



虛擬訓練最佳措施

BEST PRACTICES FOR VIRTUAL TRAINING

扶輪社及地區比以往都更常辦理虛擬會議。
網路訓練讓世界各地的人得以互相認識及學習。

請利用本指南協助你規劃及進行達成你的目標的網路訓練活動。



你將學習如何：

- 籌備虛擬會議
- 準備網路訓練
- 引導網路訓練會議



籌辦 ORGANIZE

籌辦一項虛擬會議需要以不同的方式來思考後勤工作及與會者的需求。

虛擬會議平台

VIRTUAL EVENT PLATFORMS

考慮使用虛擬會議平台來辦理你的活動。

虛擬會議平台的特色及優點：

- 註冊
- 圓桌分組討論
- 友誼之家
- 建立人脈
- 全體會議
- 會議的錄影
- 翻譯

受社員歡迎的虛擬會議平台：

- BigBlueButton
- Merestone
- RingCentral
- vFairs
- Virbela

虛擬訓練平台

VIRTUAL TRAINING PLATFORMS

去年，扶輪使用 Zoom 進行虛擬訓練會議的人數超過其它任何平台。因你購買的版本而異，其功能包括：

- 聊天
- 分享螢幕
- 分組討論室
- 白板
- 錄影

辦理虛擬訓練會議的可選擇的其它平台包括：

- GoTo 套件 (GoToMeeting, GoToWebinar, GoToTraining)
- Microsoft Teams
- Webex
- WhatsApp

訣竅：在活動預定時間至少 2 到 3 個月前就要開始看看各種可供選擇的虛擬訓練平台。你會希望有足夠的時間擬定你的網路課程、宣傳活動、並讓出席者註冊。

扶輪學習中心

ROTARY'S LEARNING CENTER

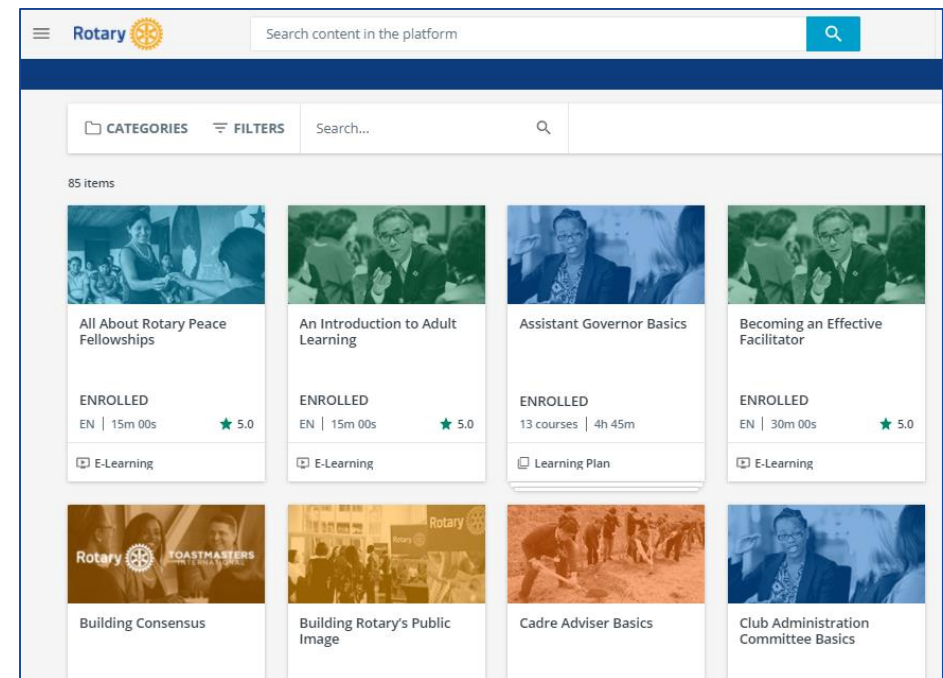
「一切從我的扶輪網站及學習中心開始。

開始瞭解目前已經有什麼資源。然後以此為起點，你可以決定剩餘的一切。」

— 7210 地區 (紐約) 2016-17 年度總監路易士·杜賓 Louis Turpin

扶輪的學習中心 (Learning Center) 提供課程及資源來協助你規劃你的活動，包括：

- 辦理網路訓練 (Conducting Online Training)：提供如何規劃及籌辦虛擬訓練的訣竅
- 網路集會 (Meeting Online)：學習的主題為徵求社員及扶輪辦事員提供有關如何將實體訓練轉變為網路學習的建議



註冊及安全

REGISTRATION AND SECURITY

運用大多數虛擬平台都有的註冊及安全功能，來確保你的活動**只有已註冊的人可以參加**。

舉例來說，Zoom 讓與會者可以輸入密碼或是等待引導人將其加入會議。以下為其它強化會議安全性的方法：

- 如果你使用密碼加入會議，不要將其發佈在公開網站或你的社群媒體帳戶。
- 與會者加入會議後，請把攝影鏡頭關閉，音訊設定成靜音。

訣竅：當你傳送註冊連結給與會者時，請注意時區的差異。

The image shows a screenshot of the Zoom meeting settings interface. It is divided into three sections: Registration, Meeting ID, and Security. In the Registration section, the 'Required' checkbox is unchecked. In the Meeting ID section, 'Generate Automatically' is selected with a blue dot, and 'Personal Meeting ID' is unselected. In the Security section, 'Passcode' is checked with a blue checkmark, and there is an empty text box for the passcode. Below the passcode box, it says 'Only users who have the invite link or passcode can join the meeting'. There are also two unchecked checkboxes: 'Waiting Room' (with the text 'Only users admitted by the host can join the meeting' below it) and 'Require authentication to join'.

Registration	<input type="checkbox"/> Required
Meeting ID	<input checked="" type="radio"/> Generate Automatically <input type="radio"/> Personal Meeting ID
Security	<input checked="" type="checkbox"/> Passcode <input type="text"/> Only users who have the invite link or passcode can join the meeting
	<input type="checkbox"/> Waiting Room Only users admitted by the host can join the meeting
	<input type="checkbox"/> Require authentication to join

時間安排 SCHEDULING

不論會議主題有多吸引人，與會者都需要離開久坐的螢幕前休息一下。
運用下列訣竅來規劃你的虛擬會議：

- 限制個別會議的長度最長為 90 分鐘，超過 60 分鐘的任何會議都應包含一次短暫的休息。
- 一天的訓練不可超過 3 小時。
- 儘可能把會議安排在一星期內的固定一天及同樣的時間，讓與會者更容易記住。
- 在訓練開始前提供行前講習，協助與會者及引導人使用該網路平台及所有功能。



內容

CONTENT

調整內容

- 決定你在 60 到 90 分鐘內可以討論多少資訊。
- 檢視實體會議內容，判定什麼技能在網路會議依然有效。
- 要記得，有些平台提供在虛擬分組討論室集會的功能。
- 在會議前或會議後提供額外的資源或指派功課，以納入網路會議所未涵蓋的資訊。
- 必要時更改簡報的格式或風格。舉例來說，減少幻燈片的張數或增加與會者互動性。

使用混合學習

- 可能的話可以混合實體會議及網路會議。你可以提供實體的聯誼機會，但在網路討論特定議題。
- 要求與會者在你的會議之前先到扶輪的學習中心修課。然後使用你的引導討論時間把網路課程所學應用在個案研究中，進一步探索該主題，或討論你的地區或區域特有的訊息。

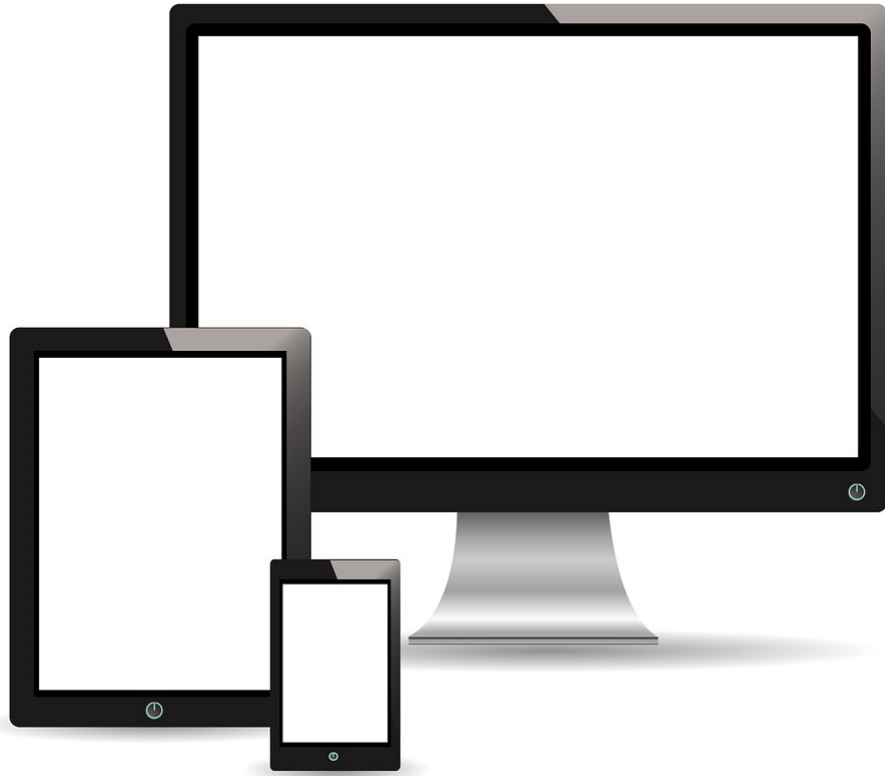
訣竅：檢視學習中心課程目錄 (Learning Center Course Catalog)，查看最新的課程清單。

全球性考量

GLOBAL CONSIDERATIONS

我們的社員及與會者來自世界各地。
請遵循以下步驟，確使他們能夠參加你的虛擬會議。

- 清楚說明你的訓練舉辦地點的時區，必要時提供資源以協助與會者調整日程表。
- 儘可能把會議安排在對所有與會者都方便的時段。
- 會議資料列在會議邀請函裡，讓與會者可以事先檢視。這對可能使用第二或第三語言參與會議的出席人員而言甚有幫助。
- 如果你的與會者所說的語言眾多，你需要一種以上的口譯，扶輪建議使用網路口譯平台 Interprefy。



準備 PREPARE

準備一場虛擬會議需要跟辦理實體訓練不同的考量因素。

設備

EQUIPMENT

- 使用桌上型或筆記型電腦而非手機或平板，才能使用會議平台所提供的所有功能。
- 確保在會議開始前備妥必要的設備，包括耳機、網路攝影機、或綠幕（註：去除背景合成影像用）。
- 引導會議時，若備有第二個螢幕對你存放備忘錄或其它資源會很有幫助。第二個螢幕請擺放在讓你不必將視線遠離攝影機也可看到之處。
- 確使你的裝置有穩定的網路連線。如果經常遭遇處理速度過慢的問題，請購買較高速的連線讓網路升級。



鏡頭 CAMERA

為了確保能有專業的簡報：

- 請抬高攝影鏡頭高度與眼睛齊平，讓你可以直視攝影鏡頭。
- 調整燈光。光線不足會讓你置身黑暗或呈現顆粒畫質。自然光及人造光源都會有幫助。試著讓你面前的光線多過背後的光。
- 減少背後造成視覺分心的事物，請考慮使用虛擬背景。你可在品牌中心 (Brand Center)，找到有扶輪品牌的 Zoom 背景。



音訊 AUDIO

運用下列訣竅，確使每個人都聽得到你的聲音：

- 使用附有內建麥克風的耳機。
- 減少或消除背景雜音，包括音樂或動物聲。
- 把手機或平板設置在「勿打擾」或「靜音」模式，確保你不會受簡訊或電子郵件打斷。
- 練習放慢說話速度並清楚發音。這對以第二或第三語言與會或聽力有困難的人來說尤其有幫助。



檢查你的設備

CHECK YOUR EQUIPMENT

確保你的連線訊號夠強：

- 選擇 Wi-Fi 訊號最可靠的地點。
- 關閉裝置上不必要的瀏覽器視窗及軟體。
- 關閉其它裝置的 Wi-Fi 連線，讓你的頻寬最佳化。

練習使用你的網路會議軟體的主要功能：

- 攝影機及麥克風
- 分享螢幕
- 聊天、問答面板、意見調查
- 錄影

練習，練習，再練習

PRACTICE, PRACTICE, PRACTICE

- 舉行模擬會議，與參加者一起練習整場會議。問過每個問題、把與會者移動到分組討論室、進行意見調查。你練習愈多，在真正會議時就會愈有自信且放鬆。
- 除了取得模擬與會者的回饋之外，請一名有經驗的引導人來觀察你的練習會議，提供意見。
- 首次擔任訓練講師或是任何想要複習知識的人，可以查看扶輪學習中心的下列課程。雖然這些課程是關於實體訓練，你可以把許多課程應用在網路學習：
 - 介紹成人學習 An Introduction to Adult Learning
 - 成為有效的引導人 Becoming an Effective Facilitator
 - 管理訓練會議 Managing a Training Session

預期挑戰

ANTICIPATE CHALLENGES

不要單打獨鬥

- 確使你至少有一個人可以提供技術支援或在你必須走開時接手引導。
- 讓你的支援人力記錄出席，並移除任何未受邀請的與會者。
- 請你的支援人力在聊天面板提供討論相關的連結或資源，以便你可以保持專注於會議。他們也可以處理聊天面板發生的問題。

訂定備案

- 如果你的麥克風或攝影鏡頭不能用，請切換到另外一個裝置，或請你的支援人力來擔任引導人。
- 如果與會者的音訊或視訊不能用，提供他們參與的替代方案，例如使用聊天面板來溝通。

其它準備方法

OTHER WAYS TO PREPARE

在會議預定時間前 30 分鐘登入，俾便檢查是否有技術問題，並準時開始會議。以下是一些其它訣竅：

- 如果你計畫在會議中分享你的螢幕，請在會議前便將你的文件、網站、或照片開啟備用，以便可以快速簡易地取得。
- 如果你使用不只一個螢幕，請把你的引導人筆記或領導人指南放在會議螢幕以外的另一個螢幕。
- 把你可能會參考的文件列印出來，尤其是你只用一個螢幕的時候。
- 準備好紙筆以便做筆記。
- 替自己倒一杯水，記得不要太緊張。



引導 FACILITATE

雖然實體與虛擬引導在許多方面都一樣，
你也可以試試網路會議的專用技巧。

引導

STARTING THE SESSION

- 在會議開始前 30 分鐘打開會議室，確使每件事都準備就緒且運作無礙。
- 請與會者在會議開始前 15 分鐘便加入，認識彼此，並檢查他們的聲音及鏡頭。
- 打開你的攝影鏡頭，確定你在歡迎與會者前並非處於靜音狀態。
- 請與會者輸入或更新其螢幕上的名稱。思考是否必須處理任何隱私問題。



開始會議

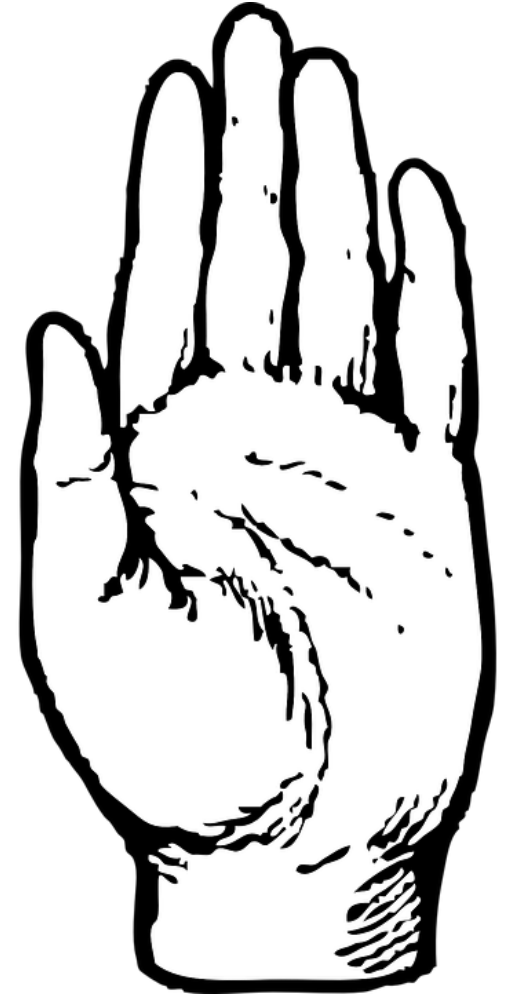
STARTING THE SESSION

- 如果你打算紀錄會議，要事先告知與會者。說明他們可以藉由關掉攝影鏡頭、將他們的註冊姓名改成只用名字、限制他們的參與來保護身分。
- 提醒與會者不講話時要開啟靜音。
- 當你在講話時，可能會想「釘選」自己（讓你的影像成為螢幕的主體）。在你講話時考慮讓所有與會者靜音，以消除分心因素。
- 每個人的螢幕所看到的出席者畫面都不同，且畫面可能因有人加入而改變。因此不要根據你螢幕所見請人做自我介紹，可能的話，把他們轉至聊天面板做自我介紹，或是用你的與會者名單來介紹出席人員。

會議中

DURING THE SESSION

- 講話及聆聽時，請直視攝影機。至少有 80% 的時間保持你的眼睛看著螢幕，以顯示你積極參與討論。有與會者在講話時，請避免看你的筆記。
- 與會者準備要發言時，可能的話，請他們在攝影鏡頭前舉手，而非依賴軟體的舉手功能。
- 會議期間要維持熱忱，讓與會者保持參與。



會議中

DURING THE SESSION

- 因為遠端管理討論可能很困難，請留額外的時間供發問及提出意見。
- 引導時要保持靜默，可是要明白這在虛擬情境中可能有點尷尬。為避免只是盯著螢幕，可以在等待回答的時候喝個水。
- 請記得整場會議期間你都是在鏡頭前面，你獲得的關注及注意就跟實體會議一樣——或許還更多！要隨時留意你的臉部表情、儀態、及手勢。

全球性考量

GLOBAL CONSIDERATIONS

- 扶輪是個全球性組織，並非所有與會者使用會議語言發言時都能顯得自信。請確保使每個人都覺得被接納，能夠參與。
- 放慢速度，清楚發音。避免使用術語、俚語、及口語用法，並解釋可能不是普遍都明白的縮略語。
- 減少幻燈片的文字量，僅用於視覺強化重點。選擇與各種文化都明白的圖片、文字、和實例。



使與會者參與

ENGAGE PARTICIPANTS

- 盡可能把與會者人數限制在每個會議室 14 人。這讓引導人可以快速瀏覽螢幕，查看舉起的手或其它非語言線索。
- 避免在有人引導的討論中使用幻燈片或分享螢幕，以便讓所有與會者都能看到彼此。
- 提醒與會者選擇參加討論的地點不要造成引導人或其他與會者分心。
- 請出席人員關閉他們所使用裝置上不必要的瀏覽器視窗及程式。
- 鼓勵與會者打開攝影鏡頭，保持高參與度。

使與會者參與

ENGAGE PARTICIPANTS

- 撥出時間聯誼建立人脈。請考慮早早打開會議室，並開放到會議結束後 30 分鐘。
- 以提問及鼓勵討論方式讓與會者盡快開始講話。
- 鼓勵與會者在可能的情況下使用聊天功能來提問、回答、及討論。讓參與者在會議結束時可下載聊天記錄。
- 使用分組討論室，讓與會者有機會在沒有引導人的狀況下進行小組討論或是進行活動。在分派他們到分組討論室之前要提供清楚的指示，包括你對他們回到主會議室時的期待是什麼。
- 使用意見調查來投票或確認理解程度。
- 考慮在較長的會議中更換引導人，避免過勞。

資源

RESOURCES

想要更加瞭解網路虛擬訓練，請看下列課程及參考資料。

- 「進行網路訓練」(Conducting Training Online) 課程
- 「網路集會」(Meeting Online) 學習主題 (在學習中心)
- 「網路活動勢不可擋。6 個簡易的步驟便可成功辦理」 “Online events are here to stay. Make yours a success in 6 easy steps”)，2021 年 1 月號國際扶輪英文月刊

有問題嗎？

請寫信給我們

learn@rotary.org

A person's hands are shown holding a silver smartphone over a laptop keyboard. The person has purple nail polish and is wearing a ring. The background is a blurred office setting. The text "BEST PRACTICES FOR VIRTUAL TRAINING" is overlaid in white, bold, sans-serif font.

BEST PRACTICES FOR VIRTUAL TRAINING

Clubs and districts are hosting virtual events more than ever before. Online training makes it possible for people to meet and learn from anywhere in the world.

Use this guide to help you plan and conduct online training events that achieve your goals.

You'll learn how to:

- **Organize** virtual events
- **Prepare** for online training
- **Facilitate** online training sessions





ORGANIZE

Organizing a virtual event requires a different way of thinking about logistics and your participants' needs.

VIRTUAL EVENT PLATFORMS

Consider using a virtual events platform to host your event.

VIRTUAL EVENT PLATFORM FEATURES AND BENEFITS:

- Registration
- Roundtable discussions
- House of Friendship
- Networking
- General sessions
- Recording of sessions
- Translation

VIRTUAL EVENT PLATFORMS POPULAR WITH MEMBERS:

- [BigBlueButton](#)
- [Merestone](#)
- [RingCentral](#)
- [vFairs](#)
- [Virbela](#)

VIRTUAL TRAINING PLATFORMS

Last year, more people in Rotary used [Zoom](#) for their virtual training sessions than any other platform. Depending on the license you purchase, features include:

- Chat
- Screen sharing
- Breakout rooms
- Whiteboards
- Recording

Other choices for virtual training sessions include:

- [GoTo](#) suite (GoToMeeting, GoToWebinar, GoToTraining)
- [Microsoft Teams](#)
- [Webex](#)
- [WhatsApp](#)

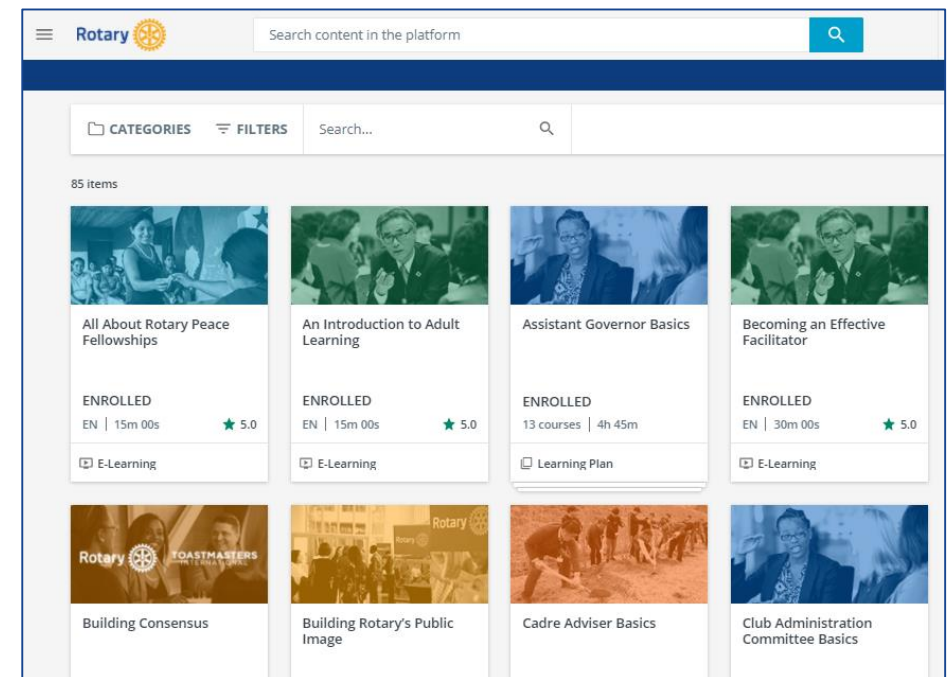
TIP: Begin looking at the different options for virtual training platforms at least two to three months before your scheduled event. You want enough time to develop your online program, promote the event, and register attendees.

ROTARY'S LEARNING CENTER

*“Start with the My Rotary website and Learning Center.
Begin understanding what resources already exist. And from there, you can decide the rest of it.”
— Louis Turpin, 2016-17 governor of District 7210 (New York)*

Rotary's [Learning Center](#) offers courses and resources to help you plan your event, including:

- [Conducting Online Training](#) for tips on how to plan and organize training virtually
- [Meeting Online](#) learning topic for advice from members and Rotary staff on adapting in-person training to online learning



REGISTRATION AND SECURITY

Make sure your event is **attended only by people who registered** by using the registration and security features available on most virtual platforms.

For example, Zoom allows participants to either enter a passcode or wait for the facilitator to admit them to the session. Here are some other ways to strengthen your session's security:

- If you use a passcode for entry to the meeting, don't publish it on a public website or your social media accounts.
- Set cameras to be off and audio to be muted when participants enter the session.

TIP: When you send registration links to participants, note time zone differences.

The image shows a screenshot of the Zoom meeting settings interface, specifically the 'Registration', 'Meeting ID', and 'Security' sections. The 'Registration' section has a 'Required' checkbox that is unchecked. The 'Meeting ID' section has two options: 'Generate Automatically' (selected with a blue dot) and 'Personal Meeting ID' (unchecked). The 'Security' section has three options: 'Passcode' (checked with a blue checkmark, followed by a text input field), 'Waiting Room' (unchecked), and 'Require authentication to join' (unchecked). Below the 'Passcode' option, there is a note: 'Only users who have the invite link or passcode can join the meeting'. Below the 'Waiting Room' option, there is a note: 'Only users admitted by the host can join the meeting'.

Registration	<input type="checkbox"/> Required
Meeting ID	<input checked="" type="radio"/> Generate Automatically <input type="radio"/> Personal Meeting ID
Security	<input checked="" type="checkbox"/> Passcode <input type="text"/> Only users who have the invite link or passcode can join the meeting
	<input type="checkbox"/> Waiting Room Only users admitted by the host can join the meeting
	<input type="checkbox"/> Require authentication to join

SCHEDULING

No matter how engaging the subject matter, participants need breaks from sitting for too long in front of a screen. Plan your virtual event using these tips.

- Limit individual sessions to 90 minutes at the most, and include a short break in any session that's longer than 60 minutes.
- Schedule no more than 3 hours of training a day.
- Schedule sessions on the same day of the week and at the same time, as much as possible, to make it easier for participants to remember.
- Offer orientation sessions before training starts to help participants and facilitators use the online platform and all its features.



CONTENT

ADAPT CONTENT

- Decide how much information you can discuss in a 60- to 90-minute session.
- Review your in-person content to determine what still works in an online session. Remember, some platforms offer the ability to meet in virtual breakout rooms.
- Provide additional resources or assign homework before or after the session to accommodate information not covered in the online session.
- Change the format or style of the presentation, if needed. For example, reduce the number of slides or increase participant interactivity.

USE BLENDED LEARNING

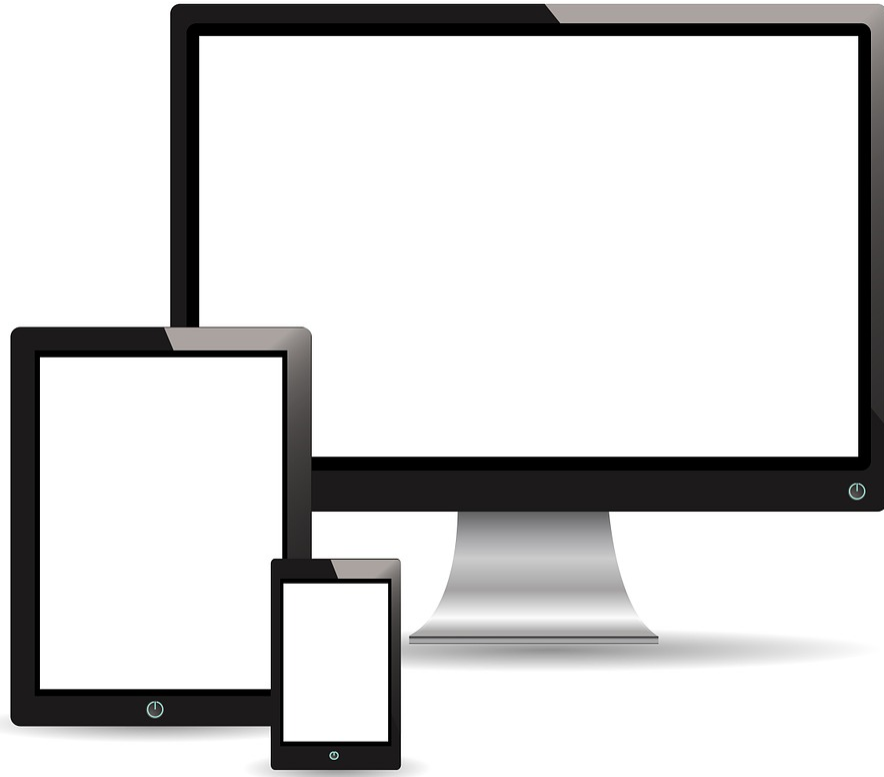
- Mix in-person meetings with online sessions if possible. You might offer networking opportunities in person but discuss specific topics online.
- Ask participants to take courses in Rotary's [Learning Center](#) before your session. Then use your facilitated discussion time to apply what people learned in the courses to case studies, explore the topic further, or discuss information specific to your district or region.

TIP: Review the [Learning Center Course Catalog](#) to see the latest list of courses.

GLOBAL CONSIDERATIONS

Our members and participants live around the world.
Make sure they're able to attend your virtual event by following these tips.

- Clearly communicate the time zone where your training takes place and provide resources to help participants adjust their calendar, if necessary.
- Schedule sessions at times of the day that are convenient for all participants if possible.
- Include session materials in the meeting invitation so participants can review them ahead of time. This is particularly helpful for attendees who may be using their second or third language to participate in the sessions.
- If your participants speak a variety of languages and you need interpretation in more than one direction, Rotary recommends using [Interprefy](#).



PREPARE

Preparing for a virtual event requires a different set of considerations than hosting in-person training.

EQUIPMENT

- **Use a desktop or laptop computer** rather than a phone or tablet so you can access all the features the platform offers.
- **Make sure you have the equipment you need** including headphones, a webcam, or a green screen, before your sessions start.
- When facilitating a meeting, it can be helpful to **have a second monitor** where you can keep your notes or other resources. Place the second monitor so you can refer to it without looking too far away from the camera.
- **Make sure your device has consistent access to the internet.** Upgrade your internet by purchasing a higher-speed connection if you routinely experience slow processing.



CAMERA

To ensure a professional presentation:

- **Raise your webcam** to be at your eye level so you can look straight into the camera.
- **Adjust your lighting.** Too little light can leave you in the dark or give your image a grainy appearance. Natural and artificial light sources can help. Try to have more light in front of you than behind you.
- **Reduce visual distractions** that appear behind you and consider using a virtual background. You can find Rotary-branded Zoom backgrounds in the [Brand Center](#).



AUDIO

Make sure everyone can hear you by using these tips:

- **Use headphones** with a built-in microphone.
- **Reduce or eliminate background noise**, including music or animals.
- **Set your phone or tablet to “do not disturb” or silent mode** to ensure that you’re not interrupted by text messages or emails.
- **Practice speaking slowly and enunciating your words.** This is especially helpful for people who are participating in their second or third language or have difficulty hearing.



CHECK YOUR EQUIPMENT

Make sure your connection is strong:

- Choose a location where your Wi-Fi signal is most reliable.
- Close all unnecessary browser windows and software on your device.
- Disable the Wi-Fi connection on other devices to optimize your bandwidth.

Practice using the major functions of your online meeting software:

- Camera and microphone
- Screen sharing
- Chat, question and answer panels, polls
- Recording

PRACTICE, PRACTICE, PRACTICE

- Practice the entire session with mock participants. Ask every question, move participants into breakout rooms, and conduct polls. The more you practice, the more confident and relaxed you'll be during the actual session.
- In addition to getting feedback from your mock participants, ask an experienced facilitator to observe your practice session and offer advice.
- First-time trainers or anyone who wants to refresh their knowledge can review the following courses in Rotary's Learning Center. Although these courses address in-person training, you can apply many of the lessons to online learning:
 - [An Introduction to Adult Learning](#)
 - [Becoming an Effective Facilitator](#)
 - [Managing a Training Session](#)

ANTICIPATE CHALLENGES

Don't work alone

- Make sure you have at least one person available who can provide technical support or take over facilitation if you need to step away.
- Have your support person take attendance and remove any uninvited participants.
- Ask your support person to provide links or resources relevant to your discussion in the chat panel so you can stay focused on the session. They can also address questions that come up in the chat panel.

Have a backup plan

- If your microphone or camera doesn't work, switch to another device, or ask your support person to serve as facilitator.
- If a participant's audio or video doesn't work, offer alternatives for their participation, such as using the chat panel to communicate.

OTHER WAYS TO PREPARE

Log in 30 minutes ahead of the scheduled meeting time so you can check for any technical issues and start on time. Here are some other tips:

- If you plan to share your screen during the session, have your document, website, or image open *before* the session begins, so you can quickly and easily access it.
- If you're using more than one screen, keep your facilitator's notes or leader's guide on a different screen than the one you're using for your meeting.
- Print any documents you may want to refer to in hard copy, especially if you're using only one screen.
- Have a pen and notepad available to take notes.
- Pour yourself a glass of water and remember to breathe.



FACILITATE

Although many aspects of in-person facilitation are the same online, you can also try these online-specific techniques.

STARTING THE SESSION

- Open your meeting room 30 minutes before the beginning of the session so you can make sure everything is ready and working.
- Ask participants to join at least 15 minutes before the start of the session to meet each other and check their sound and camera.
- Turn your camera on and be sure you're unmuted before welcoming participants.
- Ask participants to enter or update their name on the screen. Think about how you'll address any privacy concerns.

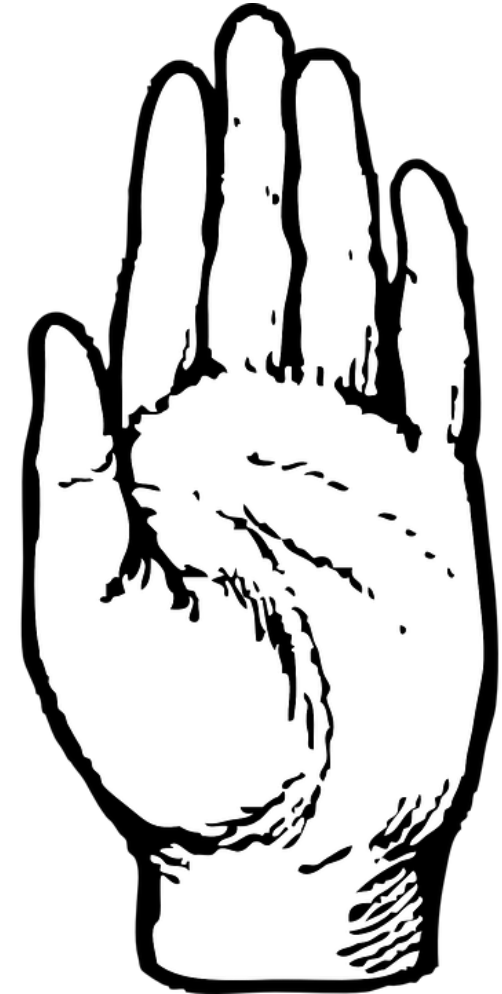


STARTING THE SESSION

- If you're going to record the session, tell participants ahead of time. Explain how they can protect their identity by turning off their camera, changing their registration name to first name only, and limiting their participation.
- Remind participants to mute themselves when they're not speaking.
- When you're speaking, you may want to "pin" yourself (make your image the dominant one on the screen). Think about muting all of the participants while you're speaking to eliminate distractions.
- Everyone's screen view of attendees is different, and the view may change as people join. So instead of asking people to introduce themselves based on how you see them on your screen, direct them to the chat panel, if it's available, for introductions or call on attendees using your list of participants.

DURING THE SESSION

- Look into the camera when you're speaking and listening. Keep your eyes on the screen at least 80% of the time to show you're actively engaged in the discussion. Resist the urge to look at your notes when a participant is talking.
- When participants are ready to talk, ask them to raise their hand in front of the camera rather than rely on the hand-raise feature of the software, if possible.
- Maintain your enthusiasm throughout the session to keep your participants engaged.



DURING THE SESSION

- Because it can be difficult to manage discussions remotely, allow extra time for questions and comments.
- Use silence while facilitating, but understand that it can feel awkward in a virtual setting. To avoid simply staring into the screen, take a drink of water while waiting for a response.
- Remember that you're on camera for the entire session and will be receiving as much focus and attention as you would have in person — maybe more! Be aware of your facial expressions, posture, and gestures at all times.

GLOBAL CONSIDERATIONS

- Rotary is a global organization and not all participants may be confident speaking in the language of the session. Make sure everyone feels included and able to participate.
- Speak slowly and enunciate. Avoid using jargon, slang, and colloquialisms, and explain any acronyms that might not be widely understood.
- Reduce the written text on slides to visually reinforce only the key points. Choose images, text, and examples that are relevant to diverse cultures.



ENGAGE PARTICIPANTS

- Whenever possible, limit the number of participants to 14 per meeting room. This allows the facilitator to quickly scan the screen for raised hands and other nonverbal cues.
- Avoid using slides or sharing your screen during a facilitated discussion so that all participants can see each other.
- Remind participants to join the discussion from a location that's not distracting to the facilitator and other participants.
- Ask attendees to close unnecessary browser windows and programs on the device they're using.
- Encourage participants to turn on their video to keep engagement high.

ENGAGE PARTICIPANTS

- Make time for networking. Consider opening the meeting room early and keeping it open for 30 minutes after a session ends.
- Get participants talking as soon as possible by asking questions and encouraging discussion.
- Encourage participants to use the chat feature, if it's available, for questions, answers, and discussion. Allow participants to download the chat at the end of the session.
- Use breakout rooms to give participants a chance to have a small-group discussion or work on an activity without the facilitator. Provide clear instructions before sending them to breakout rooms, including what your expectations will be when they return to the main room.
- Use polls to vote or check for understanding.
- Consider switching facilitators during longer sessions to avoid burnout.

RESOURCES

To learn more about online virtual training, review these courses and reference materials:

- [Conducting Training Online](#) course
- [Meeting Online](#) learning topic (in the [Learning Center](#))
- “[Online events are here to stay. Make yours a success in 6 easy steps,](#)”
Rotary magazine, January 2021



QUESTIONS?

Write to us at
learn@rotary.org