

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