

# Guideline for Delivering Online Training Courses

**PECB**



Crisis and opportunity often go hand in hand. Online training courses have been the silver lining of the pandemic, and have allowed for a more flexible and enjoyable learning experience during these difficult times, while further facilitating the delivery of training courses. Taking advantage of the opportunity to deliver online training courses is very important as it improves the trainers' skills and helps them identify ways to strengthen the learning experience with their trainees, while adapting to an online training delivery environment, which seems to be here for the long run.

Delivering online training courses, for an organization and a trainer, can sometimes be tiring and demanding. Improving your skills as a trainer, on the other hand, is much easier when you know where to start from, and what is required and expected by trainees.

Trainers must know that adult learning principles need to be the backbone of their sessions, even when they move to online training. Even though learners are participating at a distance, they should still be involved in the learning process, and even more importantly, with each-other through open discussion and dialogue.

Maybe a change in your training delivery methods, and development tools that might have flown under your radar could do the trick! Perhaps more empathy and a better understanding too. Get to know all the necessary training skills you should have in order to transfer knowledge, and enjoy a successful career in the training industry.

Simplify your workload and make your online training courses shine through the use of this guideline!



# Here are some essential skills for delivering exceptional online training courses:



**1. Research skills**



**2. Basic technological skills**



**3. Technical and communication skills**



**4. Organizational skills**



**5. Adaptability and availability skills**



**6. Enthusiasm for learning and teaching**

Let's dive in.





# 1. Research skills



## 1.1 Give proper and detailed instructions

It is very important to think of the clearness, understandability, and simplicity of directions before handing them to the trainees. We recommend that you send out links of short videos or manuals on how to use the platform planned for the session in advance (e.g., Zoom, Microsoft Teams, Cisco Webex, or Google Meeting).

After each session, send copies of the material or resources that were discussed online. Consider how the trainees will have access to them. We always recommend you send the KATE manuals also for those who may experience issues.

You need to promote reinforcement, repetition, and support knowledge transfer practice. Provide the material which will enable trainees to revisit their learning, and help them retain key concepts.





## 2. Basic Technological Skills



### 2.1 Technical checks and Equipment

In order to avoid any technical issues that could delay the session, read the respective instructions to learn how to navigate and check your competency with the platforms. Before starting the online training, test all the necessary tools and features, including:

- ✓ Wi-Fi connectivity and internet speed
- ✓ The platform used for the session – You can organize a test online meeting before the actual training begins where you can test all the elements.
- ✓ KATE app – You should report any technical issues with KATE to PECB prior to the training course start date.
- ✓ Microphone – Check/test the sound, volume, and clarity of audio in order to reduce problems during the presentation. If you are presenting with more than one person, check that there is not unnecessary white noise coming from the microphones. This includes those that may be on a panel and are remotely connecting.
- ✓ Headphones
- ✓ PECB Exams App – if trainees are taking the exam online, inform them in advance that they need to create an examination profile and follow the online examination process as early as possible so they are all ready.
- ✓ A dual screen PC with a decent camera along with proper lighting, a good microphone, and headsets are essential to deliver the training course in an effective manner.
- ✓ A hands-free headset will help you give a more authentic delivery. More importantly, it allows you to control other tools and features more easily.
- ✓ It is very important for the trainee to see the trainer well, without any objects or shadows interfering, and vice-versa.

### 2.2 Supplementary tools/software

Everything might work perfectly fine until the unexpected happens. That is why it is always a good idea to have a backup plan. In this case, it is recommended that you plan to use an alternative platform in case any issue arises. You should notify trainees in advance about the platform you plan to use, and the alternative.

You can use additional tools available to present the training course content. That would help involve the trainees in the learning process by visualizing.

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## 3. Technical and Communication Skills



Even if you have brilliant technical skills, the most important thing is for those to be executed well and absorbed by the trainees.

### 3.1 Teach to engage and emphasize interaction

Teaching and delivery methods are important for any trainer, regardless of the delivery mode. However, engaging trainees and emphasizing interaction is particularly critical for Online Trainings.

Less is really more when it comes to sharing slides, and the right visual metaphor will always trump a page of text for engaging trainees. Set the scene for later involvement and interaction. Share some information about yourself and let the trainees do it as well. You do not want them clicking between windows during the presentation. A snapshot of information is preferred to a detailed one, which could be emailed to the trainees after the session for review.

Involve trainees early and often. When the training is not face-to-face, the trainer

is competing for attention with everything else going on around the trainees, and on their screen.

As a rule, try to involve the trainees in planned intervals (every 15-30 minutes). Offer periodic recaps. You can use such tools as:

- ✓ Exercise/Case study
- ✓ Shared whiteboard
- ✓ Debate
- ✓ QA sessions/polls
- ✓ Quizzes
- ✓ Photo/Video/Example sharing

### 3.2 Delivery method

Interject the learning journey with interactions, group exercises, peer interactions, and one-on-one interactions with the trainees (if necessary).

Support easy access, screen sharing, integration of different learning assets, polling, hand raising, and so on. You can also integrate highly immersive interactions like white-boarding, design thinking, and game-based activities.

Stress the importance of participation, scenario-based learning, and interactive story-based learning.

When discussing exercises, you can simulate a traditional group discussion with a virtual one by splitting the class to breakout rooms if you use apps such as Zoom or Teams. This will allow a group of 3-4 people to discuss within themselves and then get back to the main 'room' to discuss it with the entire class.

Make sure that the learning journey has a combination of formal learning courses as well as resources that they can use at their time of need. Keep it short and simple to avoid information overload.

### 3.3 Presentation structure

The key to a successful trainer-led online training is to keep it "text-light" and "activity-heavy".

Include plenty of stories and scenarios that offer real world benefits from your own experience and activities that encourage trainees to interact with you

and their colleagues, so that they feel they are in control of their own online training experience.

### 3.4 Communication, Stance, and Tone

Communication is pivotal for the trainee's experience. Imagine a trainer that is bland and dull at explaining concepts, or one that does not pay attention to their concerns/questions. These are all barriers to learning, and the responsibility rests with the one responsible for training delivery — the Trainer.

So, to be an inspiring and engaging trainer, you should be adept at listening, answering, explaining, and giving feedback. We have noticed that this plays a significant role in trainees' evaluation of the Trainer.

The delivery of the training course to be offered in a professional, experienced, and comfortable way, with a carefully chosen tone keeping in mind the type, need, and knowledge level of the trainees.





## 4. Organizational Skills



### 4.1 Dedicate space

Having a dedicated space at home/office to deliver the training course will make your teaching more effective and professional. Consider all of the ways you can make your training space as distraction-free as possible.

If a dedicated space is not possible, then at least make sure there are no background noises or visible distractions as it impacts the attention of the trainees.

### 4.2 Log in early

You should log in 15-20 minutes before the training session starts.

### 4.3 Set rules and expectations beforehand

Trainees must be aware of what is expected of them during the online training session.

Stress the importance of a distraction-free environment  
Encourage trainees to take notes on the KATE App or manually on their personal notebooks  
Set clear objectives, as a norm for all ISO standards trainings

### 4.4 Manage time and pace

Managing your time and tasks makes the delivery of training efficient, hence mastering this organizational skill is vital.

The more organized you are, the more problems you will

have solved proactively and in advance. This will lead to an excellent teaching/learning experience since you will have taken care of potential problems beforehand. Plus, less stress and greater compactness for you.

Plan and cover the sections planned for each day. If this was not possible, compensate the next day, and send additional exercises or homework. Control training pace, as not all trainees absorb information in the same amount of time.

Set clear timelines for:

- ✓ Coffee/short breaks
- ✓ Lunch/long breaks
- ✓ Sections of training
- ✓ Exercises, quizzes, and other engaging activities
- ✓ Other planned/unplanned activities
- ✓ Time spent in front of the equipment, depending on the level and days of the training session (e.g., LEAD = 5 hours)
- ✓ Learning path – Schedule multiple sessions (not exceeding 90 minutes). Go micro and chunk the content into smaller bite-sized pieces to present.

It should not be up to the trainees to ask for breaks. Give directives in advance about the timelines for short breaks/ longer lunch breaks during the training, as it is very helpful in the trainees' perspective. The idea is that there should be no surprises once the training course has started related to the training and respective breaks. Recommend to the trainees a light breakfast/lunch to facilitate the ability to pay more attention during the learning process. The pre-training introduction is ideal to do this.





## 5. Adaptability and Availability Skills



Things do not always turn out the way we expect. Delays, troubles, and unpredicted circumstances can simply occur. As a trainer, you need to be prepared for the unexpected, which means you have to be adaptable.

Have a plan B, play around with your tools, and see how some features can help you prepare. Second-guess yourself and think of anything that could possibly go wrong. Before you know it, adaptability will turn from a training skill to a personality trait.

Where internet speed is an issue, the trainer should look for alternatives: text chat, collaborative white boarding, drawing and fun memes are good options (Inform on internet speed requirements prior to the training course).

Encourage group collaboration via social media platforms. The idea is to be available for the trainees and to have a communication line during all the days of the training course.







## 6. Enthusiasm for Learning and Teaching

Learning should be a never-ending marathon for a trainer. As part of the training industry, you should develop lifelong learning habits so that you can keep up with all the advancements in a market that keeps changing. Sometimes when trainers deliver training courses on a daily basis, they tend to forget what it really feels like to be learning something new. There is fear, frustration, excitement, fatigue, boredom, and so much more that goes through your trainees' minds.

From all these skills for trainers, this one might be the most important. Keep learning, so you never forget what it is like to be a learner.

### 6.1 Embody empathy

Students that are new to online training face several struggles. From the lack of in-person interaction to staying motivated. Trainers can head off many problems by tapping into their own experience with attending virtual education or remote work. Placing themselves in the trainees' shoes keeps engagement up and prevents the monotony that can be inherent in training. If your instructor can connect with students on a human level, offering both a virtual ear as well as advice when needed, online training programs will be that much more effective.

### 6.2 Use social media

As a trainer, connecting with learners on their favorite platforms is an excellent way to personalize the learning experience. You can integrate a social media tool with your delivery method to encourage learners to connect with other trainees that are taking the same training course. You can also create Facebook groups or other social media micro-communities to allow your learners to share ideas with each other and engage in conversations about their training.

Keep learning!

The world has never been more interconnected. Use it to your advantage.

Do your research, interact with your trainees, and never forget to be understanding and adaptable. Play around with tools that can ease your work, and always remember that a **good trainer never stops learning**.



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