“VIRTUAL” IS HERE TO STAY

A CONFERENCE CALL IN REAL LIFE
What do you want to accomplish?

- Meeting?
- Informational?
- Training?
Who do you want to communicate with?

Things to consider:

- Demographic
  - Age/Gender
- Geographic
- Think about your audience:
  - Generational
  - Language preference
  - Cultural Norms
  - Community/neighborhood
  - Access to technology
What is the best platform?

• Virtual: webinar, training, informational (Microsoft Teams, Zoom, Go to Meeting, Adobe Connect among others)

• Conference Call?

• When would you consider in person?
  o Experiential or hands on activities time is needed
  o Online options are not good or not available
  o “Face to Face” interaction is critical
• Making a “connection” is important, but how?
• Introductions matter! Ask participants:
  o Share their name, agency, and what they DO (this goes beyond title)
  o Ask about expectations—particularly when conducting training
• Use the information provided to start a conversation—ask questions, relate to common areas of interest
Keep Participants Engaged
Involving Participants

Ways to involve the participants:
• Encourage them to raise their hand
• Call on them one at a time and unmute their microphone
• Have them type in the chat area
• Use the pointer and/or draw functions if available

Remember: Always acknowledge participants in a positive way.
Check Their Status

• Use “status tools” or emoticons
• These icons can be helpful in providing feedback that you would normally see in a physical classroom environment
• This method lets participants know that you are acknowledging their thoughts and opinions
Survey Says!!

- Surveying or polling:
  - Can help acquire instant and quantifiable input, and provide engagement
  - Use survey/poll questions strategically
  - Can also direct where increased emphasis on a subject may need to be placed
  - Frequently, is a quick method to track progress
Activities

- Group activities —
  - “Icebreakers”
  - Small group discussion
  - Breakout rooms with exercises
    - Group of four or five is optimum size
    - Randomize participants
  - Whiteboards (brainstorming exercises)
Virtual Etiquette

The 8 Do’s

- Be courteous to other participants
- Speak clearly
- Keep body movements minimal
- Move and gesture naturally
Virtual Etiquette

The 8 Do’s

- Maintain eye contact by looking into the camera
- Dress appropriately
- Make the session animated
- Be yourself and have fun!
Virtual Etiquette

The 8 Don’ts

- Make distracting sounds
- Shout
- Make distracting movements
- Interrupt other speakers
Virtual Etiquette

The 8 Don’ts

- Carry on side conversations
- Cover the microphone
- Eat or chew
- Display actions of boredom or tiredness
Are You Ready For Your Close-Up?

• If/when necessary, use available webcam feature
• Use with caution
  • Can be distracting
  • Can be a technical challenge (bandwidth)
Webcam Usage

• Look into lens when speaking with participants
• Refrain from chewing or eating
• Use natural gestures
• Present yourself professionally (dress, posture,)
• Be prepared before going “LIVE”
Use Your Skills as a Speaker
Your Voice’s Vitality

Focus on:
• Inflections
• Diction
• Speed
• Tone
• Pace

Remember: You are delivering in a way that brings the material to life for the learner.
Scripted vs. Unscripted

• Scripted—writing out exactly what you want to say in advance, word for word
• Unscripted—speaking to students from notes, memory, or even “off the cuff”
Facilitating Different Class Sizes

In a class of 10 Students
Challenges include:
Encouraging participation and student-to-student interaction

In a class of 20 Students
Challenge includes:
How to balance between several active and inactive students

In a class of 30 Students
Challenge includes:
How to keep track of students’ names and status
Quick Facilitation Tips

• Keep all avenues of communication open
• Have participants do something every three to five minutes
• Utilize information provided by participants
• Use participants’ names
• Focus on content, not technology
Be Real!

• If you are working from a script—don’t read it
• Don’t read the slides
• Practice so that it becomes easier
• Try to minimize outside distractions
• Have a sense of humor—things happen
Where can I get more training on this?

• Transportation Safety Institute (TSI) - https://tsi-dot.csod.com/
  o Effective Speaking and Presenting
  o Instructor Development for Virtual Live
  o Instructor Development In Person

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