Virtual Training Services

Train the Trainer
Virtual Training Services

Overview
Live online (virtual instructor led) training has become the global standard for developing dispersed workforces and extended enterprises. But let’s face it, learning to engage your audience using a live Internet platform is a considerable challenge. It requires a unique skill set that combines using virtual facilitation and design techniques, applying technical knowledge and skillfully delivering online activities. Partner with Dale Carnegie® Digital’s Virtual Training Services to learn the skills required to deliver engaging and collaborative online training for your participants.

Become a Virtual Trainer
Dale Carnegie’s Core Live Online Certification for Trainers guides online training candidates through a rigorous but flexible development process. First, observe a certified trainer Model ideal live online training performance. Next, attend a live online program that provides an opportunity to Practice new skills using a virtual training platform. Finally, Certify with the support of a Dale Carnegie Digital Coach.

Through a series of collaborative, live online classes, self-directed learning activities, and real-time coaching and evaluation, learn to:

- Recognize the elements required to create a consistent standard of excellence for live online training.
- Deliver engaging training programs while successfully managing the live platform technology.
- Create collaborative learning experiences for virtual class participants.

Dale Carnegie Virtual Training Services allow you to choose the number of hours that work best for you or your organization. Get the information you need in as little as a 2-hour workshop complete with the materials required to deliver an engaging online program. Or, when you are ready, choose to invest in 10 hours of live online training, coaching and performance evaluation to earn the Dale Carnegie Core Live Online Certification with a Dale Carnegie Digital Coach.
Virtual Training Toolkit

Sign up for access to the Virtual Trainer’s Toolkit and download the latest working templates and resources to help you convert any class to an engaging and effective learning event.

Tools Included:

- Virtual Trainer’s Manual
- Virtual Participant’s Manual
- Virtual Trainer Assessment
- Virtual Producer Assessment
- Adobe Standard Layouts (for Adobe Connect users)
- My Virtual Trainer Learning Journal (for OneNote users)

### 1-Year Company Toolkit Access Subscription*

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<th>Number of trainers accessing</th>
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* Annual pricing is based on total number of trainers who can access the on-demand toolkit platform
Model | Practice | Certify
Become a Virtual Trainer

Become a Dale Carnegie Core Live Online Certified Trainer in just 10 hours by participating in the Model, Practice and Certify live online sessions.

Model

**Title:** How to Train Online

**Duration:** One, 2 hour, live online workshop (up to 10 participants)

**Description:** At the core of online training are your beliefs, attitudes and competencies about the virtual learning environment. Do you believe it will work? If you don’t, neither will your participants! What exactly can the online learning experience be? What are the specific competencies you as a “virtual” trainer need to demonstrate? You are starting on the journey to make it all work and to bring your skills and confidence to the level where you are able to create the most engaging learning possible.

This session explores the elements needed to create effective online training events that go beyond presenting content. By the end of the session, you will be able to:

- Identify the elements in the virtual trainer formula for success
- Assess your skills and competencies against a virtual trainer checklist
- Create a safe environment for virtual learners to become active online participants
- Use a 5-step process to “take charge” as an online trainer

**Resources:**

- How to Train Online Participant Manual
- Example Online Learning Event materials:
  - Kickoff to Online Learning (Adobe or WebEx)
**PRACTICE**

**Session 1:** Explore the Power of the Platform

**Duration:** One, 2.5 hour, live online workshop (up to 10 participants)

**Description:** Learn to use the platform features to connect them to the best live online training practices in the industry. Your Dale Carnegie Digital Coach provides technical direction and feedback as you are guided through the features of the platform. The actual live online training event you will practice teaching with in session 2 is built and prepared. Following the session, receive a worksheet to walk-through additional independent practice with: whiteboard, chat, feedback, polling, document sharing, screen-share and breakouts.

By the end of the session, participants will be able to:
- Describe and use the key features to support a learning event in their platform (Adobe or WebEx)
- Troubleshoot specific problems participants might experience
- Prepare to facilitate portions of a Live Online course

**Resources:**
- Explore the Power of the Platform Participant Manual
- Platform worksheet for independent practice (Adobe or WebEx)

**Session 2:** Facilitate an Online Learning Event

**Duration:** One, 2.5 hour, live online workshop (up to 10 participants)

**Description:** Test your online training skills and learn to navigate the virtual training platform by teaching an actual live online learning event. Perform training activities using online tools such as whiteboards, chat, document sharing, polling, breakouts and more.

During this session, you will:
- Practice delivering a live online course
- Gain feedback and suggestions for ways to improve delivery
- Share insights on leading practices to create a support plan for each other

**Resources:**
- Example Online Learning Event materials:
  - Kickoff to Online Learning (Adobe or WebEx)
CERTIFY by becoming a Dale Carnegie Digital Certified Live Online Trainer

**Title:** Deliver Your Own Live Online Event!

**Duration:** 3 hours minimum including: (1 participant)
- One, 1-hour rehearsal and coaching
- One, 1-hour Go Live! for delivery and observation
- One, 1-hour debrief for evaluation and feedback

**Description:** Become a Dale Carnegie Certified Core Live Online Trainer by delivering your live online learning event from beginning to end. A rehearsal is conducted, with coaching to prepare you for all aspects of the learning event.

Full training support is provided when the learning event is to Go Live! in front of your actual live online audience. A session debrief evaluates you and then provides feedback for continued growth from your personal Dale Carnegie Digital Coach.

**Resources:**
- The participant survey and results
- Recordings of all three sessions for participant review for up to 30 days

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“This training was invaluable. The tools, knowledge, and resources that were provided will aid us in getting our program off the ground and will help us maintain a level of quality as we grow. I’m very excited to begin implementing all of the skills I acquired during the program.”

**Alicia W. Bullock**
VP, Director of Training & Development
Community Trust Bank