Virtual Classroom Training
Xerox Global Learning Services
How can you motivate, educate, and train your employees or sales partners in real-time, without requiring them to leave their desks or their customers? How can you take advantage of experts who live in different geos from the personnel who need their advice?

Virtual Instructor-Led Training, vILT takes advantage of technology to deliver all the benefits of expert-led classroom training without the loss of productivity that comes as a result of an extended face-to-face instructor-led program, or the environmental impact of attending these in-person events. Your employees, partners, and resellers get the training they need, without sacrificing time better spent on the job or with their customers.

Xerox Global Learning Services provides extensive end-to-end services for all your vILT needs, as well as providing you the opportunity to extend your existing learning and development expertise into the vILT capability.

Note that vILT is sometimes called Virtual Classroom Training (VCT), synchronous e-learning, or online instructor-led training.
Virtual Event/ Program Management

In support of your one-time vILT offering, throughout an extensive vILT program, or across the entire practice, Xerox Global Learning can provide overall program oversight.

In this, we can:
- Manage workflow streams across vILT components
- Establish and manage communications channels
- Establish and manage tracking documents and processes
- Build infrastructure to support execution of vILT event
- Act as an escalation point for production issues

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In the current fast moving business environment multi-tasking is the norm. To ensure virtual learners remain engaged, the content of a vILT program needs to capture and hold the learners’ attention. We achieve this by taking full advantage of the tools and functionality of the chosen platform to create an active learning experience. We create an environment where interaction and involvement of the learner is the expectation not the hope; we plan opportunities for the learners to contribute, share and support each other as they learn. Passive attendance doesn’t change behaviors or performance.

Engaging the learner, and keeping them engaged throughout a vILT program is based on best-in-class design. From our deep and broad experience, we know how a vILT program needs to flow to ensure the learner remains engaged. Strong program design with a clear learning route; opportunities for the learner to interact with content, facilitator, and peers; and use of visuals for the material, combined with skilled facilitation provides a structure and environment to ensure learners remain actively engaged.

As a part of our service offerings, we will:
- Consult with the client to create a vision for a successful virtual learning event
- Analyze existing content and infrastructure to identify strengths and gaps
- Develop recommendations to leverage strengths and fill those gaps
- Develop recommendations to extend learning beyond a single event or a more extensive program

Converting training material from other media to vILT requires transformation rather than conversion. As mentioned previously, engagement of the learner is key for effective vILT and, taking content from another medium and merely converting it will not achieve the correct level of engagement. Our experience suggests that vILT materials must be created with learner interaction and engagement as a primary objective. Focusing on this objective helps diminish learners “checking out” based on the distractions they may encounter while being involved in vILT.

When engaged in content conversion, we follow best practices for vILT delivery, and we:
- Build high levels of interaction between learners, the facilitator, and peers
- Leverage instructionally sound extant ILT content

The right content, delivered the right way, will lead to a rich, engaging experience and will enable the learner to acquire the knowledge, skills and behaviors needed for success in their role. Our talented team of consultants and instructional designers consider the learning experience and outcomes as paramount to learner success, and this drives the design and creation of the learning. Regardless of the platform you use to deliver vILT, we employ a full range of functionality to support the learning rather than to utilize the functionality because it is available.

We create content which is learner centric and, in doing so, we:
- Design and develop courseware using principals of quality, specific to vILT and the selected delivery platform
- Tailor interactivity for facilitators and participants
- Build appropriate pre-class and post-class support tools and materials
Our technology leads will help you integrate your virtual event management data into your current Learning Management System, regardless of the platform selected.

As a part of our service offerings, we will help you manage:
- Participant registration
- Participant communication
- Collateral distribution

Our technology leads will help you manage the tool to ensure event management is seamless to your learners.

This includes:
- Technology / tool administration
- Integration of tool within existing technology infrastructure
- Development of technology back-up plan
- Outlining the participant path to the virtual room or vILT URL

The fact that you’ve made the big decision to offer vILT will be limited if you don’t develop appropriate event invitations and communications that will engage the learner immediately. Our communications team will help you design a customized approach to ongoing communication for your learners.

As a part of our offering, we will help implement a communications strategy that involves:
- Determining executive sponsorship
- Driving stakeholder buy-in
- Developing a plan to support internal and end-user messaging
- Supporting participant orientation to new learning environment
- Creating a clear understanding of learner participation levels during events
We work with facilitators to ensure the functionality built into the learning can be executed to create the intended learning experience. The facilitators must be able to navigate and use the functionality flawlessly for it to become an integral part of the learning experience. We work with the clients’ own Instructional Designers to enhance their skill levels for them in designing, creating and developing program materials. We also train facilitators to successfully execute the interactivity designed into the programs.

**Leaders / Hosts**

Think of an in-person event that may not feel welcoming, for example the speaker doesn’t greet you as you walk into a room. The same welcoming approach helps ensure your learner is engaged from the moment they join an online event. Given that leaders and hosts have the important job of welcoming learners to the event or program, their role is critical to the delivery of a vILT program.

**Facilitators / Presenters**

We teach facilitators to concentrate extensively on the learners, ensuring they are engaged and involved in the learning experience. Our facilitators, supported by the leaders/hosts, create a fully absorbing event which ensures not only the learners’ attention but his or her involvement as well. A successful facilitator must be able to move across the full range of functionality of the platform while still maintaining a focus on the learners. We have extensive experience in this area and are able to train facilitators to achieve this level of expertise.

For lower complexity events a skilled and experienced facilitator may be able to manage an event, on their own.

Our services include:
- Presentation, interaction and vILT delivery coaching and training
- Technology or platform training
- Facilitation services, when you need that extra level of support

**Subject Matters Expert (SME) Moderators**

We have broad and deep experience working with SME moderators in vILT, which facilitates bringing together experts with geographically dispersed learning audiences. Successful learning often stems from bringing together a learner group with a subject-matter expert, even when they reside across international boundaries and multiple time zones. The facilitator working in conjunction with the SME is able to ensure the events stay focused, on track, and achieves the stated objectives of the learning. We are aware not all SMEs find presenting easy or comfortable and the facilitator is able to create an environment where the knowledge of the SME is leveraged to create the most powerful learning experience.

Our services, for your SMEs who support vILT events or programs, include:
- Presentation, interaction and vILT delivery coaching and training
- Technology or platform training

**Platform / Skills Training**

We work with facilitators to ensure the functionality built into the learning can be executed to create the intended learning experience. The facilitators must to be able to navigate and use the functionality flawlessly for it to become an integral part of the learning experience.

Xerox Global Learning provides these services:
- For leaders or hosts, technology or platform training to ensure they are comfortable as they greet learners
- Host services, when you don’t have the capacity or just need an extra level of support

**Training your Instructional Design Staff for Creating Effective vILT Programs**

Xerox Global Learning Services offers a complete 4-week workshop, “Designing Engaging vILT” with our skilled facilitators. Your ID staff will gain deep understanding of how to effectively use platform-specific tools to maximize learner engagement, will practice creating design and course documents, and will perform the role of a producer in this highly interactive vILT program.
Choreography of a vILT event or program is essential for a seamless learner and facilitator experience. Choreography is the heart and soul of production. From planning and creating program events, to seamlessly moving from one activity to another, to managing scheduling, and running rehearsals, it all resides within the realm of an experienced production team. Our extensive experience will help maximize the results from your vILT programs.

Room and platform preparation is also an integral part of the successful production of vILT events and programs.

As a part of our service offerings, going beyond logistics, we will:
- Within the platform, create classroom components (polls, breakout rooms)
- Configure classrooms for event
- Convert files, if needed, and upload content to platform
- Attend and manage multiple rehearsals

Producers support the facilitator to move from one learning activity (break out groups, polls, whiteboard sessions or chat responses) to the next to provide a seamless experience for the learner. A producer orchestrates the program and manages program activities, leaving the facilitator free to concentrate on the learners.

Producers also monitor chat questions from learners to ensure that if a learner does have an issue or technical question, they are quickly back on track with the main group. These valuable team members perform a virtual version of the support trainers often received when facilitating large groups or complex situations in traditional classroom training sessions.

Producers can sometimes be the unsung heroes of a truly engaging vILT. They are invisible to the learners, however the contribution they provide to the learning experience is vital.

In support of vILT learning solutions, we will:
- Provide platform subject matter expertise
- Manage session flow (time, transitions)
- Provide frontline technical troubleshooting
- Monitor chat and Q&A responsiveness. Address participant issues.
- Run polls/surveys, etc.
- Manage recording process and prep for on-demand posting
- Capture data for post session reporting
Measurement Strategy

Xerox Global Learning tailors every learning program to your organization business goals and we measure for those business results.

Out measurement and analytics experts will design a measurement strategy that analyzes and ensures this alignment through:

- Pre-event demographics
- Pre-event expectations
- Pre-event alignment
- Pre-existing knowledge and pre-testing
- Instructor reaction
- Participant reaction
- Learning retention
- Training desired
- Job relevance
- KPI alignment

How you benefit:
Engaging with Xerox Global Learning on a virtual instructor-led implementation will ensure you successfully launch this capability within your learning and development program offerings. Bringing in our trusted partnership will:

- Speed time-to-market via faster knowledge transfer
- Reach geographically dispersed learners anywhere, anytime
- Adapt training to the needs of individual learners
- Reduce your carbon footprint
- Reduce your costs by cutting travel expenses and facility fees
We at Xerox Global Learning Services are knowledgeable about virtual instructor-led training, whether you are deciding if vILT is right for you or struggling with how to implement it successfully; we also know that your business is unique. Our engagement process includes deep analysis to uncover your unique processes so we can deliver a best-of-breed solution for you. From initial engagement and design, to deployment and rollout, to training and ongoing support, Xerox Global Learning Services will be with you every step of the way.

To learn more, visit www.xerox.com/learning or call 877.414.2676