

## Webinar Training Criteria and Best Practices

| Criteria  | Webinar best practices  |
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| <b>1. Organization and Logistics</b>                                    |   |
| <b>1.a Prepared and ready to go:</b>                                    | <ul style="list-style-type: none"> <li>• Event starts on time</li> <li>• Gototraining is launched at least 15 min ahead of schedule with the title screen up so participants know they are at the right place</li> <li>• Trainer is familiar with the platform and can use the different functions</li> <li>• Teaching tools are ready (whiteboard, Powerpoints, any websites that you will be showing should be uploaded ahead of time, any documents should be open etc.)</li> <li>• 5 min before the start of the call start interacting with participants (this serves double purpose: you start building rapport, and you also make sure that everyone can hear you and that everyone is able to communicate with you)</li> <li>• Make sure that the environment around you is quiet and that you won't be disturbed</li> <li>• Close all unnecessary programs and applications that could be slowing down your internet connection</li> </ul> |
| <b>2. Objectives and reinforcing objectives throughout the sessions</b> |   |
| <b>2.b Connects objectives and provides context:</b>                    | <ul style="list-style-type: none"> <li>• Trainer references the objectives throughout the session and when moving from one activity to the next</li> <li>• Provides context for the objectives as they relate to activities</li> </ul>  |
| <b>3. Time management</b>   |   |
| <b>3.b Strategies for reducing distractions:</b>                        | <ul style="list-style-type: none"> <li>• Trainer uses positive strategies to keep the sessions moving and participants engaged</li> <li>• Ask participants to read slides outloud</li> <li>• Use chat for brainstorming</li> <li>• Ask participants to look at and analyze graphics and images</li> <li>• Keep momentum and move through the slides</li> </ul>  |
| <b>4. Presence</b>  |   |
| <b>4.a Voice:</b>   | <ul style="list-style-type: none"> <li>• Trainer articulates and projects voice</li> <li>• He/she speaks clearly at an appropriate pace</li> <li>• Uses inflection (note, most trainers need to kick it up a notch)</li> <li>• Test your audio before starting</li> </ul>   |

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|   | <ul style="list-style-type: none"> <li>• If possible use headset</li> <li>• Calling in, rather than using VoIP will ensure a better audio quality overtime</li> </ul>  |
| <b>4.b Prepared:</b>                              | <ul style="list-style-type: none"> <li>• Trainer knows the content and the activities and can speak freely, (notes are fine, but don't read directly from the curriculum. People can tell, even when they can't see you)</li> <li>• Have the powerpoint notes and your notes printed out or on another screen</li> </ul>   |
| <b>5. Delivery and Engagement</b>                 |  |
| <b>5.b Content Knowledge and Examples:</b>        | <ul style="list-style-type: none"> <li>• Trainer can explain topics in a variety of ways and provides interesting examples so learners can connect to the topics in different ways (be mindful of being overly repetitive)</li> </ul>  |
| <b>5.d Content is clear and easy to remember:</b> | <ul style="list-style-type: none"> <li>• Trainer presents ideas in a logical sequence and shows relationships between ideas, summarizing when necessary</li> </ul>   |
| <b>5.f Flexibility:</b>                           | <ul style="list-style-type: none"> <li>• Trainer pays attention to how participants respond to topics and the "mood in the room" (even on a webinar you can gage the mood e.g. by the level of participation)</li> <li>• Trainer responds effectively to keep participants engaged (sometime this means taking an unplanned break, or changing an activity)</li> </ul> |
| <b>6. Disposition and Setting the Tone</b>        |  |
| <b>6. a Uses names:</b>                           | <ul style="list-style-type: none"> <li>• Trainer uses participants' names to build trust and encourage learning</li> <li>• Use the list of attendees</li> <li>• The audio tab does tell you who is currently speaking – use that function to be able to reply using participants names</li> </ul>  |
| <b>6. b Professional:</b>                         | <ul style="list-style-type: none"> <li>• Trainer is professional and speaks highly of YFU staff, volunteers, host families, and students.</li> </ul>   |
| <b>6. e Neutral and Non-Judgmental:</b>           | <ul style="list-style-type: none"> <li>• Trainer validates participants' experiences and respects individuals' rights to their own opinion.</li> </ul>   |