

Graduate School USA

Professional Development Training

December 18, 2020



Ground Rules

Navigating Zoom Window

- Mute Your Audio
- Use Your Video
- Use Chat Pod to ask Questions or submit Comments



Agenda

Time	Activity	Participant(s)
10:00	Welcome and Introductions	Dean Wilkerson Beth Stoops
10:15	Words from the President	Jack Maykoski
10:20	Back to the Future	Ms. Brooke Nicholas, M.P.A.
11:30	Lunch Break <i>Ugly Sweater Shout-Outs</i>	All (Optional)
Noon	Break-out Sessions: Sharing of Best Practices and Overview of MS Teams	Ms. Katherine Coffman Mr. Michael Miner Ms. Stephanie Rainey Mr. Marlon Sellow
2:00	Reminders and Closing Remarks	

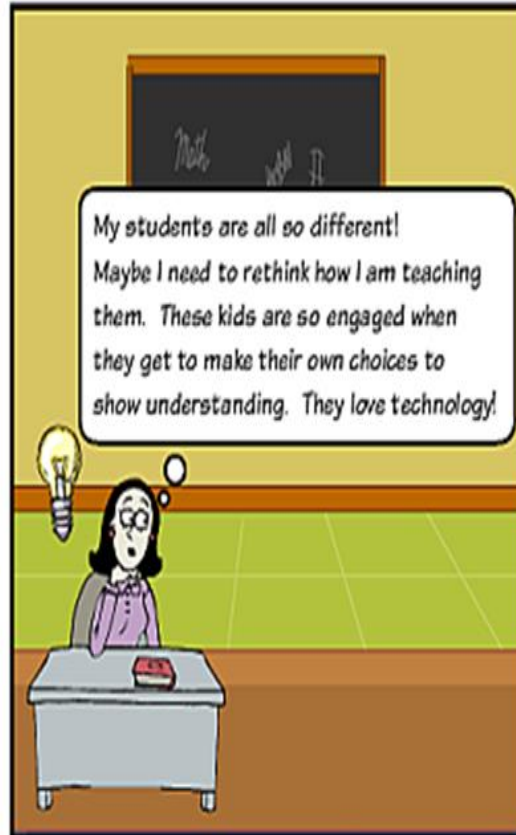
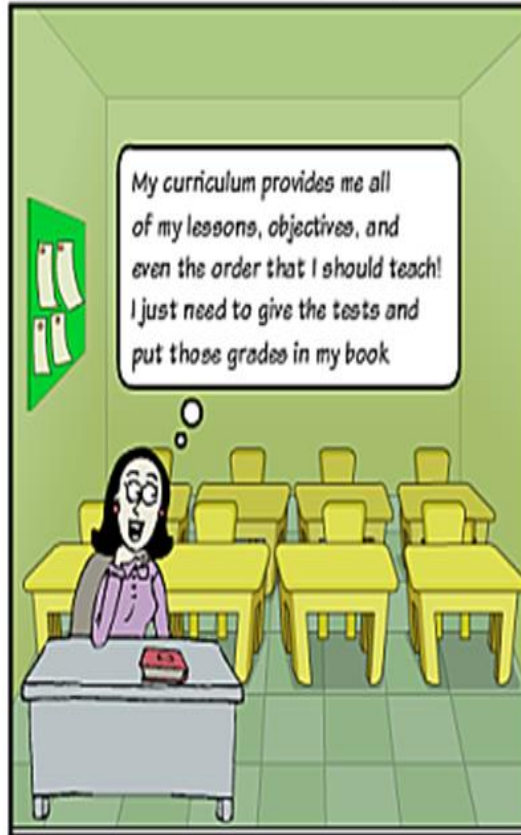
Ms. Brooke Nicholas, M.P.A.

**BACK
TO
THE FUTURE**

Ice Breaker

CURRICULUM 2.0 - BY KHAMMO

WWW.TOONDOO.COM



Skills Needed for Training

Training Skills	Face-to-Face Training	Virtual Training
Facilitate Discussion	Yes	Yes
Ask Questions	Yes	Yes
Give Instructions for group activities	Yes	Yes
Teach New Skills	Yes	Yes
Present Content	Yes	Yes
Engage Participants	Yes	Yes
Manage Class Time	Yes	Yes
Use technology	Sometimes	Yes
Multitask	Yes	Yes, using technology
Observe & monitor participant behavior	Yes	Yes
Adhere to school guidelines	Yes	Yes

Adult Learners

- The study of adult learning gained popularity in the 1970s

Adult learning = Andragogy

- In the Greek language andragogy *means man-leading* in comparison to pedagogy, which in Greek means child-leading.

Adult Learning Principles

- Establish buy-in with adult learners
- Draw on previous experience (including lessons learned)
- Make it relevant
- Make it meaningful

Adult Learning Preferences

Every learner has a primary perceptual style for learning:

- **Print** - text, paper/pencil, etc
- **Visual** - observation, slides, video, etc
- **Aural** - listener, lecture, panels, etc
- **Interactive** - discussion, Q&A, etc
- **Tactile** - touch, hands-on activities, etc
- **Kinesthetic** - physical, role-plays, etc
- **Olfactory** - use taste and smell to learn

Adult Learning Preferences

Incorporate a variety of delivery methods, or administer a quick survey!
<http://marciaconner.com/assess/learningstyle/>



Adult Learning in Virtual Training

- Explain online features early on
- Allow for collaboration and self-paced learning
- Offer guidance on the spot
- Actively manage chat pods/breakout rooms



What Motivates Adults to Learn?



Maslow's Pyramid



Student Engagement

THE TOP TEN STRATEGIES:

1. Make Learning Fun
2. Set Expectations
3. Share Personal Stories
4. Use Student Interaction Exercises
5. Know Student Learning Style
6. Use Technology
7. Invite Guest Speakers
8. Use Games
9. Ask Basic Questions
10. Prevent PowerPoint Abuse



Presentation Skills—Preparation

- Know Your Audience
- Determine the Participant Objectives
- Plan Your Presentation to meet those objectives
- Plan for verifying that learning took place...the questions you will ask



Virtual Readiness

- Have the right equipment
- Test your tech
- Adjust settings
- Utilize built-in features and the internet

TEACHING POINT: Be mindful of how your learners access information on-the-go, and check that video/audio are compatible with more than just desktop devices

Presentation Tips

- Body Language and Movement
- Gestures
- Your Voice
- Jargon
- Eye Contact
- Rapport
- Other Qualities



Presentation Skills—Your Audience

ARE YOU REACHING YOUR AUDIENCE??

Look for non-verbal cues:

- Body language, movement and gestures
- Voice and eye contact
- Rapport and other intangible qualities
- Questions and concerns



Boards (electric and non-electric)

- Boards purpose to enhance learning outcomes or participant retention
- Electronic and non-electronic
- Similar purpose to charts
- Differences between whiteboard and charts?

What has been your experience with boards?

Tool Kit Considerations



References & Resources

1. Huggett, Cindy (2017), Virtual Training Tools and Templates, An Action Guide to Live Online Learning, ATD Press
2. Huggett, Cindy, (2018), Virtual Training Basic (2nd Edition), ATD Press
3. Pike, Bob (2015), Master Trainer Handbook, Tips, Tactics, and How-Tos for Delivering Effective Instructor-Led Participant-Centered Training, HRD Press, Inc.
4. Graduate School USA, Basic Instructor Training: Retrieved from <http://www.tlcsem.com/binstructor.htm>
5. Graduate School Train the Trainer Courses:
 - Instructional Systems Design
 - Instructor Training

Thank You



happy
holidays!

Break-Out Rooms



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Virtual Instruction
Best Practices & Lessons Learned

By Katherine “KC” Coffman



Strategies for Engagement

- Use tools during Zoom overview on 1st day
- Ice Breakers and End-of-Day Activities (Refer to handout for instructions on activities)
 - 2-Peas-in-a-Pod
 - My name is ?
 - Breakfast Routines
 - Fact or Fiction?
 - “IF” Game
 - Tall Stories
 - People Bingo
 - Bucket Challenge

Virtual Training & Delivery Techniques

- 15 minute break every 45 to 60 minutes
- 10 or fewer Power Points Slides per day
- Participant Guide as guide for discussion
- Polling tool
- Flip Chart
- Timer for breaks and lunch – use Share Screen
- Provide instructions in Chat feature
- 3 Monitors (3rd used to view screen share)
- Whiteboard, videos, upload documents, post links in chat

How to look good on camera

- Use a standup desk; stand while instructing
- Headphones
 - You don't have to worry about your hairstyle!
- Dress as if you were instructing in person
 - You are 😊
- Logi camera (or equivalent); place at eye level
 - Align the “Speaker Box” directly above eye level of camera
- Lights, Background, attire

Dealing with Non-participants & Behavior

- Think, Pair, and Share technique
- Designate people to Teams
- Be clear of Rules of the Road
 - Engagement is encouraged
 - Engagement is tracked for assessment
 - Purpose – maintain ACE certification

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Virtual Instruction Best Practices & Lessons Learned

Stephanie C. Rainey



Course Prep - Getting Ready

- Email Students Friday (a.m.) before session
 - Brief Introduction
 - Provide contact info (lesson learned)
 - Reiterate start time (w/ time zone)
- Quick Access to Your Course Resources
 - Create easy access to your documents, tools, website (Place on Taskbar, Desktop, Minimize)

Course Prep - Getting Ready (cont...)

- Teach from Participant Guide (w/ Notes from Instructor Guide)
- Back-up Plan: Identify a few websites, resources or exercises) to add in case you are ahead of schedule – or - have low class #'s
- Print Class list (... to write key points on each student as they share)

Virtual Delivery Techniques

- Look good on Camera
 - Appear and dress as if you are face-to-face
 - Check lighting of your space on camera
 - Use “Touch up my Appearance” Feature (Zoom)
- Background Matters
 - View your background – What do you see?
 - What does your background say about you?
 - Is your background distracting?
 - Consider Graduate School background

Virtual Delivery Techniques (cont..)

- Review Zoom – Use Zoom Intro PowerPoint
 - Student's ability to operate technology varies
- Use Topic Videos
 - Best Practice: Students view and listen to video from instructor's PC speakers
 - Ask what they learned
- 2 Monitors + 2 Easels
- Windows' Virtual Timer
 - Share screen to countdown breaks, lunch, exercises

Strategies for Engagement

- Introductions:
 - Name, Agency, Current Role
 - 1 Expectation or 1 Challenge
 - Wild Card (time permitting): Fun Fact, Something people are surprised to know; Your Superpower
- Be Relatable: Share
 - Share your history, your experience, your challenges, expertise as you teach
- Post links, articles, documents in Chat

Strategies for Engagement (cont...)

- State Your Expectations (add a slide)
 - To Actively participate w/ shares, experience, questions;
 - To Use virtual Zoom functions “raised hand”
 - Use Chat Function and Yes/No Function (Zoom)
 - **To Turn Videos On**
- Morning Share & End-of-Day Roundup
 - Share 1 thing you learned – or – an “aha” moment

Strategies for Engagement (cont...)

- Ask open-ended questions
 - Participants respond using (Zoom) functions
 - To make it fun – they can punt their question!
- Breakout Sessions
 - Don't be afraid of designating large groups
 - Large groups: They must identify a Recorder, Timekeeper, Spokesperson (or 2)
 - Give more time during exercises to Network
- Happy [half] Hour with the Instructor!

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Overview of MS Teams

Marlon H. Sellow



Quick Comparison

Zoom

- Structured
 - Bakery
 - Minimal student control
 - Informal
- Tech load
 - Low
 - Instantaneous
 - Camera *easy*

MS Teams

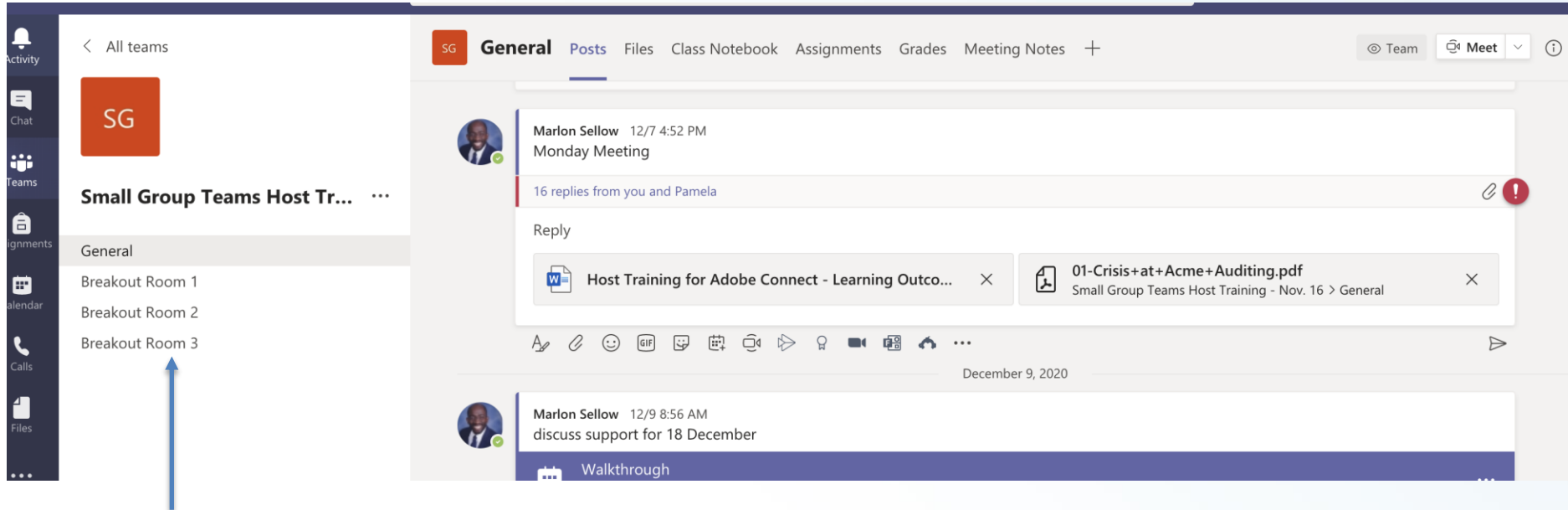
- Configurable
 - Cake mix
 - Student navigable
 - University model
- Tech load
 - Moderate
 - Persistence
 - Leverages O365
 - Camera *easy*

Adobe Connect

- Configurable
 - Bake from scratch
 - Minimal student control
 - Modular, secure
- Tech load
 - Moderate+
 - Persistence
 - Camera *moderate*

The customer (employer) decides the platform
Functionally, they are equivalent

Screenshot of MS Teams



Channel = independent functional area


Students can navigate anywhere!













- Office 365 with a camera...
- Plan your steps/outcome

Key functionality




SG **General** Posts Files Class Notebook Assignments Grades Meeting Notes +

Reply










 Host Training for Adobe Connect - Learning Outco... X

            ...

December

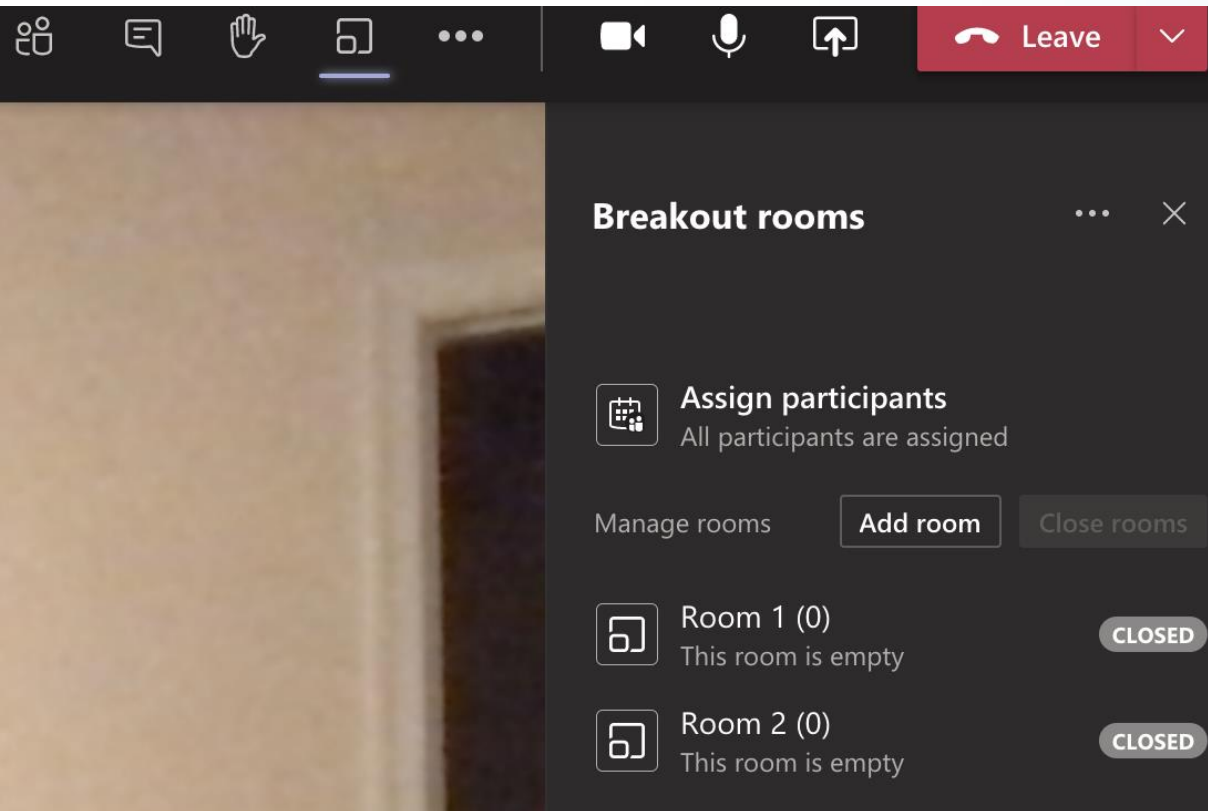
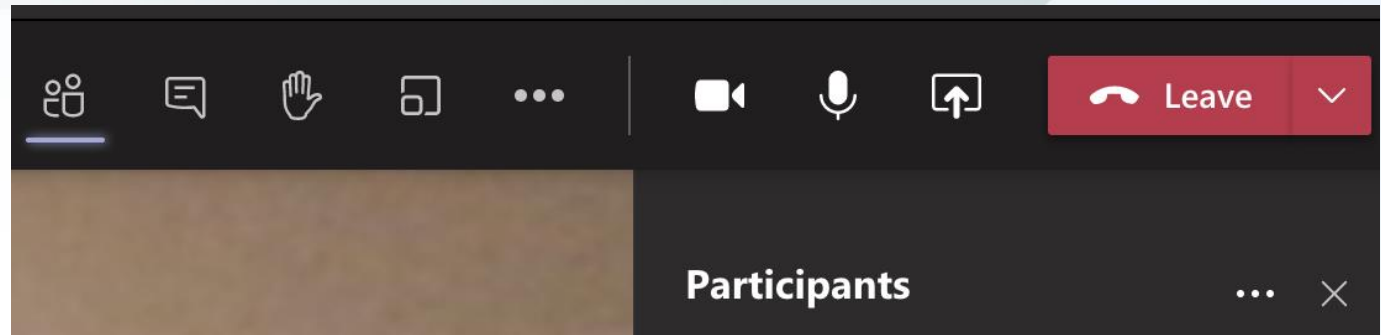
 Team  Meet 

- General
- Breakout Room 1
- Breakout Room 2
- Breakout Room 3

    ...     Leave 

Participants ... X

Sharing and Breakout Rooms



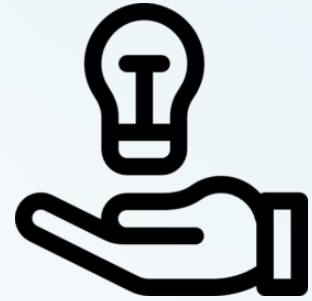
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Enhancing the Experience Using
Microsoft Forms
By Michael Miner



A Coupe of Questions to Start

- What do we want Students to take away from our courses?
 - Information provided by the Course Learning Outcomes
- How can we as instructors enhance the learning experiences?
 - Interactive exercises to reinforce the concepts discussed
 - Use tools that are available to capture and share information



Using MS Forms

- Effective use of MS Forms
 - Capture Students Responses
 - Provides continuity throughout the class



Getting Started

- Log into Office 365
- Office.com
- Select Forms Icon
- alternative: forms.office.com
- See the forms and quizzes you have created

Landing Page MS Forms

Forms

Search

+ New Quiz

Recent Pinned Shared with me

CBA EX. 1.4
Michael Miner
4 responses

CBA EX. 1.3-2
Michael Miner
0 responses

CBA EX. 1.3-1
Michael Miner
0 responses

CBA EX. 2.2-2
Michael Miner
0 responses

CBA EX. 2.2-1
Michael Miner
0 responses

CBA EX 1.1
Michael Miner
1 responses

CBA EX 1.2
Michael Miner
0 responses

CDE Information Request
Michael Miner
0 responses

Exercise: Developing Survey Objectives

Interview Exercise Report

Exercise: Conducting an Interview (TEAM 1)

Exercise: Conducting an Interview (TEAM 2)

MS FORMS DEMO

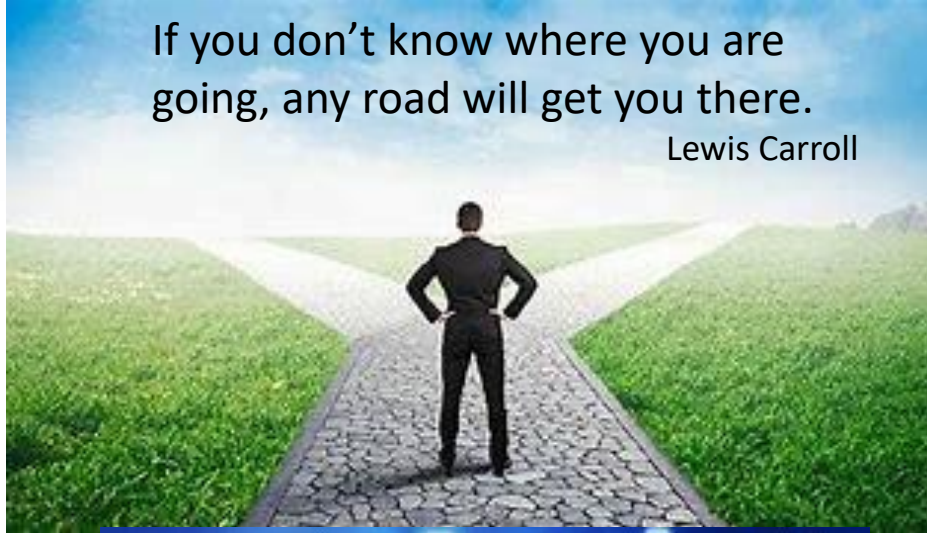
- Example of exercises
- Example of results
- Example of providing information to students
- Delivering the form to students
- Sharing the Form with others
- Collecting results
- Walk through setting up a form

Setting up a form is intuitive and with a little practice, you will be able to deploy forms in your virtual classrooms to enhance student learning.

Questions

If you don't know where you are going, any road will get you there.

Lewis Carroll



The journey is yours to travel!