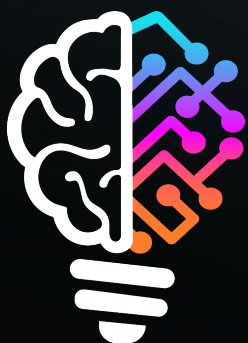


# Virtual classroom training brochure



**LIGHTBULB**  
M O M E N T

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LIVE ONLINE LEARNING SPECIALISTS

# Courses and services delivered worldwide, all live online for an immersive virtual learning experience



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## Virtual classroom training modules

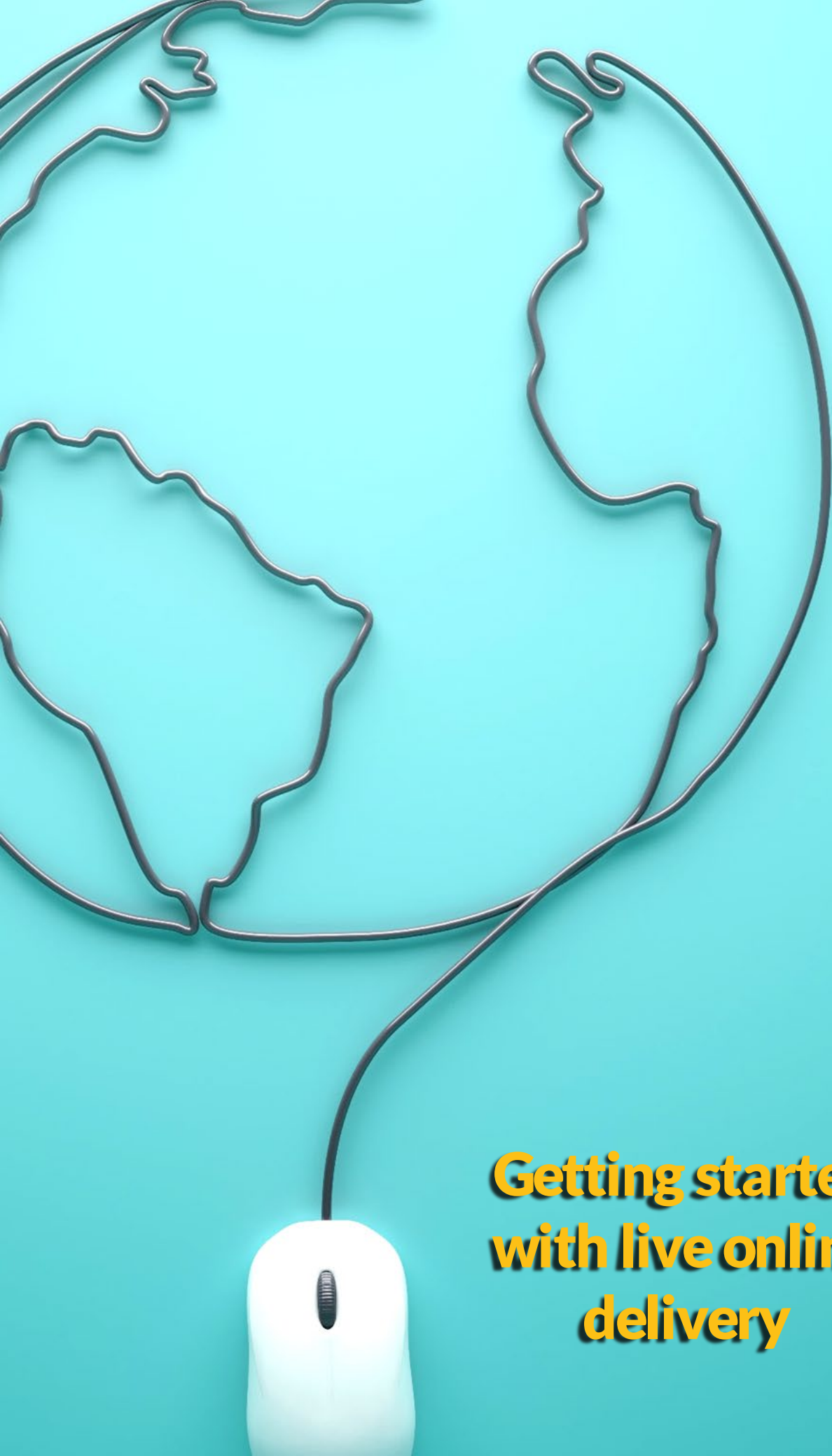
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**Getting started  
with live online  
delivery**

# Getting started

*Cost-effective and quick deployment*



## Expert Consultancy

*Want help and support?  
We're here for that, live  
online. In your platform, with  
you and your team, resolving  
questions and challenges  
when you need us*



### Webinar

Some webinars really pop. We'll show you how it's done

Discover the best way to set targets... and actually achieve them

Move your audience from one-offs to repeat customers

### Virtual Classroom

How to get your sessions buzzing with interaction and engagement

How to keep sessions professional and safe for your facilitator and attendees

Ways to improve feedback from your stakeholders

### Facilitation

Tried and tested methods to boost confidence and skills in virtual delivery

Tips and help with best practice for a smooth session

Preparing facilitators to deliver a great session... every session

### Design

Design consultation on specific interactions or activities

Effective ways to start sessions and introduce specific interactions

How to put together a plan for professional delivery

*Start the discussion in your organisation about how to make the most of live online sessions and how personable and interactive they can be*

*90-minute live session*

*Up to 100 attendees*

# First steps to live online learning

**Open minds to what virtual learning can be**

**Get your organisation on the same page**

**Better understand where you are and where to go**

**Time for your specific questions and answers**

## Session details

When attending this virtual session your attendees will get to experience best practice facilitation, use of the tools and get involved in structured discussions and activities

They'll explore the differences between webinars and virtual classrooms, and how the number of attendees impacts learning

Discussions include challenges and opportunities in this new modality for facilitators, attendees and the organisation

We'll remove some of the misconceptions associated with live online learning and examine the skills facilitators already have for delivering virtual sessions

At the end we'll reflect on what thoughts have been challenged and what could be done going forward to make virtual sessions a success in your organisation

# Virtual Classroom Taster

*Your facilitators attend this virtual classroom session to see and feel best practice and what's possible in your own live online learning interventions*

2-hour live virtual classroom

Up to 10 attendees

## Session details

Your training team gets hands on and uses tools in engaging, layered activities that focus on learning points

Lots of interaction: discussion in chat, with the microphone and using whiteboards, all great social learning techniques

We identify your team's current skillset – how that equates to live online learning and what they need to develop

How to polish their natural, personable delivery style to reach a remote audience

Discover how to use remote digital tools to match – or even exceed – the results you're achieving face-to-face

Your onward path with live online learning, including practical tips and advice for where to go next

**Use and see the tools and activities live**

**Explore the possibilities of live online learning**

**Identify skills and challenges**

**See the future potential for your own sessions**

# Getting started



*Cost-effective and quick deployment*

*Interaction, engagement and activities – learn the essential design elements for your live online sessions and how to document them for the whole team*

*2-hour live virtual classroom*

*Up to 10 attendees*

# Virtual Design Taster

**Challenges and ways to overcome them**

**Differences between face-to-face and live online design**

**Interaction and engagement live online**

**Documenting design for good delivery**

## Session details

Your training team gets hands on and uses tools in engaging, layered activities that focus on learning points

Lots of interaction: discussion in chat, with the microphone and using whiteboards, all great social learning techniques

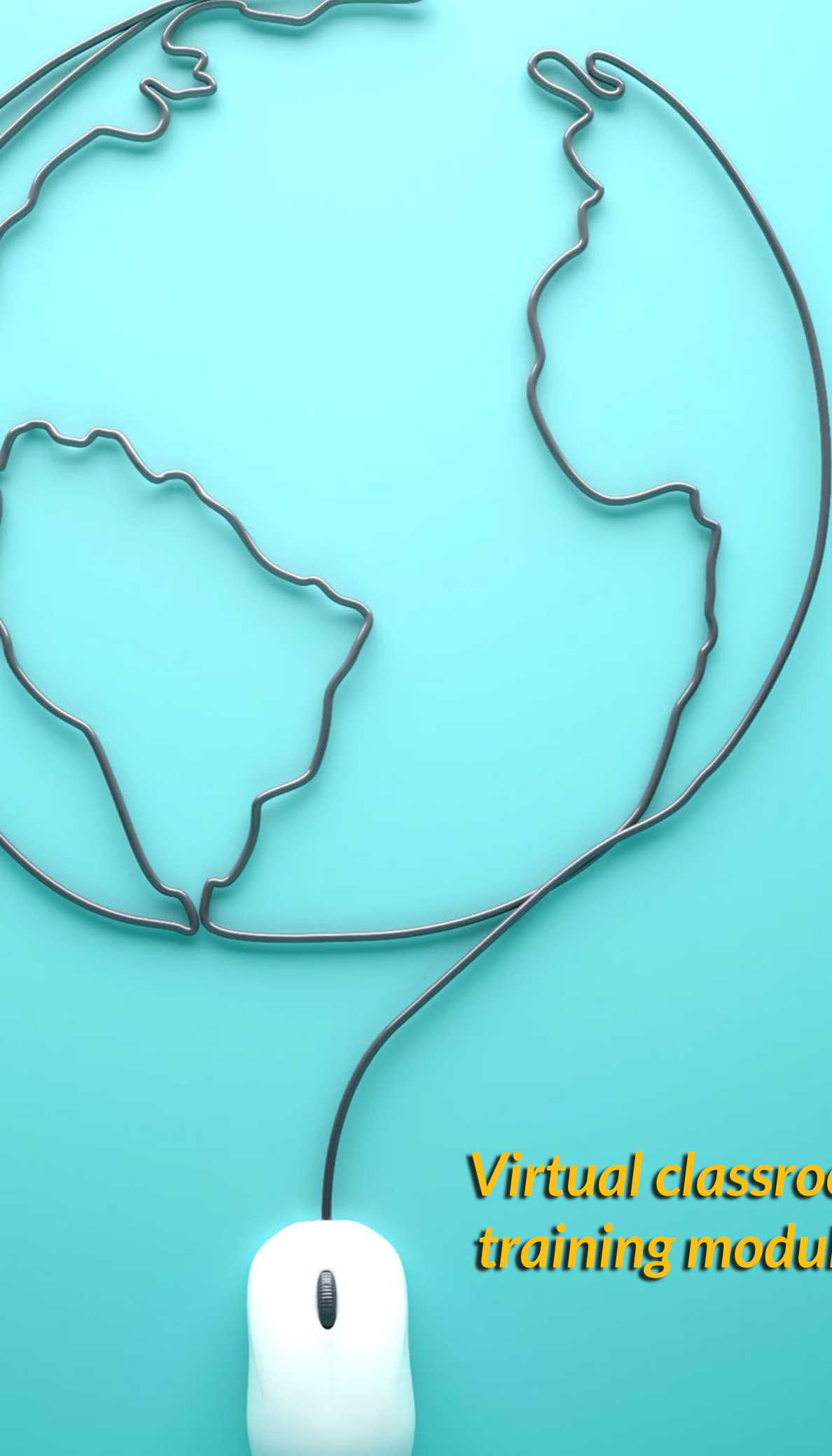
We discuss session length and how the number of attendees impacts design and outcomes

We look at design considerations for different types of sessions – the activities and interactions to include

Where to start with designing interactive and engaging sessions with activities

Lining up interactions and activities within a lesson plan or facilitator guide to build a design document





***Virtual classroom  
training modules***



# Module 1: Skills, tools and starting well

Number of sessions: 2 | Each session: 2 hours

## Module details

Looking at the skills your facilitators already have, how they might stay the same or be adapted for this modality

Updating thinking regarding attendee interaction for live online sessions and the challenges and opportunities

Examining the tools available for communication and interaction, how they work, when and why to use them

How to introduce and troubleshoot the platform tools for professional and consistent engagement

Best practice for starting your session, ensuring attendees feel safe and comfortable to interact

Virtual communication skills for the platform tools so people don't feel lost during questions and activities

Making interaction and engagement feel smooth and easy for attendees to get involved

*This module also includes short technical check/welcome and wrap-up sessions*

**Get your team upskilled  
to deliver immediately**

**Learning  
Objectives:**

*Updating facilitator  
skills for virtual delivery*

*Best practice for using the tools  
for activities that focus on learning*

*Starting sessions well to ensure interaction,  
engaged attendees and confident trainers*

## Module 2: Engagement and activities

Number of sessions: 2 | Each session: 2 hours

### Module details

**Better learning outcomes  
and engagement for your  
attendees**

Looking at why activities are important in learning and the new challenges of doing them virtually

Different types of activities you can run live online in your platform and with external applications

How to introduce an activity so attendees always understand what to do

The best way to keep engagement high throughout the entire session and avoid attendee disengagement

Ensuring the technology doesn't become a barrier to the facilitation of engaging sessions and activities

Best practice on delivery of activities with attendee participation and feedback

Examining the opportunities to bring your sessions alive and focus on the performance outcomes

*This module also includes short technical check/  
welcome and wrap-up sessions*

**Learning  
objectives:**

*Best practice for  
starting activities*

*Troubleshooting the  
facilitation of activities*

*Using a variety of tools, layering the  
technology and finding the right balance*

## Module 3: Facilitating remote attendees

Number of sessions: 2 | Each session: 2 hours

### Module details

Looking at what digital body language is and how it can be used to great effect in improving your virtual sessions

Examining digital body language scenarios and what they can tell us to better understand attendees' needs

The current skills you use for managing attendees, what still applies live online and what needs to be adapted

Common live online scenarios where attendees need to be managed and how best to do this when remote

How to identify the need to be flexible in your session and how to adapt to the needs of the attendees and session

Techniques to use when you need to adapt in a session – including a plan B

Utilising your facilitation skills to be confident in your own personality when delivering virtual sessions

*This module also includes short technical check/welcome and wrap-up sessions*

**Take your facilitators  
to the next level for  
truly expert sessions**

**Learning  
objectives:**

*Reading and utilising  
digital body language*

*Best practice for dealing with  
remote learning attendee issues*

*Managing the session in a  
professional manner for best results*

# Virtual classroom standard modules



## What's included



## Recordings

All sessions are recorded and made available for your organisation's internal use. Review sections again at a time that's convenient, or for people who missed sessions

This is also useful to watch and reflect on the facilitation approach and not just the content delivered and discussed

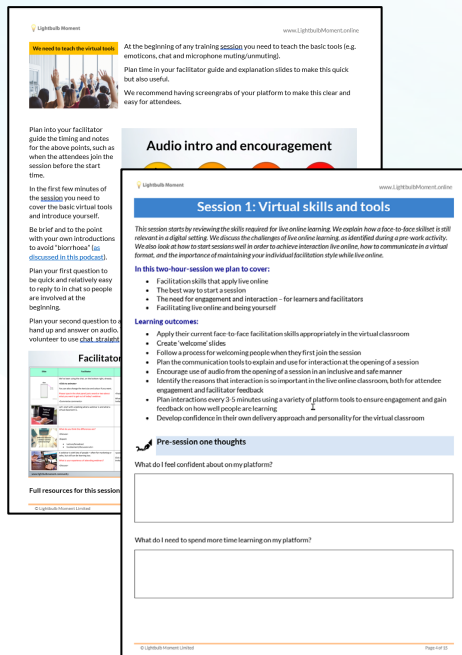
If you prefer sessions not to be recorded, session notes are available instead

## Extending the learning

Our Course Hub has everything your team needs in one place: Pre-work to digest and reflect upon; a session content reminder; reflection journal; extensive resources and ideas for applying the learning outside of the sessions or coming back to weeks or months later

## Session workbook

For each session we have a summary of the content and reflection questions



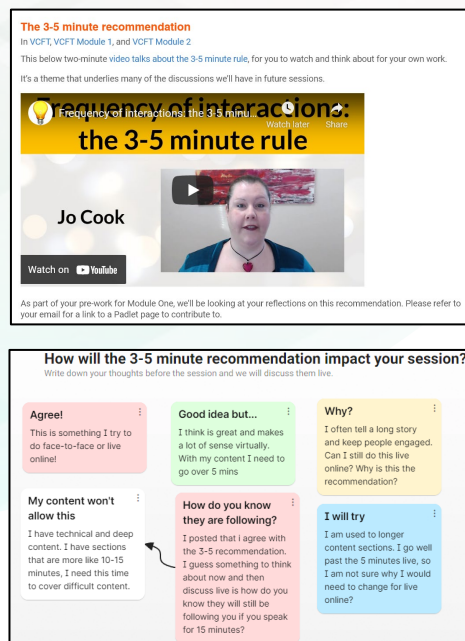
## Resources

The Course Hub has extensive resources for additional learning



## Pre-work

Following modern learning theory, we have pre-work videos and activities





# Virtual classroom standard modules



## Learning journey

The module has four sessions and is designed to allow your learners to absorb the content in the most appropriate way for them to retain information and action it when at they need it

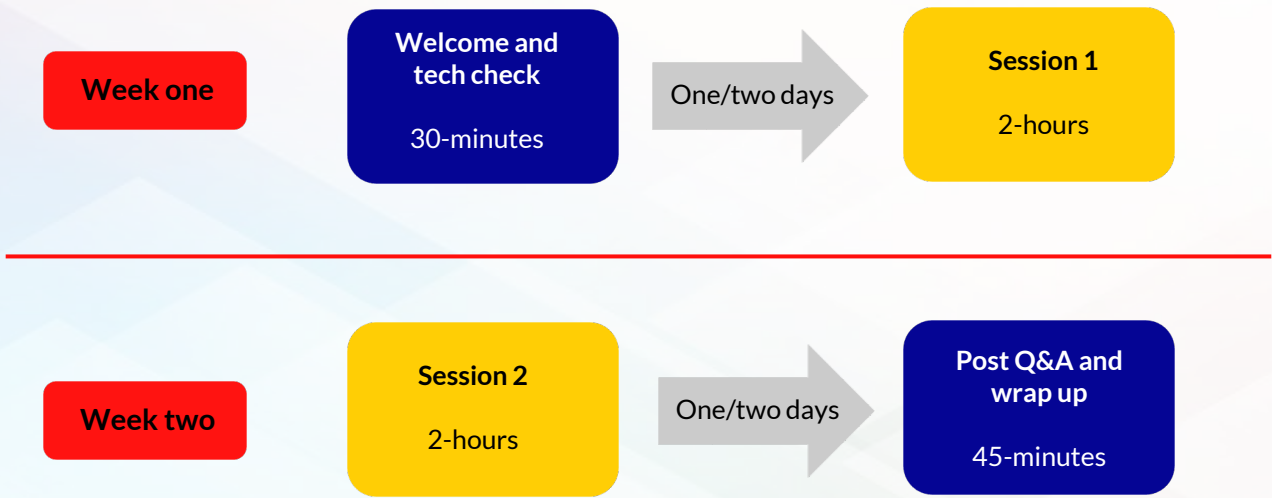
### Suggested time frame for completing a single module

#### Welcome and tech check

30-minute session to make sure that everyone can access the platform, external applications that might be used and our course hub. Time to meet the facilitator and each other

#### Post-course session

45-minute session outside of the course for questions since the training and wrapping up the module content



## Customise modules for your own course

We design our training in modules so you can mix and match, including our additional modules to create the right training course for your team. More modules means greater skills and deeper learning

When taking multiple modules together we follow the same suggested time frame as above and recommend a minimum of a week between finishing one module and starting the next

# Virtual classroom enhanced modules



## Extra sessions

Enhanced modules use the same sessions as our standard modules but with extra time to develop skills, ask questions and get hands on to really cement the learning experience

Your team will have project work, additional sessions and a hands-on delivery session.

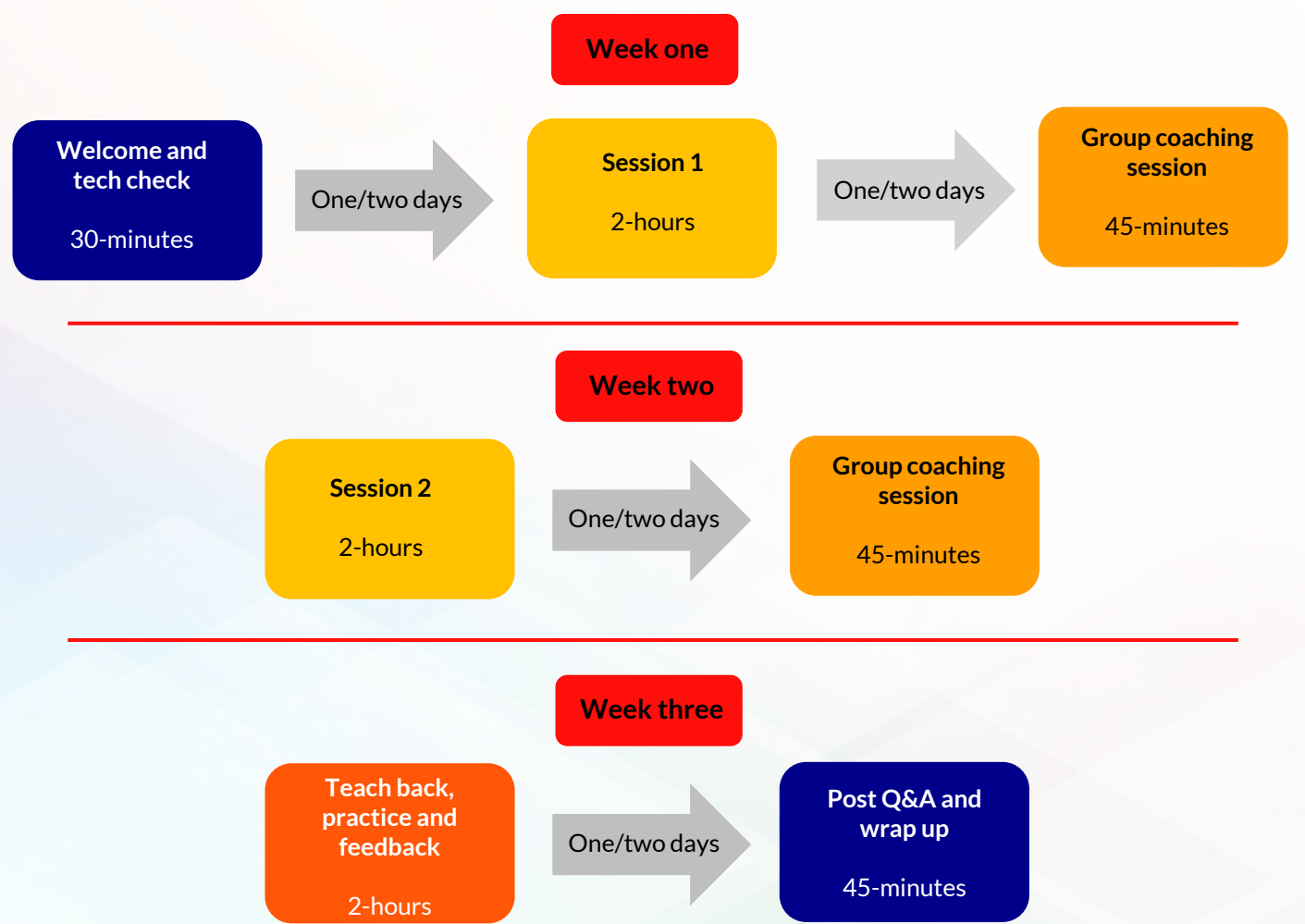
Module type	Two sessions, two hours each	Resources and materials	Recording of sessions	Project work	Two 45-minute Q&A sessions	One two-hour practical session
Standard module	✓	✓	✓	●	●	●
Enhanced module	✓	✓	✓	✓	✓	✓

These enhanced modules include:

- **Project work assignments:**  
  
Give it a go! Put theory in to practice with hands-on tasks that stick in the memory. Combined with the practical session to really cement learning
  - **Two additional 45-minute sessions, one after each training session:**  
  
For additional questions and more detailed conversations and to assist your team with their individual needs  
  
This builds confidence and knowledge, extending skills and helps with the project or other design and delivery work
- **Two-hour session for practical delivery:**  
  
This session is for your facilitators to deliver a short teachback of their project work to the rest of the group  
  
Time is dedicated for your facilitators to practice, get feedback and advice tailored to their design, materials and delivery, both from our experts and from their colleagues who feedback on the attendee experience.  
  
Our client feedback tells us this session provides invaluable development opportunities and rich feedback

Enhanced modules have seven sessions, three more than our standard modules

Suggested time frame for completing a single enhanced module:



## Customise modules for your own course

Enhanced and standard modules can be mixed and match to suit your learning needs

We also have additional learning content in the next section that can be included into any of modules standard or enhanced to help tailor the learning experience you require

## Frequently asked questions

### 01 Who is this for?

Organisations with facilitators who are either new to live online delivery or require additional structured training by our experts. Select the one or multiple modules best suited for the requirements of your team

### 02 How is it delivered?

Sessions are delivered live online in Adobe Connect or Zoom provided by Lightbulb Moment, or your own platform. This is essential for your facilitators to use the software and tools first hand

### 06 Need more?

We have many additional standalone modules that can be taken in conjunction with any of our modules. These include: design; troubleshooting technology; breakout rooms; producer training; and more

### 03 How does it work?

Expert live facilitation with your staff allows your team to not just experience the virtual classroom but get involved on a practical level to help cement their learning experience

## FAQ

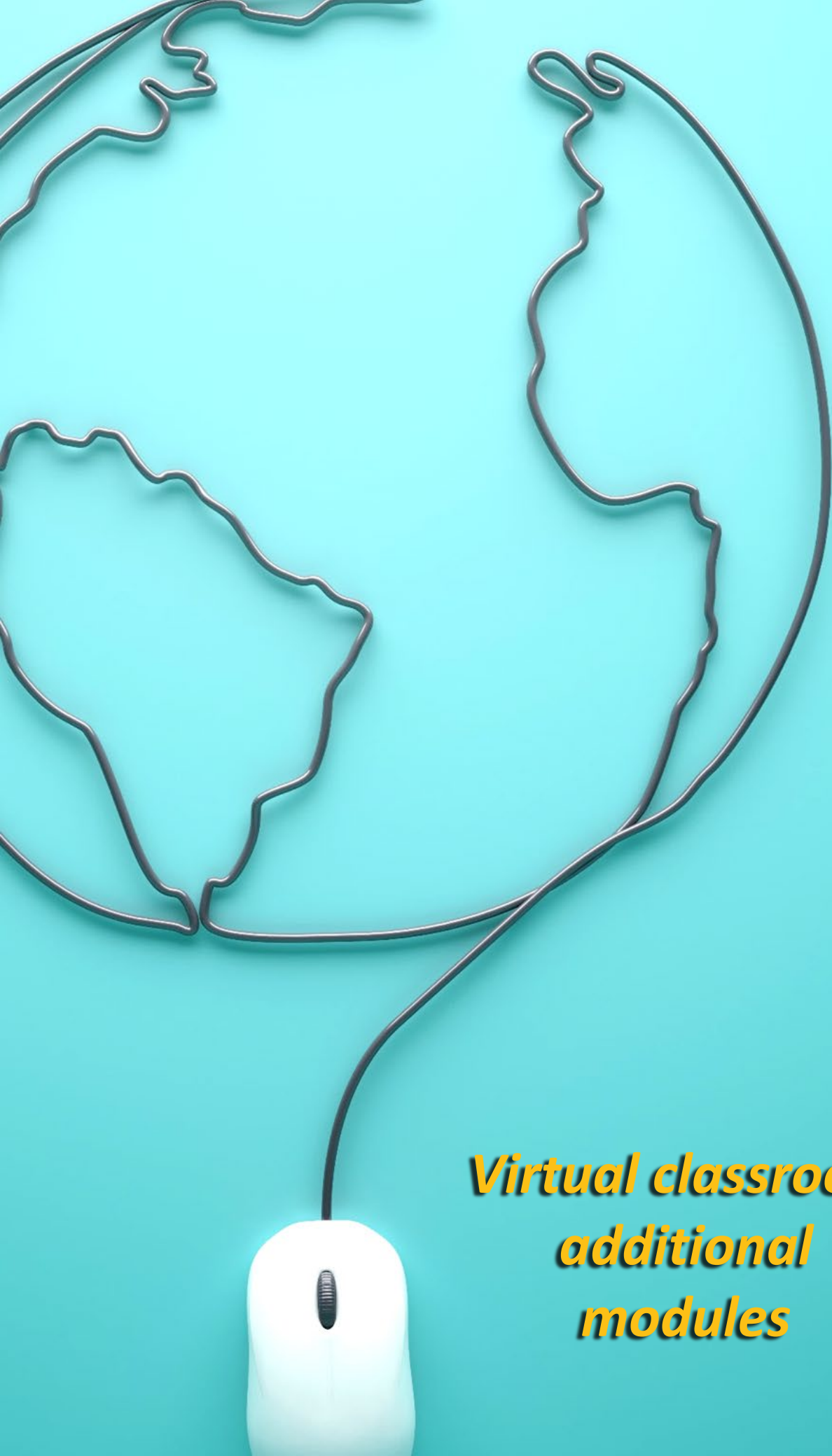
### 05 What's covered?

Focus is on using the platform, tools, technology, online communication, engagement, technical issues, being professional and getting the best from your session and attendees

### 04 Practical elements?

Attendees will be getting hands on with the tools in the platform and given the opportunity to actively participate, not just in activities but to facilitate elements themselves





***Virtual classroom  
additional  
modules***

# Utilising the platform effectively

Number of sessions: 1 | Time: 2 hours

**Get to grips with using the platform technology for smooth, professional session facilitation**

## Module details

As a facilitator, how to get your attendees using the platform basics quickly and efficiently

Looking at the nuances of the communication tools and interaction tools available in the platform

Managing participants to help identify any issues and how best to resolve them as a facilitator

Platform viewing options as a facilitator and the attendee, for opportunities and troubleshooting

Common technical issues or mistakes in the platform and how to avoid or fix them

Best practice for how to present as a facilitator with different setup options

Looking at the specifics of your platform technology and how best to utilise it within your session

**Learning objectives:**

*Know the tools and how to use them*

*Platform options for handling attendee issues*

*Facilitator confidence in using the right tool at the right time for the learning*



# Troubleshooting the technology

Number of sessions: 1 | Time: 2 hours

## Module details

Identifying different categories of problems to help troubleshoot the key issue

Reviewing common scenarios to spot the signs of an issue and how to resolve them

How to plan ahead in the platform and check items before the session begins to avoid common pitfalls

As a facilitator, learn how to handle yourself and your attendees professionally when technical issues arise

Maintaining the confidence for the facilitator and attendees in the face of technical challenges

Planning for backup options and scenarios to be prepared and quickly adapt if a technical issue occurs

Documentation and resources to help quickly resolve issues when facilitating live

**Be a step ahead of technical issues with the know-how to resolve them quickly and professionally**

**Learning objectives:**

**Quickly identify different issues**

**Manage issues efficiently and professionally**

**Facilitator confidence and keeping your sessions on track**

# Effective use of breakout rooms

Number of sessions: 2 | Each session is: 2 hours

## Module details

**How to run breakout rooms to get the best results for your session and your attendees**

Facilitator process steps to ensure your breakout room will function correctly and the facilitator is prepared

Breakout room design concepts to know what you can achieve and how to implement it live

Documentation of the design of breakout rooms and how to put this into a guide for facilitators' live delivery

How the number of attendees impacts your breakout room's design, activities and live facilitation

Looking at participating in a variety of breakout room activities and the opportunities available

Focusing on the learning objectives of breakout rooms and debriefing breakout room activities

Plenty of attendee participation in breakout rooms and questions about theory delivery

**Learning objectives:**

*Gain competence and confidence*

*Discovering the vast number of opportunities available*

*Hands-on experience with activities, debriefs and documentation ideas*





# Producer and co-facilitator training

Number of sessions: 1 | Time: 2 hours

## Module details

The different roles that producer or co-facilitator can perform and what it means for the facilitator

Communication of responsibilities and needs from the facilitator to the producer so that each are understood

Producer technical support and how to assist attendees and the facilitator quickly and efficiently

Documentation to ensure the facilitator and producer know what is expected when, and who's doing what

The differences between the producer and co-facilitator role, and the options available live online

Common scenarios for producers to be aware of, how to identify an issue and the best way to resolve it

Steps to go forward with improving your producer skills and helping to support the facilitator and attendees

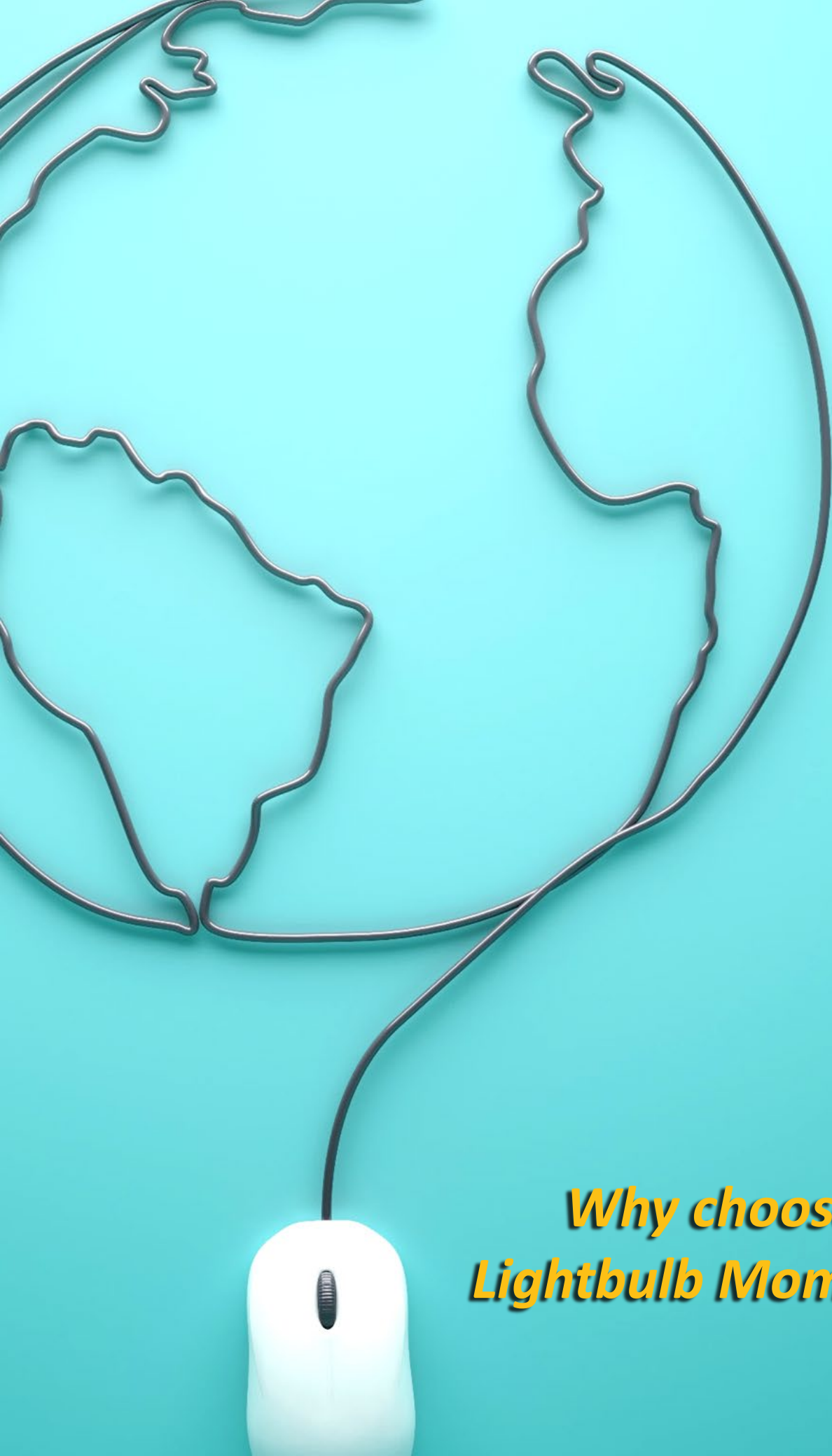
**Ditch the glitches!**  
**Upskill your support crew to give a smooth, professional delivery**

**Learning objectives:**

**Quickly identify different issues**

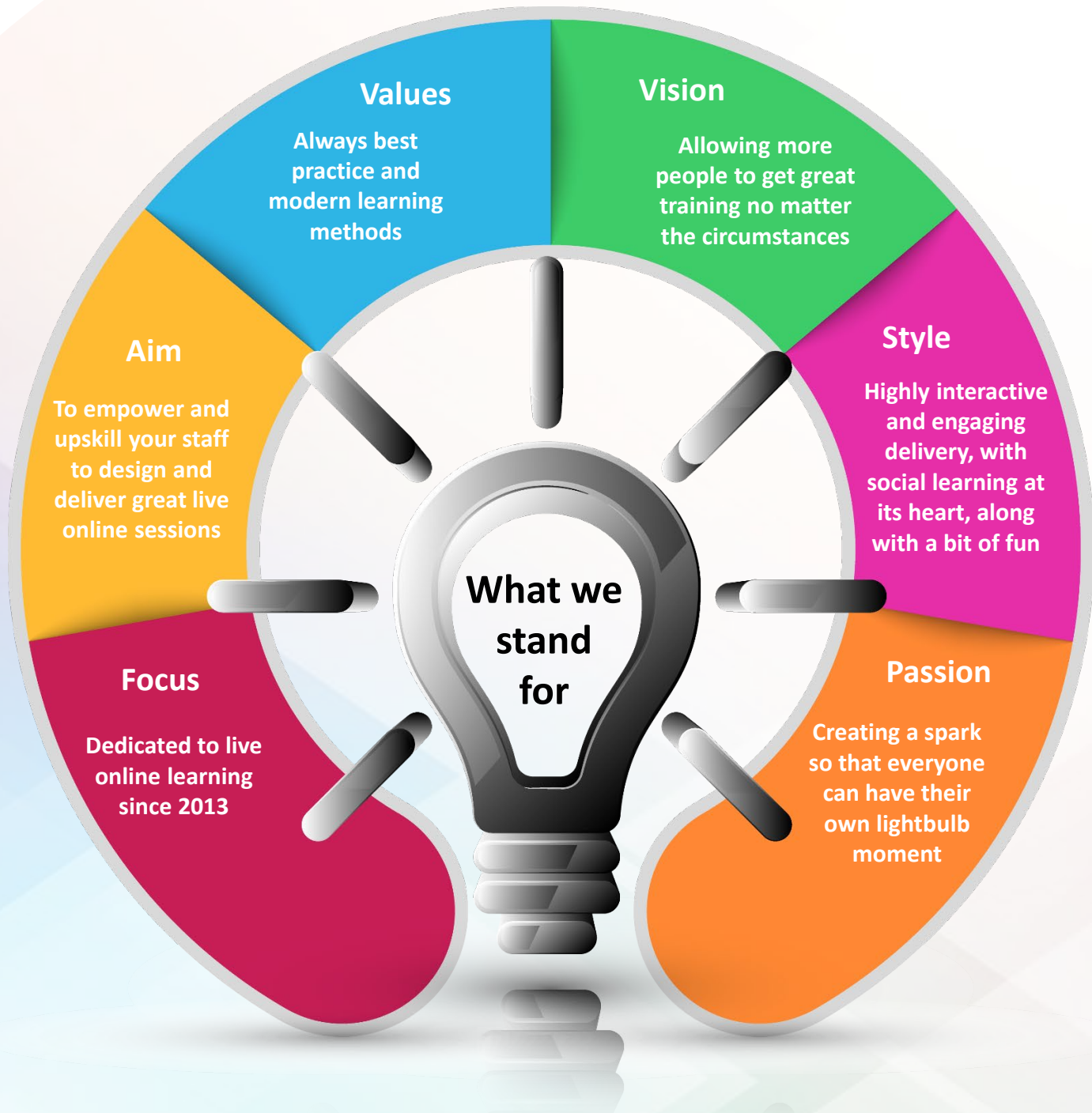
**Manage issues efficiently and professionally**

**Facilitator confidence and keeping your sessions on track**



***Why choose  
Lightbulb Moment?***

# Lightbulb Moment



**Live online delivery can be  
as good as face-to-face training,  
or even better!**

# What our clients say



**Edward Gallier**

**Head of Learning &  
Development,  
Jurys Inn Hotel Group**

*"Lightbulb Moment helped release the creativity and confidence in the L&D team when facilitating an online classroom. Learners have a natural resistance to online classrooms, perhaps because of the lack of human contact compared with face-to-face learning."*

*"Lightbulb Moment gave the team the skills to build creative facilitation styles and confidence online to build relationships similar to those in the training room. Online classrooms are key to our blended learning module and Lightbulb Moment helped us make them more effective and memorable."*

*"I wanted to take this opportunity to thank Jo and Mike on behalf of the Adobe Connect team for speaking at eLearning World."*

*It is always a joy to see someone use Adobe Connect so well and take advantage of some of the interactive features to deliver such an engaging session. Given your topic, you lead by example. The feedback from participants was incredibly positive."*



**Adobe<sup>®</sup> Connect<sup>™</sup>**

**Alistair Lee**

**Senior Product Enablement  
Manager at Adobe Systems**



**Student  
Accommodation**

**Angel Conley**

**Head of Learning and  
Development, iQ Student  
Accommodation**

*"Lightbulb Moment enabled us to deliver something amazing to our teams by helping my team to see what was possible."*

*"We have now run two different programmes using VLE and both are rated as our highest programmes with 100% promoters."*

*"Our teams love our new approach and this initial programme is now our highest rated workshop."*



# Contact us

Want to find out more? *Have a free consultation*

Before deciding if any of this is right for you, come and have a chat.

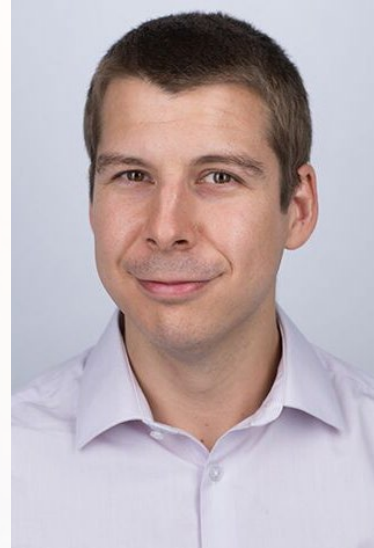
We love to talk all things live online learning and can chat in your virtual classroom platform of choice.



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blog**



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podcast**



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community**



**Browse our  
resources**

*You can also read more about us on [www.LightbulbMoment.info](http://www.LightbulbMoment.info)*

*We are always improving and iterating our training offerings, some details in this brochure might have been adapted slightly when we come to deliver a session for you*

Lightbulb Moment Limited  
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[www.lightbulbmoment.community](http://www.lightbulbmoment.community)  
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