

# Converting In-Person Support to a Virtual Format

Shifting to an online format may be a change, but it can be an organized and effective way to reach more learners and expand your project capabilities.

**There are three simple steps to convert your on-site support to a virtual format such as Zoom or webinar:**



## STEP 1

### Chunk Your Learning Objectives

#### Ask yourself:

- What do learners need to *know* or *do* at the end of the session?
- How will you know their skills have grown?
- What is the best way to break each goal into smaller, easily-understood parts?
- Aim to achieve 1-3 objectives per session (See Tips below)



## STEP 2

### Select the Best Activities for Each Learning Objective

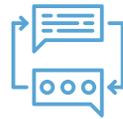
Converting your in-person activities to online activities is easier than you might think! There are many tools you can use to approximate the in-person experience.

#### Tools available in the virtual platform:

- Chat
- Polling
- Whiteboard
- Breakout groups
- File transfers
- Annotation
- Remote control

#### Examples of approximate conversions

- Paired discussion activity → online paired chat activity
- Quiz competition → online poll questions
- Small-group brainstorming session → online breakout activity



## STEP 3

### Engage Participants with Tools and Dialogue

#### Engage participants frequently.

##### For example:

- Have participants “raise their hands” when finished with a worksheet exercise
- Create challenging poll questions to check for knowledge or get participants thinking

#### Keep their attention on the screen and away from the distractions around them (such as email, cell phone, etc.)

#### Plan a meaningful and engaging activity within the first few moments.



## Tips

#### Break training into many small chunks. For example:

- A two-week orientation may become 10 live online sessions with assignments in between
- A six-week technical series may become a shorter, in-person session, with follow-up virtual sessions and on-the-job coaching

#### Sequence activities:

- Create a pattern, such as “introduce it, practice it, and apply it,” that is repeated throughout the session
- Use a variety of interactive exercises and creatively use technology tools to keep participants interested and engaged