

CUSTOMER SUCCESS STORIES

Workshops Increase Web Conferencing and Virtual Classroom Techniques and Skills

EXECUTIVE SUMMARY

CUSTOMER NAMES – 7 organizations

- American Society of Training and Development (ASTD), Buffalo Niagara chapter
- State of Georgia Work Away Telecommute Program
- Institute of Industrial Engineers
- Southeastern Association of Facilitators (SEAF)
- Organization Change Alliance (OCA)
- Orkin/Rollins
- Clean Air Campaign

BUSINESS CHALLENGE

- Participants from these organizations had a common problem – they wanted to be more effective when using web conferencing.
- Organization types: govt., corporate, professional associations, and non-profit.

SOLUTION

- Conducted highly interactive and engaging workshops (virtual web conferencing and traditional).
- Provided handouts, job aids, checklists, case studies, and slides.
- Conducted interviews of participants and worked closely with stakeholders and program chairs.

BUSINESS VALUE

- Increased individual performance.
- Having a roadmap for improving one's capabilities, confidence, and skills.

For additional information, contact:

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HENRY LIEBLING, CO-FOUNDER, MOREVIRTUAL.com

Henry has significant experience with individual, team, and organizational performance and using web conferencing for virtual meetings and live virtual classroom training.

He was invited by these organizations to teach them tips, techniques, and skills for using web conferencing more effectively for virtual meetings and virtual classroom training.

WORKSHOP TOPICS

Although each organization had their particular focus, these were many of the subjects that were taught:

- How to leverage real-time virtual meetings to impress executives and build credibility
- Planning and implementing highly interactive and engaging virtual meetings (to be like an offsite management meeting). This included matching "how to use web conferencing" with specific meeting agenda items.
- Best Practices for training and development professionals
- How to avoid the "gotcha's" that sink effective virtual meetings
- How to use our planning template to ensure success
- How to get started using web conferencing
- Top 10 tips/tricks for online meeting effectiveness
- How to manage time, how to select content, and how to interact (Using short case studies)
- Getting a handle on: cost of using web conferencing, cost reduction, productivity improvement, and improving air quality
- Creating a written roadmap for developing your capabilities

COMMENTS from PARTICIPANTS and PROGRAM ORGANIZERS

Participant:

"While attending a two week Institute of Industrial Engineers (IIE) Lean Six Sigma Master Facilitator course, Henry provided an excellent session on facilitation in virtual environments. Teaching a custom module, Henry 'broke the code' on leading and working in this critical area. He is an expert on interpersonal virtual communications, meeting dynamics, and technology trends and getting the absolute best out of virtual teams. If you have a chance to partner with MoreVirtual or learn from Henry, please do not pass it up."

Participants:

- "Lots of great information I can use in my job."
- "Henry's style is very accessible and helpful. He knows his stuff."
- "I'm a novice at web conferencing, so the program was both valuable and motivating."
- "I'm familiar with web conferencing, and this session taught me some new ways to use web conferencing."

Program Chair (ASTD):

"Thank you for your expertise in presenting to our chapter. I can tell you that the members were engaged during the presentation, writing notes, attentive to the screen, and participating in table activities. Many positive remarks were made as people were departing. They were especially impressed that we used a virtual learning technique to conduct virtual learning. It was a great experience working with you."

Director, Learning Technology and Administration, Learning and Media Services:

"Henry showed our folks new vistas of virtual meeting possibilities. They came away talking of great new ways to use our virtual meeting solution."

Association President:

"Henry delivered a very informative and interactive session. Henry's tips and tricks for facilitating virtual meetings provided new information and special tools to enable facilitators to improve the preparation, coordination, and facilitation of virtual meetings."

Program Chair:

"As a program chair, I appreciated how Henry worked with me to customize the program to the needs of our group, and went the extra mile ..."

SLIDE HEADINGS for ONE of the WORKSHOPS

- Organizing Your Desk
- Polling Questions
- Chat Tips
- Purchasing Web Conferencing
- Speaking with IT
- Power of a Simple 3 x 5 card
- Virtual Meetings – What You Can Do
- Virtual Meetings – Examples
- Getting Started as a Host – Presenter
- Best Practices for Training Professionals
- Involving Techniques
- Organizing for Virtual Classroom