



Facilitating Virtual Training Certificate

Engage your audience in the virtual classroom.



Certificate of Completion



Live, Online Course



12 Hours to Complete



Focused on a Topic Within One Area of Expertise (AOE)



On-Site Offerings Available

Nearly two-thirds of organizations use virtual classrooms. According to ATD research, this figure continues to rise. As a result, virtual facilitation is becoming a core competency for trainers. In this environment, success requires unique skills in audience engagement, creating nontraditional interactivity, sensitivity in how trainers use their voice, and confidence to multitask in a new technical and logistical setting.

ATD, in partnership with online learning experts InSync Training, offers this virtual training certificate in a two-hour practice facilitation session. You and an assigned partner will receive a piece of content to deliver virtually, using the techniques modeled. At the conclusion of this online facilitation training, you will have developed the skills and confidence to successfully facilitate synchronous learning events.





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Derived From ATD Research, Backed by Our Competency Model

ATD's Facilitating Virtual Training Certificate program follows the key knowledge and actions that successful trainers must have to meet business needs when delivering training online, as defined by research.

Flawless facilitation of virtual instructor-led training is a core competency for learning professionals. Learn to maximize engagement of remote participants, gain the skills and confidence to successfully facilitate synchronous learning events, and manage the logistics of facilitating virtual learning.

In this program you will:

- Learn to apply proven techniques that maximize learner engagement, energy, and motivation via online learning.
- Use producer or assistant facilitator support to ensure seamless, stress-free sessions.
- Manage technical and participant problems that can and will occur.

After this program you will be able to:

- Use your voice as your most powerful instructional tool and learn to read the nonverbal cues of participants.
- Prepare yourself, your learners, and the technology through rehearsals, participant communication, logistical setup, and post-session follow-up.

Related Learning Offerings

ATD Master Performance Consultant™ Program

Tailor your learning. Prove your ability. Deliver the most engaging and effective training.

Designing Virtual Training Certificate

Design powerful activities for instructor-led virtual training.

Designing Visuals for Learning Certificate

Produce extraordinary visual learning materials that get results.

Presentation Skills Certificate

Gain the confidence and skills to deliver first-rate presentations.

Training Certificate

The premier train-the-trainer program.





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COURSE OVERVIEW

MODULE 1

Creating Audience Engagement

MODULE 2

Be a Broadcaster

MODULE 3

Team Teaching

MODULE 4

Mishap Management

Module 1: Creating Audience Engagement

- **Job Description: Virtual Classroom Facilitator**
- Facilitation Skills I Want to Work On Activity
- Preparing to Be an Online Facilitator Activity
- Creating Audience Engagement Activity
- Pre-Work for Our Next Session

Module 2: Be a Broadcaster

- The Broadcasting Model Activity
- **Best Practices for Creating an Engaging Audio Environment**
- **Managing Participant Questions**
- Answering Participant Questions Activity
- Questioning Techniques Activity
- **Effective Facilitator Communication**
- Reading Participant Body Language Activity
- Pre-Work for Our Next Session

Module 3: Team Teaching

- The Producer's Skill Set Activity
- Three Kinds of Producers Activity
- How the Producer Works With the Facilitator Activity
- **Participant Advocate**
- How the Producer Works With the Facilitator
- **How Our Facilitator Guide Is Laid Out**
- **Managing On Your Own**
- Pre-Work for Our Next Session

Module 4: Mishap Management

- Preemptive Mishap Management Activity
- **Pre-Emptying Mishaps**
- **Four-Step Mishap Management Process**
- **Seven-Step Facilitator Mishap Management Process**
- Managing Challenging Participant Behaviors Activity
- Pre-Work for Our Next Session





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COURSE OVERVIEW

MODULE 5

Preparation and Practice

MODULE 6

Facilitating a Live Session Segment

Module 5: Preparation and Practice

- **Six Preparation Areas**
- Participant Communication Activity
- Participant Preparation Activity
- Technology Activity
- Logistics Activity
- Rehearsal Activity
- Post-Class Follow-Up Activity
- Post Session 5 Practice Notes Activity
- Session 5 Post-Work

Module 6: Facilitating a Live Session Segment

- **Facilitation Workshop**
- **Notes 60**
- Peer Successes/Suggestions Activity
- My Successes/Suggestions Activity

Additional Tools and Resources:

- Mishap Management Checklists
- Working in WebEx Breakouts
- *The Synchronous Trainer's Survival Guide Facilitating Successful Live and Online Courses, Meetings, and Events* by Jennifer Hofmann, Phieffer 2003

What Participants Are Saying

“ This program truly prepared me for how I can be an effective facilitator in the virtual setting. I am so glad I now have the tools I need to ensure that the content is well received and that the participants are actively engaged.”

—Keri Huneycutt

Facilitating Virtual Training
Certificate Participant





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RESOURCE SAMPLE

Seven-Step Facilitator Mishap Management Process: Checklist

Step 1	Minimize Participant Anxiety	As always, minimize participant anxiety. It will probably be obvious that you are having technical difficulties but there is no need to explain them or give blow-by-blow details of what you are doing to fix them.
Step 2	Log Out of Class and Re-enter and/or Hang Up Phone and Dial Back In	The first fix you should attempt is to log out of the classroom and log back in. Or, if you are having audio issues, hang up the phone and call back in.
Step 3	Clear Cache/Exit Browser and Re-enter	If that fails, log out of your browser and log back in.
Step 4	Reboot Main PC	If that fails, reboot your computer.
Step 5	Continue Class with Backup PC	If you are using a second computer, you should not derail the class while you are attempting steps two, three, and four because you should be able to continue with the delivery by using your second computer.
Step 6	Call a Short Break	You may want to call a short break while you conduct steps two, three, and four because if you are the host and you complete any of those steps, they may close the classroom.
Step 7	Reschedule Class	Finally, if all else fails, confidently reschedule the class. Your participants will appreciate that you did not waste their time and that you want to provide them with a quality learning experience.





Why Choose ATD As Your Professional Development Resource?

Over the last 75 years, our mission has been to empower talent development professionals with the knowledge and skills they need to be successful and remain competitive. We accomplish this by providing learning that sticks and leads to measurable results in your on-the-job performance.


What You Can Expect From an ATD Course

- ✓ Research- and competency-based learning with applied adult learning principles
- ✓ Hands-on practical activities
- ✓ An engaging environment that builds confidence and makes learning personally relevant
- ✓ Actionable take-home materials to ensure real application back at work

95+ 
Course Topics

900+ 
Organizations Have Trained With Us

120+
Countries With an ATD Presence 

100,000+
Professionals Have Learned With ATD Education 

Ready to Get Started?



Register by Phone or Get a Consultation

Not sure what to take? Call a professional development specialist to help you enroll. They can give you course recommendations based on your learning goals and your role.

Call: **855.404.2783**

Visit: **www.td.org/learningpath**



Register Online

- Visit **www.td.org/facilitatingvirtualtrainingcert**.
- **Choose** your preferred dates and times.
- **Click** Enroll.
- **Follow** the cart and checkout prompts.



Register a Team/ On-Site Training

Interested in bringing a course to your company as an on-site learning event?

Call: **888.816.7813**

Email: **enterprise@td.org**

We Are Here to Help You and Your Team Learn, Grow, and Improve!



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