

www.lessdriving.org



- Effective Virtual Meetings
- Virtual Classroom Teaching and Learning



Henry E. Liebling

Consulting, Training, Coaching

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Additional Resources

"Keeping Your Virtual Meetings Real with Henry Liebling"

2021 – Great Practices Podcast: The PMO Leader

https://www.thepmoleader.com/the-pmo-leader-podcast

scroll to Episode E05

SKILLS TRAINING FOR ONLINE VIRTUAL MEETINGS

HOW TO ACHIEVE VIRTUAL MEETING EFFECTIVENESS

HENRY E. LIEBLING

Overview of eBook (Amazon Kindle)

Gives you a vision of **WHAT you can do** and **HOW you can do it** with Web and Video Conferencing software and technology, for virtual meetings and virtual classroom teaching and learning.

Provides a short refresher course on **soft skills**, such as **communications and active listening**.

There are **more than 100 skills to practice**. Most of the skill practices take just a few minutes.

By practicing these skills, you will gain comfort and confidence. You will be able to apply your software technology knowledge and soft skills to your online

Kindle link: click <u>here</u>

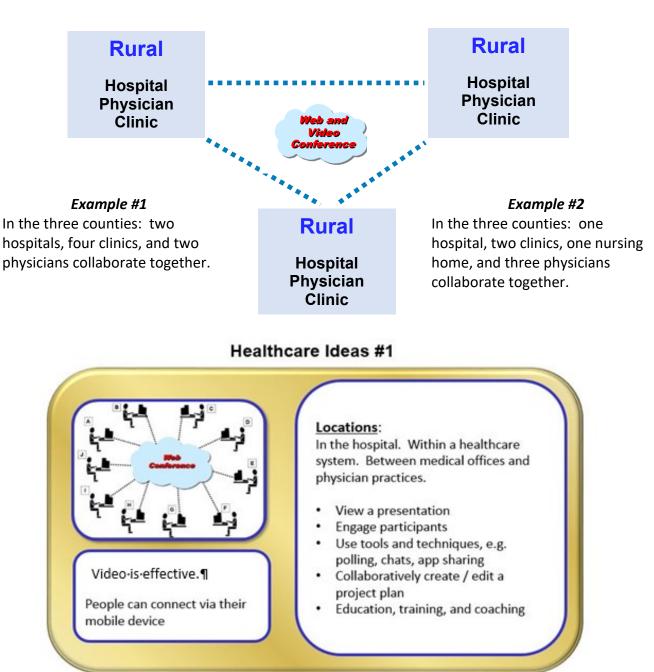
Click <u>here</u> for details about the book.

"What you practice you get good at."

anonymous



Connecting Healthcare ... Rural ... with ... Rural



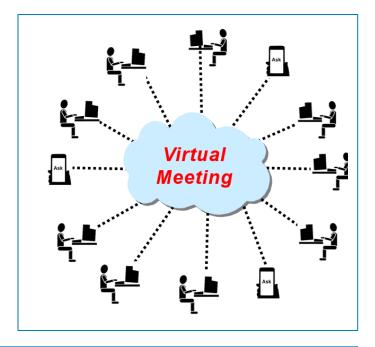
3 Counties



Different Location Setups



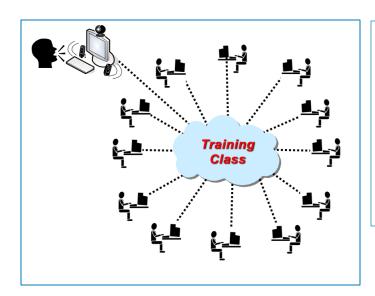
Mentor or Coach



Possible Objectives

- **Informing**: presentation and light discussion about the accomplishments of the **patient experience** program.
- Informing: presentation and light discussion about the patient and caregiver education and Cognitive Behavior Therapy program.
- **Collaborating**: brainstorming, multiple people giving presentations, voting, writing objectives, making decisions on continuously improving or transforming a particular process.

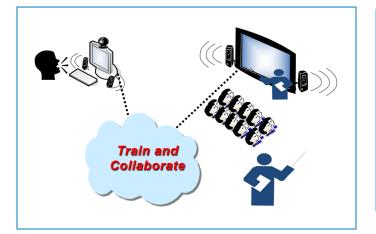




A subject matter expert teaches or facilitates a class or course.

Consider using two people to teach or facilitate.

- Patient education or training
- Caregiver education or training
- Employee education or training
- Board member education or training.



The SME is in one location and the participants are together in another location.

• Requires planning and coordination.

You can also have one SME communicating with multiple locations. Consider having someone to assist the SME.



Question: Do you want better virtual experiences?

Answer: Use Purposeful Design.

Webinar

You present information and interact using inmeeting chat and Q&A. It is usually "light" interaction.

Training and education

What are the learning objectives? Are you transferring knowledge or building skills, or both? Will you be using a blended learning approach?



After the learning:

- What processes will be used to help drive application of what they learned?
- What will reinforce new behaviors?
- What will drive performance?

Collaborative, interactive, and engaging

Remember, you can accomplish many things to **drive meaningful interaction**, such as: <u>engage</u> <u>and involve people</u>, <u>set goals</u>, <u>brainstorm</u>, <u>define a problem</u>, <u>outline the tasks for a proposed</u> <u>plan</u>, <u>co-create a presentation</u>, <u>make changes to something everyone sees on their screen</u>, and <u>much more</u>.

- Annotate (mark-up) a screen, use active listening skills, use videocams, record a meeting, and collaborate in virtual breakout rooms, and more.
- Co-facilitate meetings and team teach.
- Show pre-recorded MP4 videos, conduct surveys, debrief a survey, and be as creative as you can so that you effectively involve and engage the participants.



Quality

Do you want more quality when you work virtually? What does quality mean to you and the participants? We encourage you to <u>address these three things</u>:

- □ Clarify your purpose
- □ Know your audience
- □ Purposeful Design decide the experience you want participants to have

Improve Quality: Virtual Meetings and Collaboration

- □ What is the purpose and objective(s)?
- □ Who needs to be in attendance?
- □ What are your agenda items?
- □ What topics and discussions are important? Are decisions to be made?
- □ What experience do people already have with web and video conferencing?
- Do you plan to inform (to mostly present information, show slides or a spreadsheet) with some discussion?
- Do you want the people to participate in a high-involvement, collaborative discussion?
 What does that look like?
- □ Is there a need to brainstorm? To coordinate?
- Do you need to edit and agree on a project plan?
- □ Is the objective to share and learn from each other?

Improve Quality: Virtual Teaching and Virtual Learning

- □ What is the purpose of the class or course?
- □ What experience do people have with virtual classroom (web and video conferencing)?
- □ What are the learning objectives?
- □ Instructional Design Purposeful Design:
 - $\circ~$ Do you plan to give a lecture with just a few minutes of Q&A and chat?
 - \circ $\;$ How are you handling the "skills practice" part of the training and learning?
 - \circ $\,$ Do you plan to involve and engage the people so they use critical thinking skills?
 - Will you be using a blended learning approach?



Henry E. Liebling

Henry has more than twenty-five years experience in consulting, performance-based training, organizational development, change management, customer service, and business processes, with companies, government, non-profit, and education clients. He also has experience in the healthcare field. He is very hands-on with web and video conferencing. He has authored and self-published five books on virtual collaboration and virtual classroom. He began using online synchronous tools in the 1990s. <u>http://www.lessdriving.org</u>

Henry's spirit is to help people and organizations take full advantage of web and video conferencing for virtual collaboration and distance-blended learning. He assists organizations to effectively connect talent across distance and use online collaborative tools. He has a "**People First**" attitude which means paying attention to the needs of the people. He has worked with leading consultants and technical companies in the field.

Education

Master of Public Administration (MPA), Syracuse University, Maxwell School of Citizenship and Public Affairs (Metropolitan Studies Program). Bachelor of Arts (BA), Political Science, Syracuse University.

Behavioral Science and Organizational Development courses, University of California Professional Scrum Master Certificate

Virtual Collaboration, Virtual Classroom, Web and Video Conferencing, Blended-Distance Learning, Online Coaching, LMS, and eLearning

Clients have included:

AT&T Learning Services	IBM Software Group
Nokia Learning Services	Rollins/Orkin
Microsoft	Q2 Learning
BellSouth	U.S. Security Associates
Kuwait Airways	Cox Communications
UnitedHealth Group	Learn.net
Association for Talant Dovelonment (formarky ASTD) (Niagara Frontier c	

Organization Change Alliances Southeast Assoc. of Facilitators State of GA Telecommute Program Linkup Consulting AmericaSpeaks

Association for Talent Development (formerly ASTD)/Niagara Frontier chapter

Traditional (not collaboration technology) experience

Literacy For All Federal Deposit Insurance Corporation (FDIC) City of Simi Valley (CA) Boys and Girls Clubs of America (HQ, Atlanta) City of Beaverton, Oregon Los Angeles County **Temple University** State of California (Department of Corrections) Monroe County (NY) National Urban League (NYC) National Westminster Bank The Equitable (health claims management) Hoboken Public Schools and High School (NJ) United Negro College Fund The Genesee Hospital (Roch., NY) **ProSys Information Systems** Rochester (NY) Urban League