How to Deliver Effective Online Training

GoToTraining best practice series

Executive summary

The cost of fuel, the rise of a distributed workforce and overall budget tightening are contributing to a significant increase in the adoption of online training. Let's face it: Flying everyone in for training sessions (and renting the inflatable castle as an incentive) is not going to help retention — it will, however, blow your training budget.

According to a recent study conducted by Osterman Research, 60 percent of companies polled deliver online training to save on soaring travel costs. Sixty-seven percent attend or deliver online training to eliminate the glut of wasted travel time. Convenience is a factor for 82 percent — online training simply fits schedules better. In fact, trainers around the world are turning online training to train more people faster and for far less money. But how do companies ensure that online training trains users effectively?

This Best Practices Brief shows you how to deliver effective online training to any audience anywhere in the world in 3 simple steps using Citrix® GoToTraining™.

How to deliver effective online training

Step 1: Schedule an online training session
First, pick a date for your online training session and then give the session a title and brief description. (See Figure 1.)

GoToTraining benefits

- Extend your training reach geographically.

- Provide more interactive training.

- Deliver more frequent updates.

- Expand training availability without increasing headcount.

- Benchmark results and track attendee retention.

- Improve the productivity and efficiency of your training team.

www.gototraining.com

by **CÍTRIX**®

Schedule a Training

Schedule a Training

Training Title:
How to Move Your Training Online with GoToTraining

Training Description:
The description will be used in your training invitation email and registration page.

GoToTraining is the easy online training tool that allows you to deliver interactive online training sessions to anyone, anywhere, at any time. Providing the best online learning environment for your organization may be challenging, but with GoToTraining it's easy for anyone to move their traditional classroom training online.

Learn how you can:
- Easily promote your training sessions using a hosted online course catalog
- Organize and store reusable training materials
- Make training materials available for students to download before, during and after your session
- Use online tools to keep trainees engaged and assess retention of information

Start Date: **Start Time:**   **End Time:**
Wed, Mar 3, 2010   10:00   AM   12:00   PM
Add another session
Training Time Zone:
(GMT-08:00) Pacific Time (US and Canada);Tijuana

Schedule

Figure 1: Quickly schedule an online training session.

Next, think about how you want to customize the online training experience for your audience. (See Figure 2.) GoToTraining's customizable features enable you to make your online training session unique and effective. Easily fine-tune the following:

- **Audio:** Allow attendees to listen to a training session over the phone or via computer with Voice over Internet Protocol (VoIP). The VoIP option makes it even easier for attendees to connect and also reduces your costs because there's no additional charge for VoIP access.

- **Registration form:** Strategically select questions that attendees will see when they register for training. Attendee responses to targeted questions give you insight into how to tailor training content. Choose from pre-defined questions or even create your own.

- **Configurable class size:** Limit the number of people who can register for a session to ensure that you can effectively maintain a high level of interactivity and engagement.

- **Training materials:** Upload training materials that attendees can access before, during or after the online training session. These materials can be documents, images, media files or Web links.

- **Tests:** Create tests to use before, during or after the online training session to assess retention and knowledge.

- **Polls:** Add polls to your online training to make the session interactive and also draw feedback from the audience to fine-tune a training in progress.
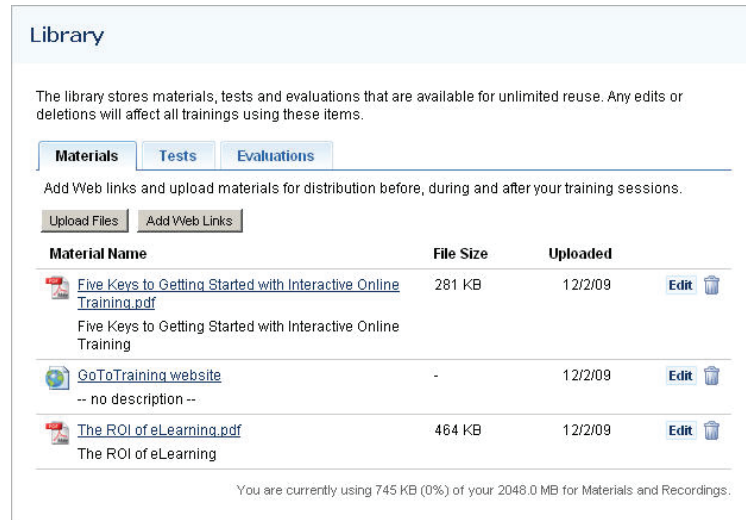
Figure 2: Upload training materials to library.

Next, invite people to register for your online training session. After you've sent the invitation, you'll be able to see who is registered, easily distribute training materials to attendees or even administer a pre-test before the online training session begins. And after the online training is finished, easily upload the completed session to a centralized catalog where attendees can view on demand.
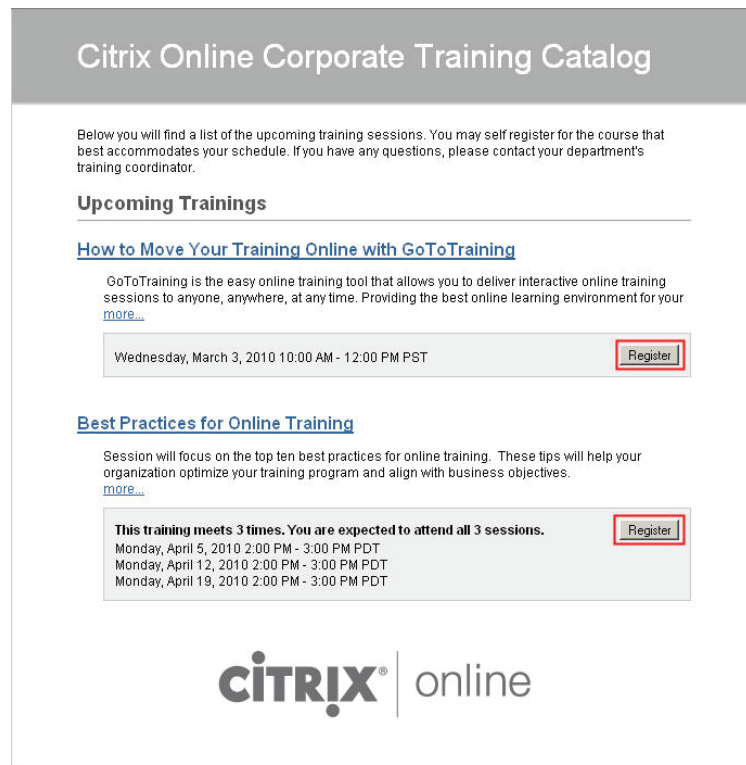

Figure 3: Allow attendees to self-register for your online training session.

Step 2: Conduct an Online Training Session

Your online training session begins at your command with a single click. GoToTraining enables you to show absolutely anything on your computer screen, including PowerPoint decks, Word documents, spreadsheets, software applications and much more.

Once your online training session is in progress, fine-tune the training experience by effectively managing attendees and interaction:

- **Monitoring:** Use the trainer dashboard to get an instant reading on audience engagement. In addition to seeing the number of tests and polls launched during the session, you can actually see who is paying attention. The dashboard makes it all possible by indicating who is viewing the training in progress and who has the window hidden. Use this information to better understand how engaged your audience is with the content or pinpoint the right moment to insert an audience poll. (See Figure 4.)
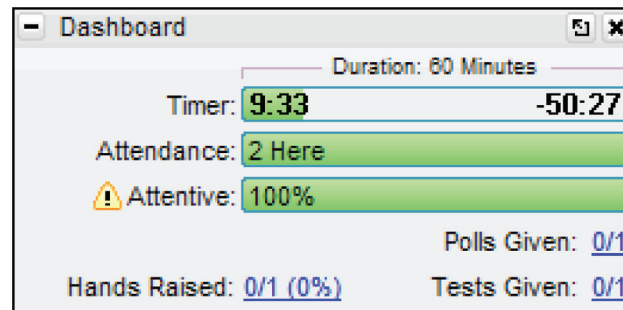
Figure 4: The dashboard provides a snapshot of audience engagement.

- **Communication:** The more attendees who participate in an online training session, the more control you need in effectively managing interactivity. GoToTraining's control panel gives you instant control of functions such as Mute/Unmute or the Raise Hand feature. If attendees have questions or comments, they can raise their hands during the session, which makes the training experience completely interactive. If you've muted all attendees, instantly unmute specific attendees right from the control panel to call on people in the audience. (See Figure 5.)
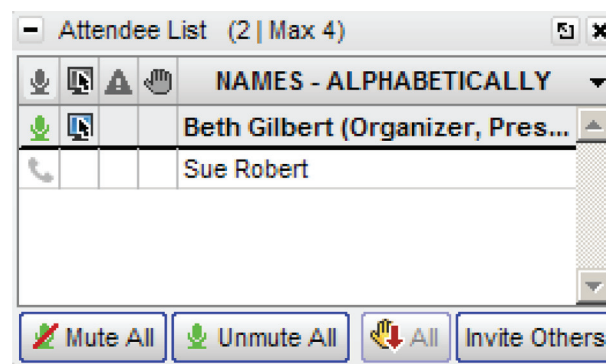
Figure 5: The training control panel allows you to control interactivity.

- **Tests, polls and chat:** Use tests, polls and chat for optimal inter-activity. When you're not opening up the lines for questions, you can stimulate interaction with attendees via polls and tests. (See Figure 6.)
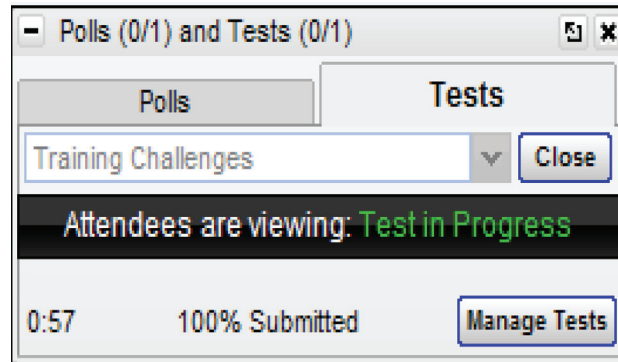

Figure 6: Instantly launch a poll or test during a session.

- **Timer:** Even online training requires the occasional break to allow attendees to stretch their legs or grab a cup of coffee. When you are ready to initiate a break in your online training session, simply start the break timer. This handy feature lets attendees know exactly how much time is remaining before training reconvenes.

Step 3: Evaluate, optimize and follow up

For optimal training effectiveness, GoToTraining's reporting functionality provides important session details, such as participant names, the duration of attendance, test results and level of content engagement. With a single click, you can follow up on retention of training information, allowing you to address specific issues with individual attendees, as well as fully optimize training content for future sessions.

Conclusion

With an online training program, you'll say goodbye to travel headaches and travel-related expenses. You'll easily and quickly train more people faster and for far less money. But online training's true value is defined by how effective it is at meaningfully engaging attendees and teaching them what they need to know.

GoToTraining enables you to provide effective online training, as well as a seamless training experience so attendees stay focused, productive and engaged. Plus, GoToTraining provides intuitive tools for monitoring engagement, testing and polling your audience and accessing on-demandreporting functionality so that you can optimize your training program. GoToTraining is your ticket to delivering effective online training to any audience anywhere in the world.

For more information about GoToTraining, please call 1 800 372 6207. If you are calling from outside the U.S., dial +1 805 690 2969.

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