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Session SU107

Virtual Training via Web Conferencing at the World Bank Group

Learning Objectives:

- Apply a four-step model for designing and delivering web conferences for learning events
- Apply practical tips to facilitate successful web conferences

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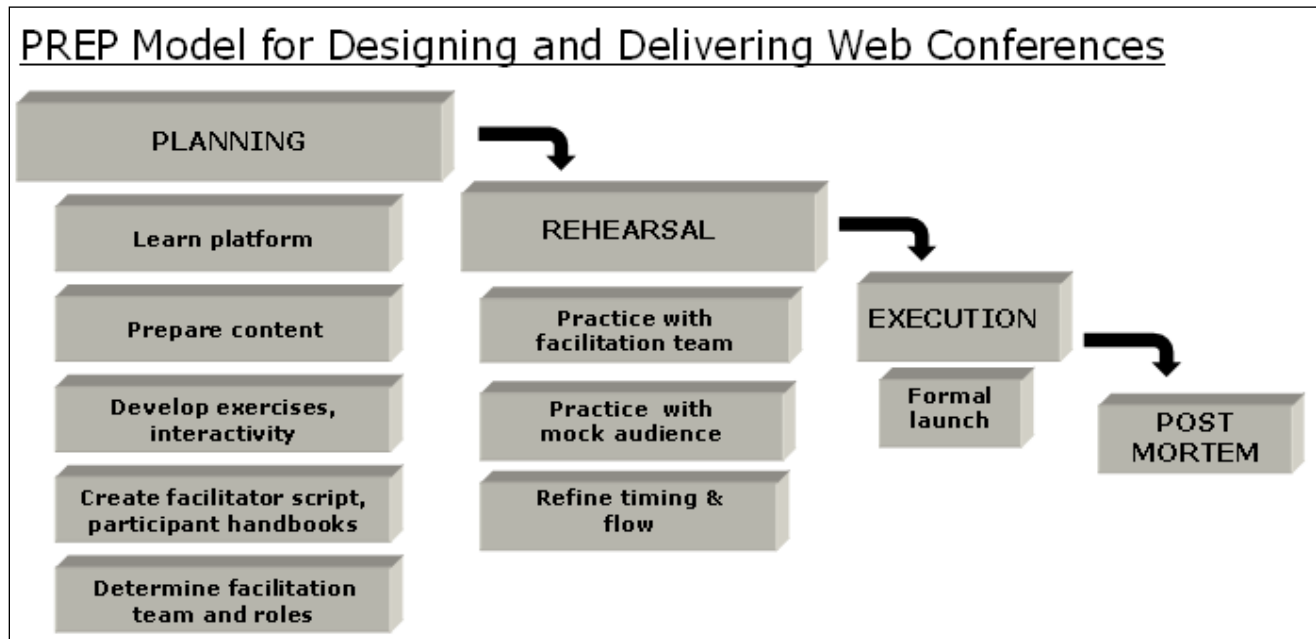
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1. PREP Model for Designing and Delivering Web Conferences

Planning, Rehearsal, Execution and Post Mortem, or PREP, are core areas to consider for a web conference. Follow the PREP model to ensure a smooth and successful delivery. The majority of your time will be spent planning, less time will be spent rehearsing, and so on.



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2. Tips for the PREP Model Steps

Planning	Rehearsal	Execution	Post Mortem
<ul style="list-style-type: none"> • Design interactivity every 3-5 minutes • Load and test content and prepare polls, etc. in the tool. • Prepare a text file with questions, comments and links for the chat box so you can cut and paste. • Develop clear instructions for participants on how to join the session, including instructions for audio. • Develop a plan "B" 	<ul style="list-style-type: none"> • Rehearse multiple times with multiple audiences. • Incorporate feedback from rehearsal • Time a complete delivery to ensure you can cover the material and exercises in allotted time. 	<ul style="list-style-type: none"> • Log in 30 min. early; ask participants to log in 15 min. early. • Start and end on time. • Engage the audience early, exposing them to the variety of methods they can use to interact. • Give audience time to respond to questions, polls, chat. Some silence is okay. • Have an extra computer so you can see the participant "view" at all times. • Disable email arrival notifications. 	<ul style="list-style-type: none"> • Conduct online evaluation. • Debrief with facilitation team. • Incorporate feedback into design and delivery.

3. Moving From the Classroom to a Web Conference

Simply placing the slides used for classroom training into a web conferencing tool will not result in an optimal learning experience for your audience. Three key areas to adjust are:

Slides/ Content	<p>Increase the amount of interactivity, decrease the amount of content.</p> <ul style="list-style-type: none"> • Reduce your content and spread reduced content over more slides than what was used for a face-to-face setting. • Add graphics and images to convey key concepts.
Exercises/ Interactivity	<p>Adjusting exercises and adding interactivity just requires some creativity to convert from classroom to web conference. For example:</p> <ul style="list-style-type: none"> • Quizzes → polls • Small group work → work in breakout rooms • Raising hands → status icon changes • Whiteboarding → whiteboarding • Open-ended questions → Chat
Voice/ Language	<p>Since the audience may not see the speaker, his/her voice carries additional importance.</p> <ul style="list-style-type: none"> • Use clear and precise language. • Avoid slang, especially if participants come from different countries. • Avoid monotony.

4. The Facilitation Team and Roles

The content and complexity of your web conference will determine the facilitation team needed. In general, you need a facilitator and a producer to carry out these key tasks:

	Facilitator Role	Producer Role
General	Main speaker, subject matter expert.	Web conferencing expert. May or may not be familiar with subject.
Slides/ Content	Advances slides. Engages audience verbally.	Explains technical features. May kick off and conclude the session.
Chat	Not active in chat. Comments verbally on what others type.	Active in chat. Engages audience by posting and responding to questions/comments. Prompts facilitator to address chat questions. Types key messages to reinforce learning as facilitator speaks.
Polls	Comments on poll results.	Opens/closes polls.
Exercises	Leads and debriefs exercises.	Explains how exercises will run.

5. Steps to Calculate Carbon Emissions Savings

When face-to-face trainings are replaced by a web conference a side benefit is reduced carbon emissions. To calculate carbon emissions savings, follow these steps:

Step 1	Calculate carbon emissions from transportation. Enter participants' flight info, or estimate where all participants would have come from, and come up with one average flight. Then multiply the emissions for that flight by # of participants.	<ul style="list-style-type: none"> • http://www.carbonfund.org/Calculators# (tons of CO₂) OR • http://www.terrapass.com/carbon-footprint-calculator/#air (lbs. of CO₂)
Step 2	Convert carbon emissions into something tangible.	http://www.epa.gov/RDEE/energy-resources/calculator.html Use Option 2. Input CO ₂ information, and hit "Calculate Equivalencies"
Step 3	Create a slide with carbon emissions savings and include at beginning of event.	Ex: http://webconferencingzone.blogspot.com/2009/02/web-conferencing-is-green.html