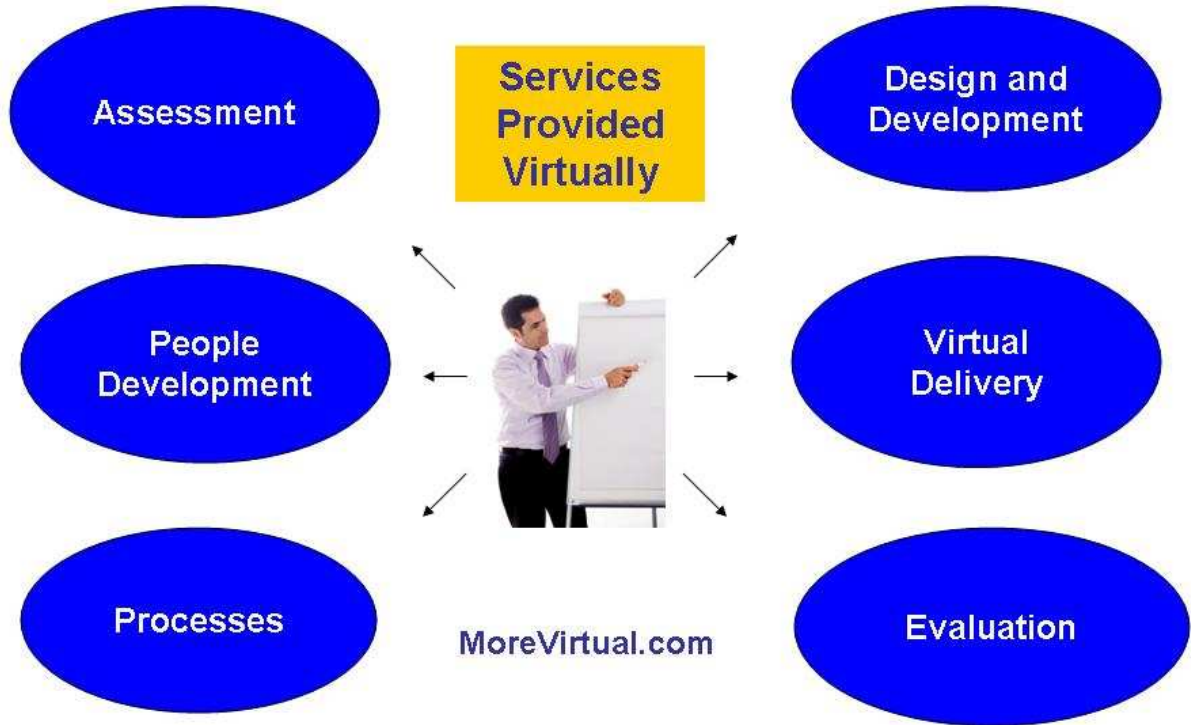


# Achieve Success with Live Virtual Training and Education



*Live Virtual Training and Education - some form of web conferencing is needed.*

**Hello,**

**My name is Henry Liebling. I am a specialist on Web Conferencing and using the Web for Education and Training. My services are in these areas:**



**The following pages provide additional information about my services, approach, and experience.**

## Assessment

Assess and report on the actions your organization needs to take to start, improve, or enhance live virtual training and education, using web conferencing.

The assessment scope can be “light” or “comprehensive.” The assessment usually includes: people, processes, technology, constraints, objectives and so forth.

What you can expect - the assessment process generally includes:

- Interviewing business leaders and stakeholders.
- Providing a questionnaire for completion by people who have been or will be involved.
- Obtaining information about the organization’s technology infrastructure.
- Writing and debriefing the assessment report.

## Workshops and Coaching

The learning and performance needs of the people involved are supported by workshops, training, coaching, checklists, job aids, and publications. People gain knowledge, skills, and techniques related to web conferencing and the live virtual classroom. The end result is confident, effective performance.

Workshops and coaching are for *neophytes* and *experienced* people. In addition to my 1:1 coaching, I recommend people practice in pairs and small groups. The workshops are tailored to meet your organization’s specific needs and context. Services are available virtually (using web conferencing, email, and telephone) and on-site. Subject areas include:

### Live Virtual Training and Education

- Build a Successful Live Virtual Training and Education Function
- Become a Successful Live Virtual Training Instructional Designer and Developer  
We have content on Blended Learning, if desired
- Become a Successful Live Virtual Trainer (Facilitator, Presenter) and Virtual Facilitator
- Rapid Design and Development of Short Live Virtual Classes (for training reinforcement and for new content that must get to people quickly)
- Delivering Live Virtual Training, Education, and Virtual Meetings, to People in Meeting Rooms, Conference Rooms, and Auditoriums

### And More!

- Build your Technology Plan
- The Producer Role for Live Virtual Training, Education, and Virtual Meetings
- Tips and Techniques on How To Avoid Glitches and Problems
- Business Processes for Live Virtual Training, Education, and Virtual Meetings

## Custom Designed Solutions

This section identifies additional services, for live virtual training and education, using web conferencing.

### Management Consulting and Implementation

- Develop strategy, success criteria, and roadmap plan for using live virtual classroom.
  - Revenue: If your plan is to offer live virtual classes/courses to paying customers, I can provide assistance in developing your business model (including revenue, costs, and courses/classes).
  - Write a business case document.
- Technology - develop and implement your technology plan, for web conferencing and asynchronous tools.
  - Analyze technology for functionality, ease of use, and cost containment.
- Develop evaluation process.
- Coach-the-Coach: custom design and implement this program.
- Perform in the role of catalyst, project manager, and hands-on implementation.

### On-the-Virtual Stage

- Facilitate and co-facilitate your live virtual classes and courses.
- Facilitate and co-facilitate your virtual meetings.
- Perform in the role of “producer” – *before* and *during* the virtual classes and meetings.

### Instructional Design and Development for the Live Virtual Classroom

- Collaborate with your team or work “alone” to:
  - Convert existing courses and classes
  - Design/develop new courses and classes
  - Design/develop training reinforcement classes
- Prepare Courseware and Guides -
  - Instructor/Facilitator Guides
  - Student Materials
  - Producer Guides

### Business Processes

- Develop and implement processes for:
  - Week Before
  - Next Day
  - Rehearsals
  - Day Before
  - Technical Support
  - Pilots
  - Same Day
  - Testing

## 15 Reasons to use Live Virtual Training

1. Reduce costs associated with travel, lodgings, and facilities.
2. People do not have time to travel to a class or course.
3. Self-paced curriculum is “not enough” or participants do not like it.
4. Reduce the cycle time for getting leader-led training or education to your participants. (I can give you examples of getting the training delivered “within hours” to hundreds of people at the same time.)
5. Respond to stakeholder requests.
6. Training and education reinforcement – transfer of learning. Increase application (transfer) to the workplace of what was learned in the classroom and/or eLearning. (This is Kirkpatrick’s Level 3 in his evaluation model.)
7. Experts, from almost any geographic location, can share their knowledge and special experience with the participants. (Without Travel)
8. Distance training and education using teleconferencing (voice only) is inadequate for certain situations. Having visuals in front of participants enhances their learning.
9. Creative use of web conferencing software and web conferencing “training version” software is fun, is a positive challenge, and participants like it.
10. Web Conferencing software is a great way to connect with your team and with clients and customers – current, former, and prospective.
11. Web Conferencing software can be creatively used to create “asynchronous” learning modules. (In this context, asynchronous as meaning “self-paced.”)
12. Web Conferencing software – its performance and functionality gets better each year and the cost keeps going down.
13. Career Development - training and development staff who make a commitment to live virtual training enhance their value in the marketplace.
14. Live virtual training and education can be “blended” with other types of training and education delivery methods.
15. Live virtual training offers tremendous flexibility. You can rapidly and proactively respond to the needs of the organization – enterprise corporations, SMB company, government, health care, k-12 and higher education, and non-profit organizations.

## Thank You

Thank you for reviewing this information on Live Virtual Training and Education section.

## What People Say about Henry Liebling

### American Society of Training and Development Local Chapter

Henry gave a virtual program using web conferencing. Topics: virtual meetings and distance learning.

**Chapter Vice President, Programs:** "... a great program ..."

**From members:** "... the *members were engaged* during the presentation, writing notes, attentive to the screen and participated in the table activities. Many positive remarks were made ..."

### New Revenue Consulting / Training Co.

A consulting firm hired me to help them to more effectively use web conferencing. Consulting firm headquarters and client headquarters - 7,400 miles apart.

- **Within four months of my starting work with them, they booked over 50 new training sessions, using web conferencing for delivery.**

### Reduced Costs - Blended Learning Evaluation Report Global Co.

"Calculation of costs showed a **savings of \$9,000 per session** ..."

Learning: *The same pre- and post-test was used in the in-classroom session and blended learning program. The participants performed better in the blended program.*

### New Revenue Management Consulting Co.

The principal of a Florida-based consulting firm hired me to help him with all aspects of a live virtual presentation to a Middle East corporation 7,200 miles away. The virtual presentation went off on time and with no glitches to 110 senior level and middle managers.

- **The company chairman was in attendance; he told the local consultant he plans to hire the Florida consultant for more work and to be his personal advisor.**

### Dean, Business School Kennesaw State University

"... The **hands on, step-by-step approach** removes all the mystique from the process and includes dozens of outstanding tips that will greatly benefit any organization."

### Director, Learning Technology & Administration

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

### Training Manager and Senior Consultant

International Consulting Firm

*"Henry was a great catalyst ... new skills enhanced our meeting effectiveness and results; while improving our ability to stay connected and build relationships... a tremendous support for us by providing a wealth of resources, questions and materials to help us really deepen our thinking, awareness, knowledge and application. He sought to truly understand and meet our needs ... We look forward to continuing to work with Henry."*

## President, Southeastern Association of Facilitators

*"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.** Attendee comments speak well to the quality of Henry's session."*

## Former Director

United States White House Office of Science and Technology

Former President

Exxon Research and Engineering Co.

Former, Executive Director

Bell Telephone Laboratories

*"Henry Liebling's Web Conferencing book is a tour-de-force for those of us who need a way to communicate economically and effectively. Congratulations on your book ..."*

## Distance and Blended Learning Expert

Chairman Emeritus, U.S. Distance Learning Association

*"... hundreds of examples and tips, it should be **helpful to anyone interested in virtual working and distance education.**"*

## Sales Increase on First Day of Training

Global Staffing Co. - Not Virtual Classroom

The sales people completed a pre-course assignment. Their classroom training was split into 2 half-days. First-level sales managers were trained to implement a 12-week coaching program. **On the first day of classroom training for the "Business Acumen" for Sales course, there was a significant increase in sales.** People who attended the morning class were applying what they learned that afternoon. *"It Worked."* You can imagine the buzz ! The Sales VP was so pleased !

## Cut 50% Off the Learning Curve for New Hires

Banking Vice President - Not Virtual Classroom

*"I am happy to report that the training program **reduced the normal learning curve elapsed time by one-half.** That is, historically, six months of training is required to achieve full productivity by a new ATM Monitor. In this instance, all trainees were up and running within three months time."*

## Chief Innovation Officer

Global Training Co.

*"Mr. Liebling's book offers excellent insights for those just getting started in helping their organization take advantage of virtual technologies and practical considerations for those whose organizations are already making their work more virtual."*

## Program Chair, Organization Change Alliance

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

# Additional Services

## Metrics

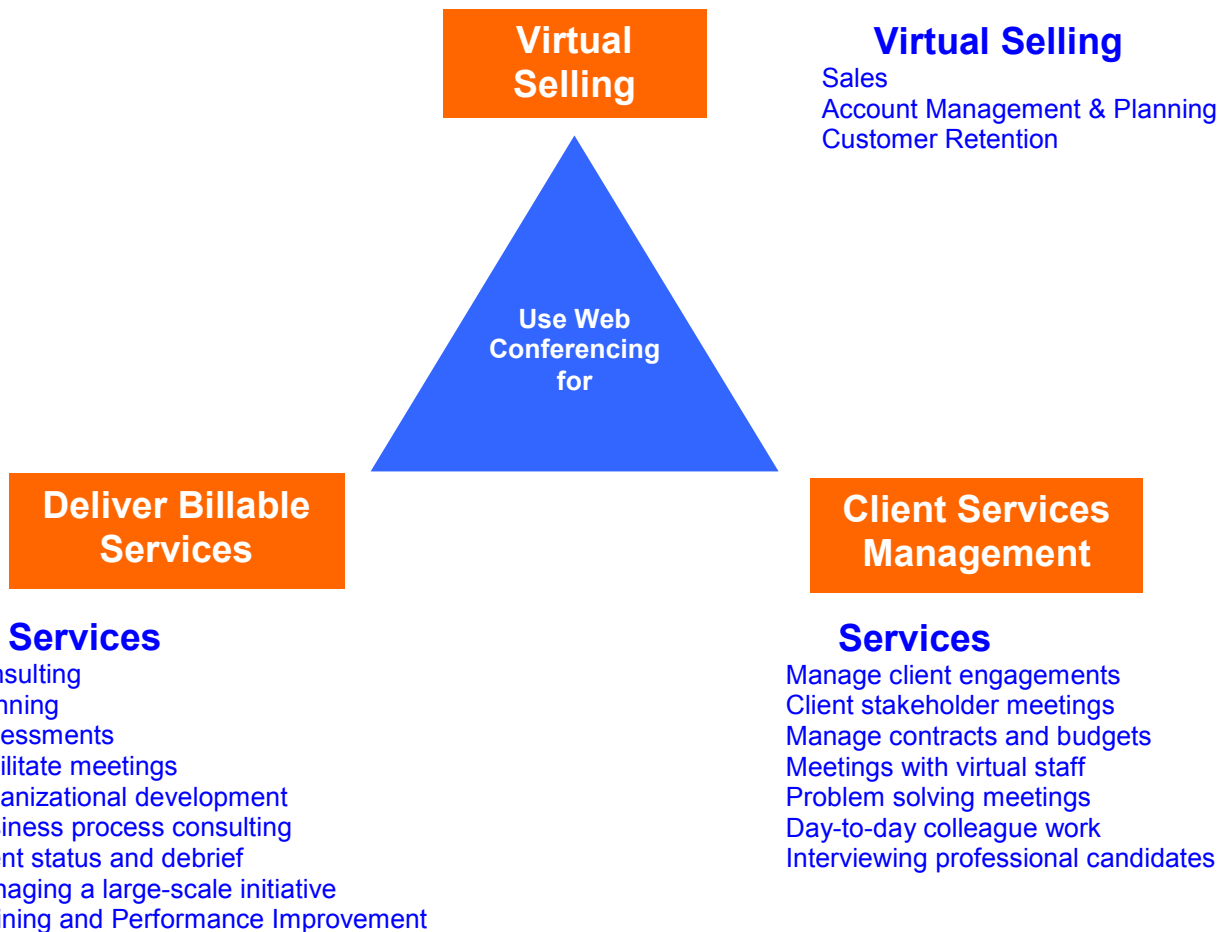
We would be happy to speak with you about effectively using of web conferencing to achieve results in these areas:

- Cut Costs
- Increase Sales
- Drive New Revenue
- Stay Close to and Connect with Customers, Clients, and Team Members
- Competitive Edge

## Get Even More Value from Web Conferencing and Real-Time Virtual Meetings

We provide Assessment, Workshops, Coaching, and Custom Designed Solutions for the following areas.

Together, can we find *low-hanging fruit to go after immediately.*



## Appendix - Exercise

This appendix provides a few ideas on when to use web conferencing. Looking at the items in the boxes, place a ✓ checkmark next to the item if you are already using web conferencing for this purpose. Place an X if you are already using web conferencing for the item, and you could use improvement.



Conduct coaching (mentoring) sessions  
 Provide consulting services and debrief stakeholder  
 Build relationships and collaborate to solve a problem  
 Account Executive / Sales Agent qualifies prospects

Deliver training classes and courses  
 Provide coaching to call center supervisors  
 Webinars  
 Your sales team meets with customer people who can impact the sale  
 Collaborative account planning between your company and its clients  
 Facilitate meetings  
 Lead “core team” meetings of the large-scale change initiative  
 Conduct force field analysis  
 Debrief assessment results  
 Write and agree on action plans  
 Project kick-off meetings  
 Virtual Teams – consult, give presentations, and manage.



\*Use projection systems and electronic white boards

Deliver training classes and courses and give presentations – to employees, customers, and professional associations  
 Conduct virtual focus groups  
 Lead brainstorming meetings  
 Debrief a stakeholder and team on your report  
 Facilitate a meeting so that front-line employees give their feedback on “x” to people at headquarters  
 Lead a team meeting to review the upcoming month’s calendar and to socialize  
 Show and discuss “what if” financial scenarios  
 Hash out issues and get agreements on governance structure for a large-scale project  
 Collaboratively design the first iteration of the change plan. Then, in another meeting, get input from those involved.