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VIRTUAL FACILITATION
Tips & Tricks

Step 1: PREPARE

Setting up the session
Get ready well in advance of your session. Ensure you'll be in a quiet place and free from distractions so that you can fully focus on the training ahead.

Preparing to facilitate
Be familiar with your content. Practice with the technology and try to identify any obstacles. Think about the leaner and how best to engage with them.

Step 2: SET UP

Get to know the software
Set up the functions in your virtual tool that will allow you to facilitate the session. Log on 15-20 minutes before it starts to test audio and reacquaint yourself with the platform tools.

Setting up interactions
Consider what the learner will see and hear, and how you want them to interact with you Prepare pre-session activities and load any presentations so everything is ready to go.

Step 3: INTERACT

Using tools
There are many different tools you can use to keep your learner engaged. Consider text chat, whiteboards, quizzes, photo shares and breakout rooms.

Troubleshooting
Practice and prepare so that you can keep your virtual sessions in good shape. Create a troubleshooting checklist for you and learners to follow.

Step 4: PERFORM

Tone of voice
Your voice is an important tool for engaging with your audience. Use your voice effectively, speak with confidence and increase your tone to emphasise points.

Creating and maintain energy
It is important to create energy with your participants throughout so they remain focused and connected.

Step 5: ENGAGE

Learner engagement
Make learning an engaging experience and not just a one way dialogue. Inspire learners to interact, and encourage questions and conversation.

Building rapport
Call on input and feedback and use a variety of tools to build confidence and participation. If you find certain things don't work, change them.

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