always looking for new ways to stretch their available resources without compromising employee productivity and performance. Virtual training gives you the rare opportunity to cut face-to-face training costs AND get employees actively involved in the development process. But first, you need to choose the best platform for your virtual classroom.

Searching for virtual training software that taps into the true power of VILT and remote learning experiences?

Know more

Adobe Connect is a live virtual learning delivery solution that specializes in engagement-driven learning and delivers learner experiences that go beyond video conferencing or physical classrooms. With Adobe Connect, instructors can infuse their sessions with interactivity and create equal learning opportunities, even for participants with sight, hearing, or mobility impairments.



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**Virtual environments
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