

THE GUIDE TO CREATING ENGAGING REMOTE CONTENT

What worked in the in-person classroom will not directly translate to a remote delivery modality. Follow these tips for converting your training content to ensure you're delivering engaging content to your learners.

TIPS FOR CONVERTING YOUR CONTENT



Break it up. Full day sessions that may have worked for in-person learners are likely to burn out remote learners. Consider breaking sessions up into smaller chunks for virtual instructor-led programs or try creating a blended approach where some content is converted to self-paced pre-work, homework or post-training activity.



Do more. Remote learners are facing more distractions than in-person learners, meaning that your programs will need to be that much more engaging. Add more opportunities for engagement, such as polls and live discussions or discussion boards. Additionally, if you are converting a presentation from in-person to remote instructor led, try breaking content up into multiple slides with less words on each to keep the pace up. For self-paced eLearning, try to include multiple forms of media such as videos, along with interactive elements like quizzes and games.



Revisit your tech stack. The quality and capabilities of your technologies will make or break your remote training experiences. Technology that worked well for in-person training may not be the optimal platform for remote learning. For example, your facilitators will likely require better A/V equipment to create optimal lighting and sound over videoconferencing platforms. Similarly, your learning management system (LMS) may need a redesign or upgrade to ensure that it's creating an inviting learner experience to drive engagement in eLearning.



Upskill your facilitators. The skills of in-person facilitators are not a direct mirror of the skills needed for remote facilitation. Don't assume that your best in-person facilitators will also be your best remote facilitators. For example, confident and seamless use of technology is extremely important for remote facilitators, while in-person facilitators may be able to get away with less tech savvy.



Consider the user experience. It's critical that you map the flow(s) that your learner should follow when access and engaging with your remote learning programs to ensure the technology is set up to create a seamless and intuitive experience. For example, materials that seem manageable when printed out in front of you can feel confusing and overwhelming online if they aren't properly organization or explained. The same way someone may organize their papers on their desk, online materials should be carefully curated for accessibility so that they do not overwhelm your learners. When it comes to eLearning, make sure the content is organized logically into modules.



Clearly outline process and expectations. Getting dispersed learners aligned can feel like herding cats. It's important to clearly outline and communicate their learning path and your expectations of them to keep them motivated and on track.



Communication is key. Remote learners can be left feeling siloed and isolated. For these learners, open streams of communication will be critical. Make sure your remote learners have channels to seek support (both technical and content related) and to provide their feedback.



Smaller class sizes: In general, you may want to lower your class size caps for remote instructor-led training. Managing remote classrooms, including keeping everyone engaged and aligned, can become much more difficult than it is in person.



Consider a remote event producer. As alluded to in previous bullets, remote facilitators have a lot on their plate. If you have the budget, soliciting the help of a remote producer can create more opportunities for engagement since facilitators have help with technology management.



Don't forget informal learning. Your remote learners won't have as many natural opportunities to engage in social and informal learning. Consider adding remote lunch and learns, social message boards or other opportunities for remote learners to connect with their peers.

REMOTE LEARNING ENGAGEMENT STRATEGIES

Design engaging and fulfilling content for your learners by following these tips for instructor-led and self-paced learning.

PRO TIP



Some strategies will suit your programs better than others. Work with your instructional designers to incorporate the right mix of strategies for your learners.

For Instructor-Led Remote Learning

- 1 | Keep cameras on.
- 2 | Use interactive tools like quizzing and polling features.
- 3 | Incorporate annotation and whiteboarding activities.
- 4 | Make the experience multimodal to optimize time in the classroom — include a prework, homework assignment or post-training activity.
- 5 | Utilize multimedia content with videos, audio, infographics, etc. (but keep any video and audio short).
- 6 | Create opportunities for social learning with group breakout activities.
- 7 | Incorporate application activities like case studies and role plays.

For Self-Paced Remote Learning

- 1 | Include opportunities for participants to check their knowledge with quizzes and assessments.
- 2 | Suggest thought exercises and assignments (even better if you can provide feedback and include the learner's supervisor in assignments).
- 3 | Allow learners to post their assignments to a public page to see what other learners are doing and compare their work.
- 4 | Utilize multimedia content with videos, audio, infographics, etc. (but keep any video and audio short).
- 5 | Motivate learners with gamification elements like leaderboards and badging.
- 6 | Create opportunities for social learning with message boards.

Are you ready to manage and deliver engaging remote learning programs? Take the next step toward becoming a remote learning expert with the Managing Remote Learning Workshop.

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