

5 Things to Do in Your Next Online Training



Online training has come a long way in the past few years. Virtual classroom solutions now provide a rich set of features that can enable you to train online — in much the same way you teach in a traditional brick-and-mortar classroom. These 5 tips will help your next online training session be the best one yet.

5 things do in your next GoToTraining session

#1



Prepare and engage before class starts. Ask probing questions in your online registration form. Using the registration process to ask questions of your learners gives you the opportunity to tailor your presentation to your participants' needs. It also allows you to get to know your group before the event. Ask your registrants why they chose to attend the session, what they want to get out of the class or what information would make the session the best use of their time. Also, create a process that will allow registrants to submit any questions they might have. One approach might be to use a social workspace specifically for the purpose of collecting pre-class questions

and comments. Not only will this information help you to build an online class that is more likely to succeed, but asking for questions and suggestions gets your participants thinking about the content and prepares them to participate in the class.

“ We use GoToTraining to remotely train customers on our hardware and software. It’s convenient for everyone and has cut travel costs by 70 percent. Plus, by recording the session, we enable customers to get the training out to people who couldn’t attend.”

- **Scott Kingsford**

Technology Services Manager
PCO, Inc.

#2



Stay organized. An online event is a lot to keep track of; using a social, collaborative platform like Podio can help you keep class materials, registration lists, files and dates organized — all in one place. By setting up a private workspace in Podio for each of your classes, students can post

questions, access materials, get to know classmates and share information before and after the class. No matter how you do it, try to offer your students a place to collaborate, because lively discussion will no doubt improve knowledge retention.

#3

Use video conferencing to engage learners. Your attendees are more likely to participate and engage with you if they can see who is speaking, so turn on your webcam at the start of the session to introduce yourself and allow your audience to get more familiar with you. If your learners have webcams, you can enliven the Q&A or other interactive exercises by allowing individuals with questions to share their webcams to create a face-to-face environment. Using high-definition



webcam video can help you spot visual cues that can be a valuable guide to understanding learners' responses and engaging them more effectively. Video feeds are also helpful during panel discussions to help the audience keep track of who is speaking. Note that if you wish for your participants to pay close attention to your content during the class, you can turn off the webcams after the introduction and then turn them back on for Q&A or other interactive segments of the session.

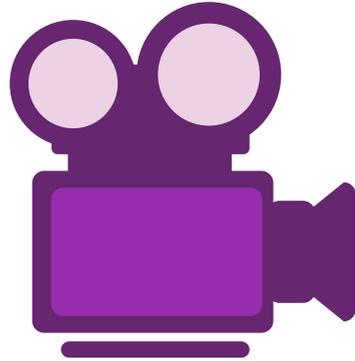
#4

Go social. Social learning isn't a fad; it's an opportunity for your participants to start and continue the learning experience before, during and after your class. The Breakout feature on GoToTraining makes it easy for students to actively participate, work together and exchange ideas with classmates all over the country or the globe. For your



social networkers, creating a Twitter hashtag is as easy as putting a # in front of the word or phrase you want to coin for the class (e.g. #GoToTrainingTips or #hrfacts). You can also see who used the hashtag, so you can reach out to people who took interest in the topic with valuable information on similar or follow-up topics.

#5



Record your class. Pressing Record not only ensures that students will have an archive to refer back to, but recording your classes also means you can critique your own delivery and design and offer the content on demand in addition to your live session. Essentially, recording helps you get more leverage out of each class, and doing so in GoToTraining is as easy as clicking a button. To pause

a GoToTraining recording, just click the Record button again. You can pause and restart a recording as many times as you like during the session. After the session, you can choose to host the file through GoToTraining, download it and post it into the collaborative learning workspace you set up for your class or host it elsewhere (like on YouTube or Vimeo).



Bonus tip: Offer audio options.

Audio is the crutch of web conferences, so it's worth considering the best audio options for your needs. One of the best ways to keep costs down while extending your reach and making sure everyone has easy access into the online class is to offer multiple audio options, like toll-free numbers through OpenVoice audio conferencing.

Conclusion

The success of your online classes largely depends upon the preparation you put into them and how well you use the tools you have to engage your learners. Using these tips, you can create engaging, effective online classes and prove that online training offers all the interactivity of an in-person class without requiring students or presenters to travel. It's a win-win.



CITRIX
GoToTraining

Resources for achieving business agility

For more white papers, case studies and on-demand webinars, visit

<http://www.gotomeeting.com/training/hd-video-conferencing-resources>.



Corporate Headquarters
Fort Lauderdale, FL, USA

Silicon Valley Headquarters
Santa Clara, CA, USA

EMEA Headquarters
Schaffhausen, Switzerland

India Development Center
Bangalore, India

Online Division Headquarters
Santa Barbara, CA, USA

Pacific Headquarters
Hong Kong, China

Latin America Headquarters
Coral Gables, FL, USA

UK Development Center
Chalfont, United Kingdom

About Citrix

Citrix (NASDAQ:CTXS) is the cloud company that enables mobile workstyles — empowering people to work and collaborate from anywhere, easily and securely. With market-leading solutions for mobility, desktop virtualization, cloud networking, cloud platforms, collaboration and data sharing, Citrix helps organizations achieve the speed and agility necessary to succeed in a mobile and dynamic world. Citrix products are in use at more than 260,000 organizations and by over 100 million users globally. Learn more at www.citrix.com

©2015 Citrix Systems, Inc. All rights reserved. Citrix, GoToTraining and GoToWebinar are trademarks of Citrix Systems, Inc. and/or one or more of its subsidiaries, and may be registered in the U.S. Patent and Trademark Office and in other countries. All other trademarks are the property of their respective owners.