

# Discover The Secrets To Interactive Virtual Training Sessions

Respond to the poll

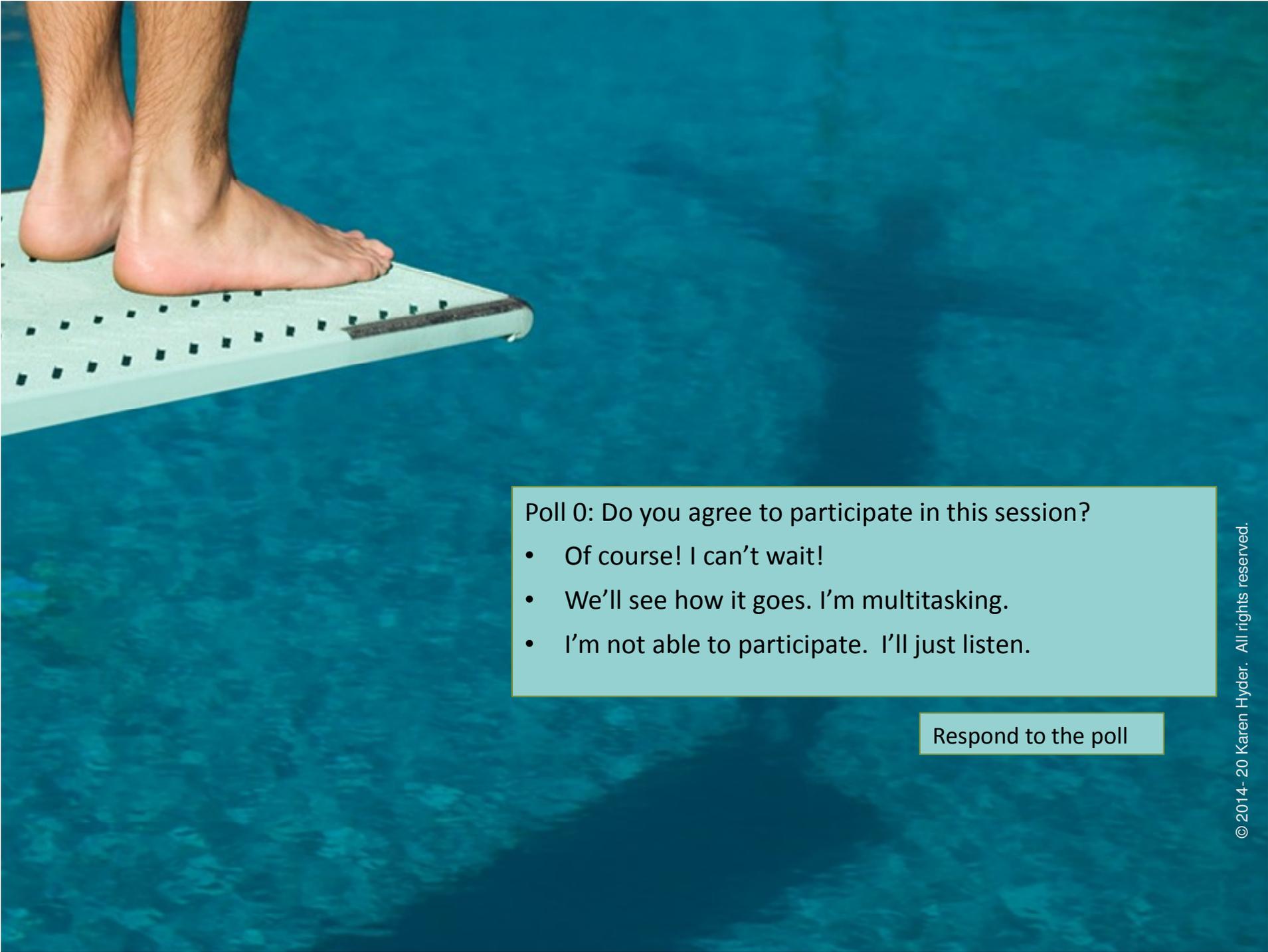
## What are you **MOST** interested in learning?

- Choose the right type of web conferencing room (meeting, training, event, webinar) for your event
- Customize settings and features to accommodate planned interactions
- Document delivery plan in a shared location
- Communicate with team members using secret and private messaging
- Manage participant questions and technical issues
- Deliver consistent sessions using templates
- Discover what presenters do that participants don't see

# Karen Hyder



- Trainer – 1988
- Virtual trainer – 1999
- Online event producer, speaker coach/host  
eLearning Guild – 2004
- Adobe Connect user since Macromedia Breeze
- Director of Online Events  
Hearing First – 2016

A photograph showing a person's feet standing on the edge of a diving board. The diving board is light-colored with a grid of small dark squares. The background is a deep blue body of water. The image is used as a background for a presentation slide.

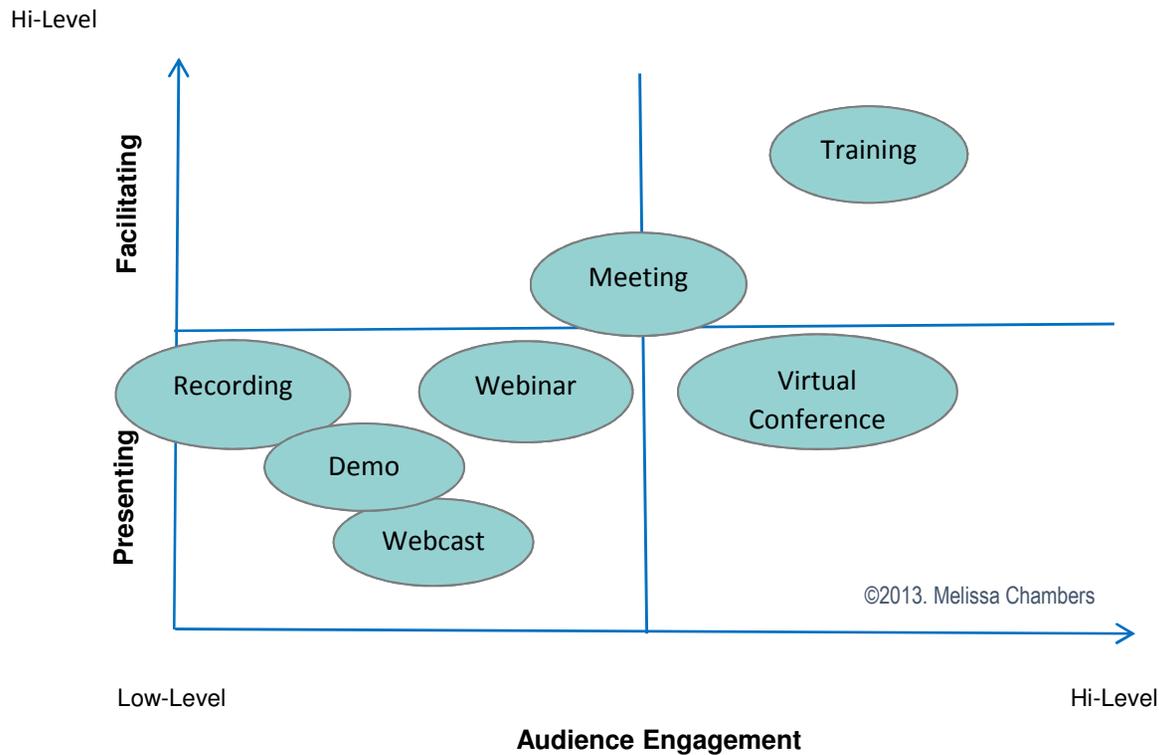
Poll 0: Do you agree to participate in this session?

- Of course! I can't wait!
- We'll see how it goes. I'm multitasking.
- I'm not able to participate. I'll just listen.

Respond to the poll

# Poll: Which types of events?

Respond to the poll



**Poll: Which type(s) of events are you presenting?**

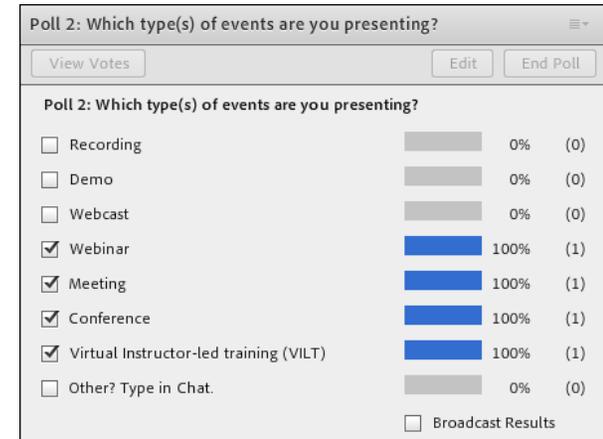
- Recording
- Demo
- Webcast
- Webinar
- Meeting
- Conference
- Virtual Instructor-led training (VILT)
- Other? Type in Chat.

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# What just happened?

I showed a Poll, you responded



## How'd I do that?

- Create the pod, Set to Multiple, Number, add to Pres Notes pod.
- Show, Open, drag into View. Facilitate, click Broadcast Results, Hide.

# Poll

Objectives Which are you most interested in: (C... ☰

Multiple Answers ▼ Open

**Question**

Objectives Which are you most interested in: (Choose all that apply)

**Answers (One per line)**

Choose the right type of webinar room (Meeting, Training, Event, Webinar) for your event

Customize settings and features to accommodate planned interactions

Document delivery plan in a shared location

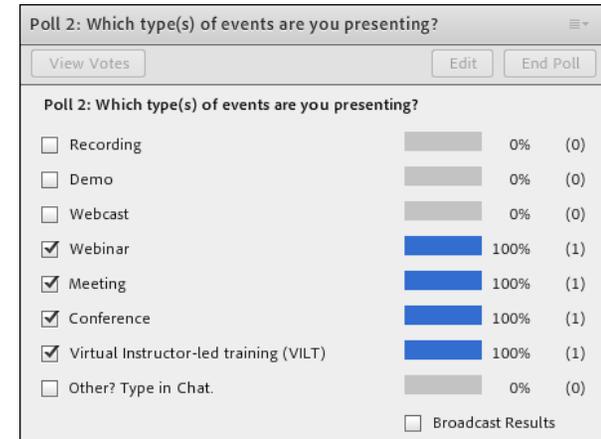
Communicate with team members using secret and private messaging

Manage participant questions and technical issues

Deliver consistent sessions using templates

Discover what Presenters do that Participants don't see

# Polls



## Why do it?

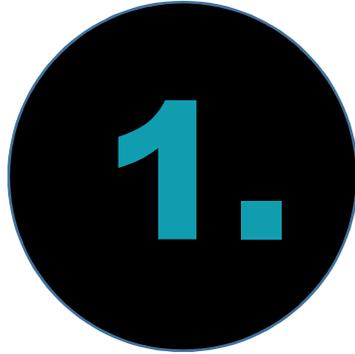
- In this case, understand audience needs.

## What poll question might you ask?

Type in Chat

# 7 Secrets

1. Prepare thoroughly.
2. Get support.
3. Teach participants how to use tools.
4. Get agreement.
5. Communicate privately.
6. Maintain consistency.
7. Get real about your tech.



Prepare thoroughly.

# It's a lot to manage BEFORE you even begin

The image displays a central video window showing a woman named Karen Hyder. Surrounding this are several overlapping interface components:

- Meeting Control Bar:** Includes icons for audio, video, and participants.
- Share Menu:** Lists actions like Raise Hand, Agree, Disagree, Step Away, Speak Louder, Speak Softer, Speed Up, Slow Down, Laughter, and Applause.
- Chat Window:** Shows messages from participants like Steve Francis, Karen Hyder, Jane Williams, and Chris Benz.
- Share My Screen Menu:** Options include Share My Screen, Share Document, Share Whiteboard, and Recently Shared.
- Stop Sharing Context Menu:** Includes Pause And Annotate, Choose Window to Share..., Stop Sharing this Window, Stop Screen Sharing, and Help ...
- Audio Settings:** Connect My Audio, Select Microphone, and Adjust Mic Volume sliders.
- Adobe Flash Player Settings:** A dialog box for Camera and Microphone Access.
- Mute My Microphone:** A control to toggle microphone status.
- Select Document to Share:** A file selection dialog showing a list of documents.
- Sharing Screen Notification:** A tooltip that says "Sharing Screen. You are sharing a part of the screen now. Please click here for additional options".
- Engagement Dashboard:** Shows Session Time (00:14:32), Meeting Engagement (70%), Average (58%), and Attendee Count (0001).

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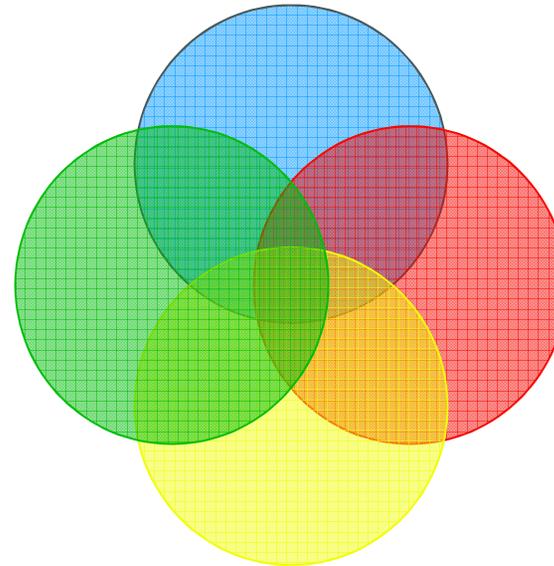
# What needs to be prepared?

Type in Chat pods

**Software**

*Before and after live session*

**Presenter**



**Participants**

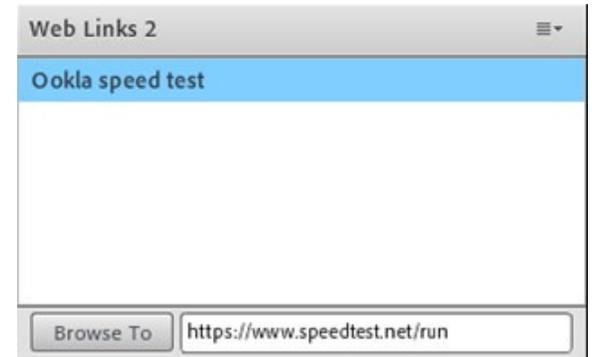
**Software**

*During live session*

**Content**

# What just happened?

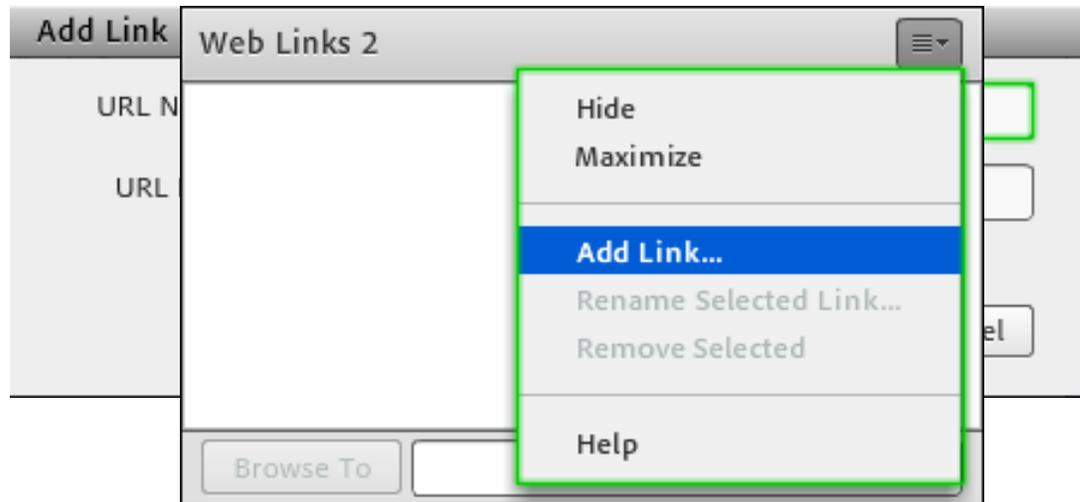
I forced a Browser window open using Web Links pod



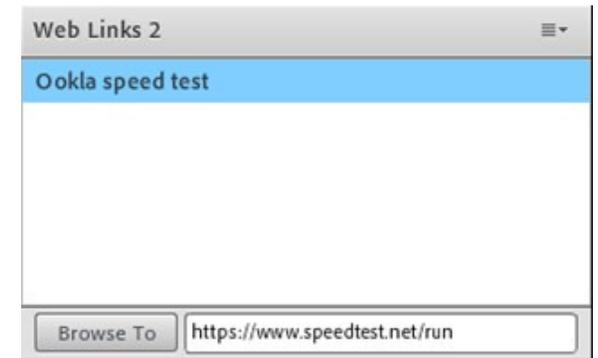
## How'd I do that?

- Create the pod, Add the Link, Name it.
- Click URL, click Browse To... opened on your screen.
  - Plan B: I can paste into Chat from Pres Notes pod

# Force a web page to open



# Force a web page to open



## Why do it?

- In this case, to quickly force everyone to see the same site.

## What site might you want to open?

Type in Chat



Get support.

# Which of these things can the presenter handle alone?

**Software**

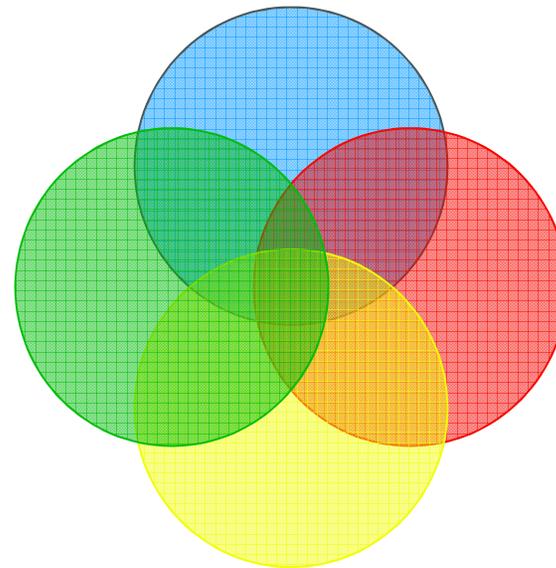
*Before and after live session*

**Software**

*During live session*

**Presenter**

Respond to polls



**Participants**

**Content**

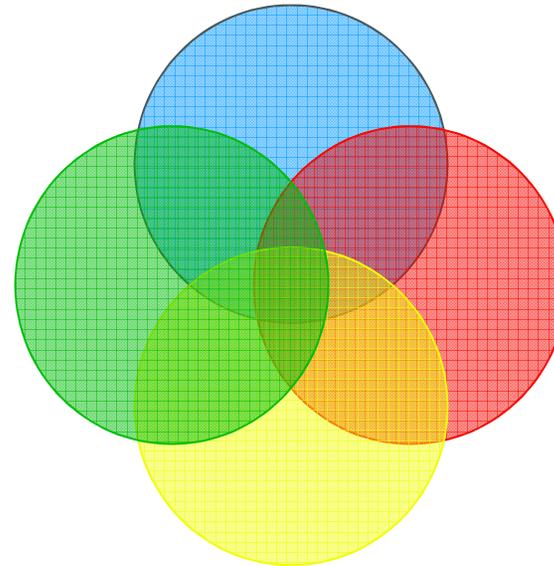
# Which will require extra help?

**Software**

*Before and after live session*

**Presenter**

Respond to polls



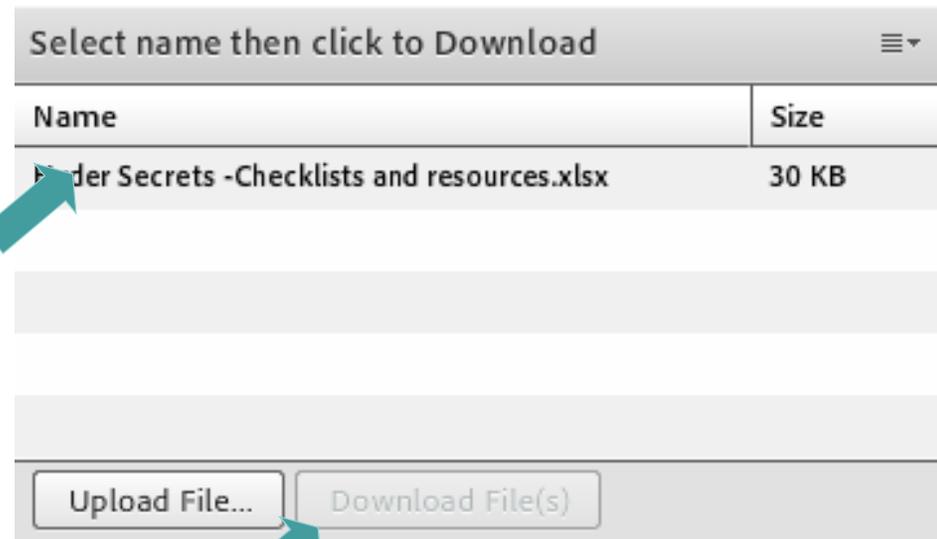
**Participants**

**Software**

*During live session*

**Content**

# Download Checklists and Resources



Click the filename

Click Download File(s) button.

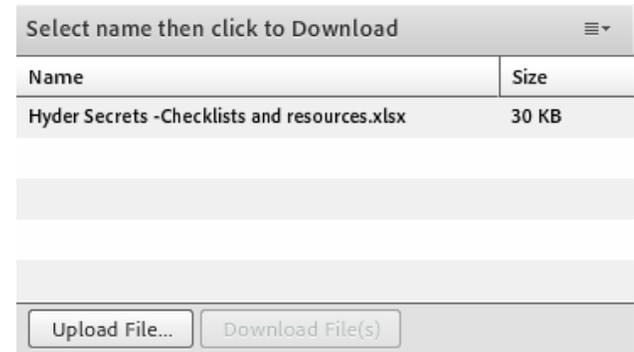
A new browser window will open. Click Download to save the file.



Teach participants how  
to use tools.

# What just happened?

I showed a Files pod, you downloaded the file!



## How'd I do that?

- Create the Files pod, upload the Excel file, Change the title bar, add to Pres Notes pod.
- Show, Facilitate, Hide.



# What just happened?

I showed a Files pod, you downloaded the file!

Select name then click to Download	
Name	Size
Hyder Secrets -Checklists and resources.xlsx	30 KB

Upload File... Download File(s)

## Why do it?

- To transfer files.

## What files might you transfer?

Type in Chat



Get agreement.



# Get agreement.

*Why encourage participants ~~how~~ to use tools?*

Type in Chat

# 5.

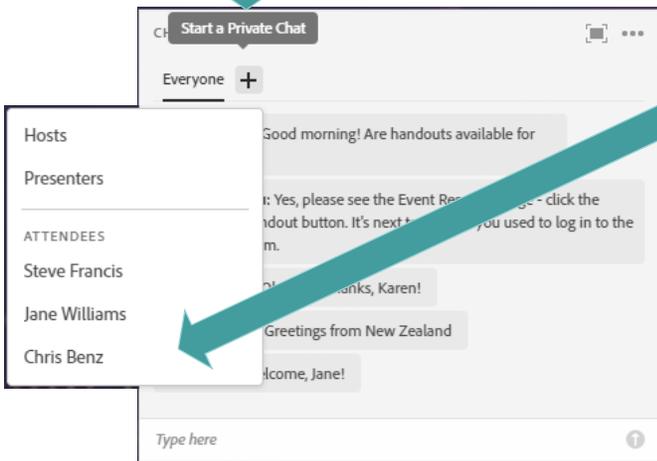
## Communicate privately.

*What do you and your “helpers” type in chat?*

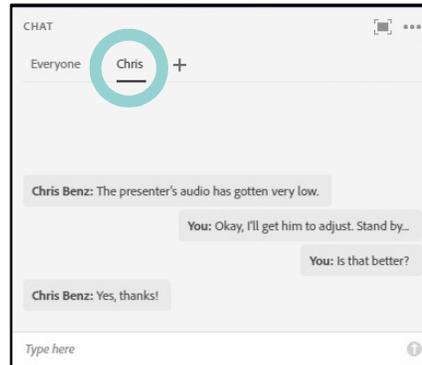
Type in Chat

# Communicate privately.

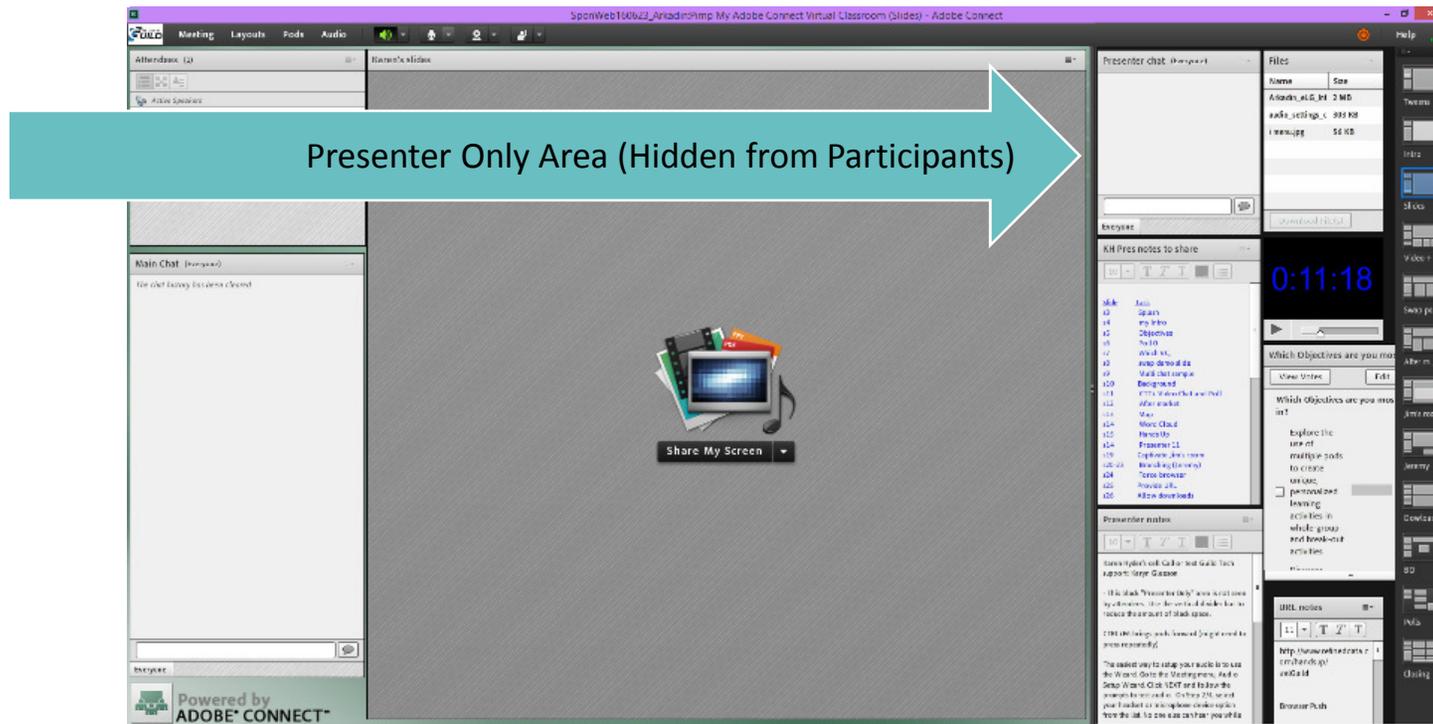
1. Click the “Start a Private Chat” button



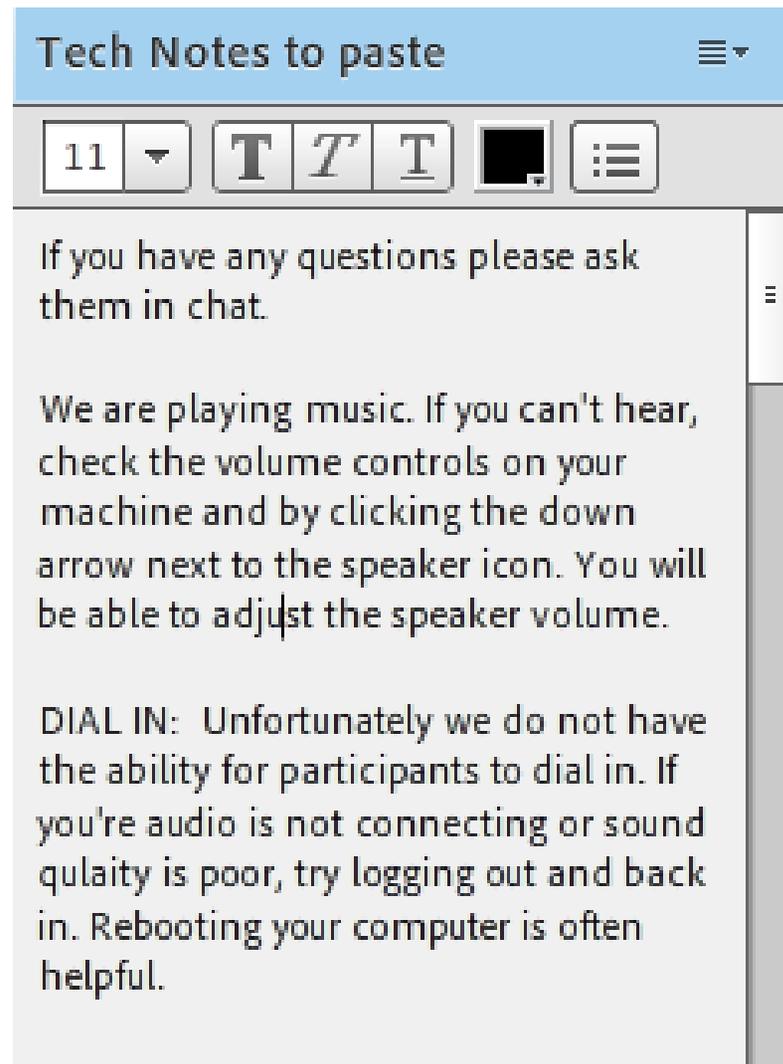
2. Select the role or role and name of person with whom you want to chat



# Communicate privately.



# Pasteables



Tech Notes to paste

11

**T** *T* T [Speaker icon] [List icon]

If you have any questions please ask them in chat.

We are playing music. If you can't hear, check the volume controls on your machine and by clicking the down arrow next to the speaker icon. You will be able to adjust the speaker volume.

DIAL IN: Unfortunately we do not have the ability for participants to dial in. If you're audio is not connecting or sound quality is poor, try logging out and back in. Rebooting your computer is often helpful.

What messages might you “pre-script”  
and paste during live sessions?

Type in Chat



Maintain consistency.

# Customize and Templatize

## Shared Templates - Folder

The screenshot displays the Adobe Connect interface. At the top, there are tabs for 'Meeting', 'Layouts', and 'Pods'. Below these is a navigation bar with links for 'Meetings', 'Seminars', 'Event Management', 'Reports', 'Administration', and 'My Profile'. A dropdown menu is open under the 'Meeting' tab, listing various options. Two items in this menu are circled in red: 'Manage Meeting Information' and 'Audio Setup Wizard...'. Below the menu, there are buttons for 'Up One Level' and 'Move'. A table of shared templates is visible at the bottom, with columns for 'Start Time' and 'Duration'. The table contains three rows of data.

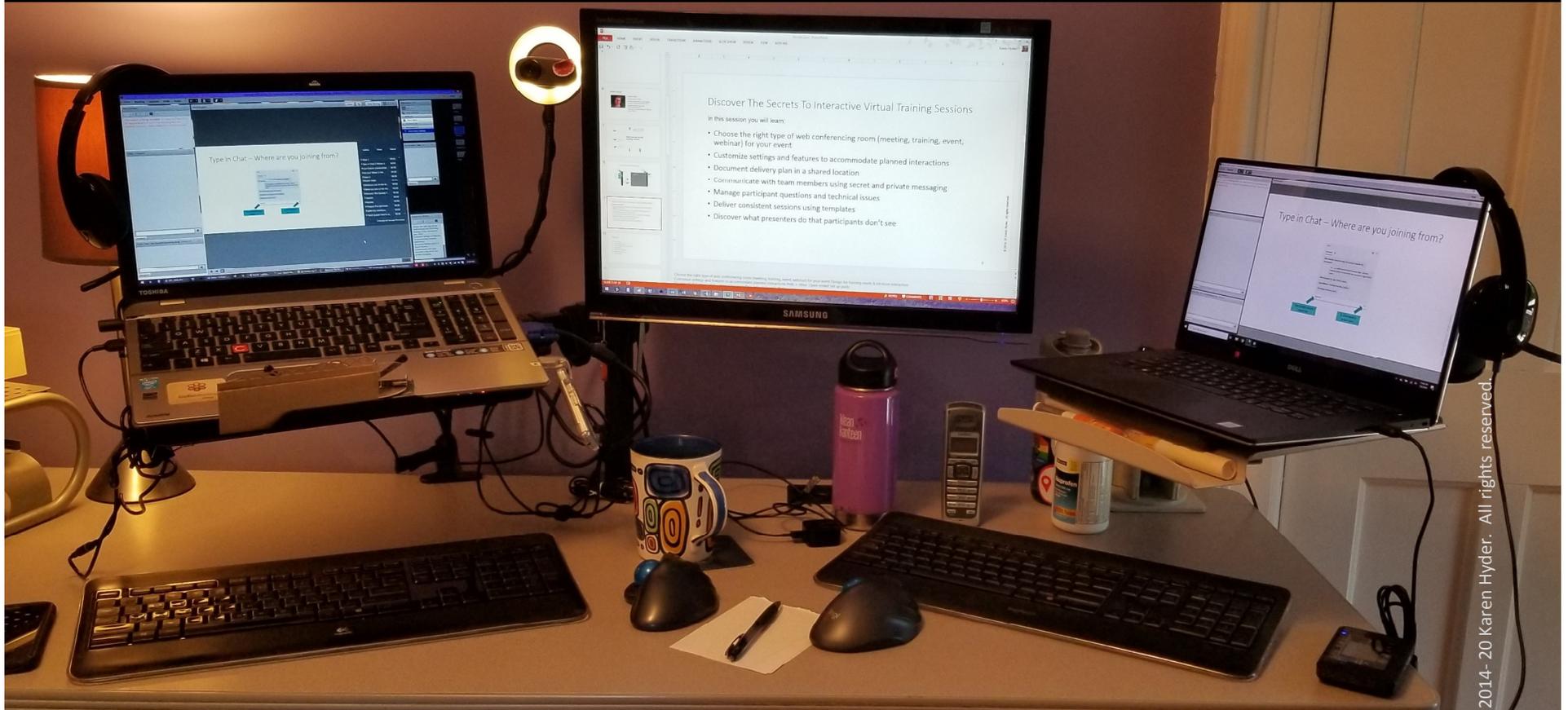
	Start Time	Duration
	-	
	-	
	-	
<input type="checkbox"/> CB_Test_2	01/14/2013 9:00 AM	01:00
<input type="checkbox"/> karen's template	02/07/2009 5:15 AM	01:00



Get real about your  
tech.

# List all the backups you spot here

*"I operate from a deep sense of paranoia that everything will go wrong all the time."* —Karen Hyder



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What secrets will share and/or apply immediately?

Type in Chat

# Which of these secrets will you borrow and share with pride?

Respond to Poll

1. Prepare thoroughly.
2. Get support.
3. Teach participants how to use tools.
4. Get agreement.
5. Communicate privately.
6. Maintain consistency.
7. Get real about your tech.
- ? Other? Type in Chat.



Thank you for joining!  
Contact me:

Email: [karen@karenhyder.com](mailto:karen@karenhyder.com)

 [www.linkedin.com/in/karenhyder](http://www.linkedin.com/in/karenhyder)

Twitter: @karenhyder

Blog: <https://karenhyderblog.wordpress.com/>

Site: [www.karenhyder.com](http://www.karenhyder.com)



A toolbar with Meeting menu, ~~Connect my Audio/Mute~~, (Your mic is not on.) Mute my speakers button and menu, and Set Status button and menu. Please explore and adjust settings, as needed.



Note Pod with instructions or info.

# What you see on the desktop version



Chat pod for participants to type questions or responses.

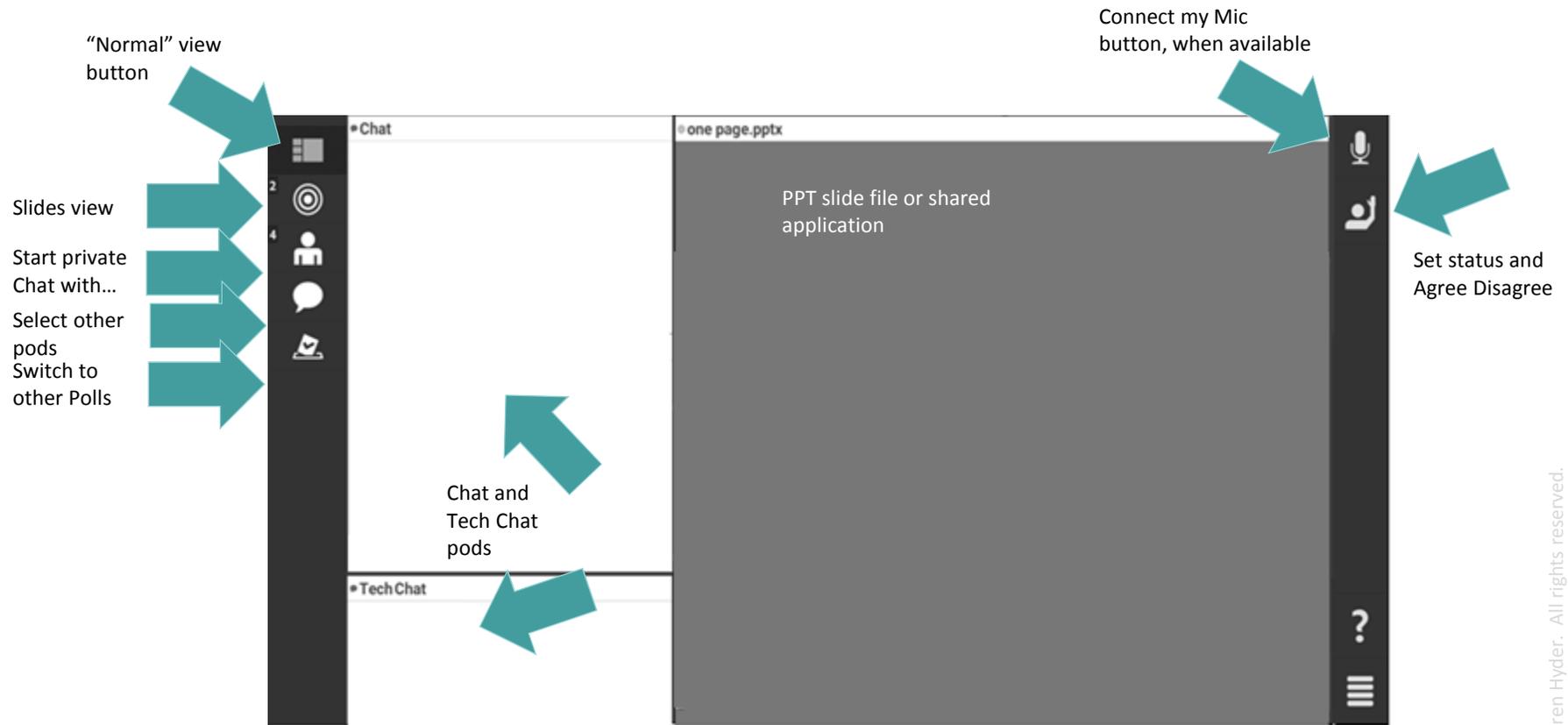
PowerPoint slides (this is one).



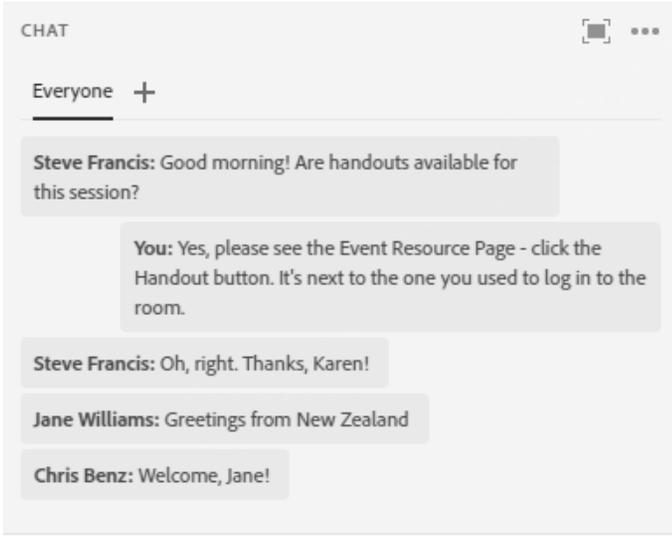
Tech Chat pod. Type here for troubleshooting help.



# What you see on the mobile app



# Type in Chat – Where are you joining from?



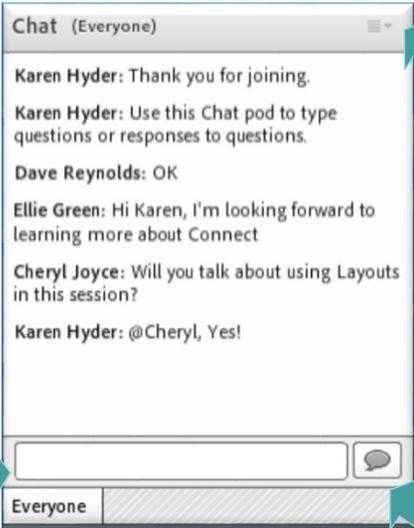
The screenshot shows a chat window titled "CHAT" with a "Everyone" group. The chat history includes:

- Steve Francis:** Good morning! Are handouts available for this session?
- You:** Yes, please see the Event Resource Page - click the Handout button. It's next to the one you used to log in to the room.
- Steve Francis:** Oh, right. Thanks, Karen!
- Jane Williams:** Greetings from New Zealand
- Chris Benz:** Welcome, Jane!

At the bottom of the chat window is a text input field labeled "Type here" and a "Send" button (represented by a speech bubble icon). Two teal arrows point from instructional boxes to these elements:

- An arrow points from the box "Type questions and responses" to the "Type here" input field.
- An arrow points from the box "2. Click Send or press Enter" to the "Send" button.

# Type questions and comments into Chat.



The image shows a chat window titled "Chat (Everyone)". The chat history includes the following messages:

- Karen Hyder: Thank you for joining.
- Karen Hyder: Use this Chat pod to type questions or responses to questions.
- Dave Reynolds: OK
- Ellie Green: Hi Karen, I'm looking forward to learning more about Connect
- Cheryl Joyce: Will you talk about using Layouts in this session?
- Karen Hyder: @Cheryl, Yes!

At the bottom of the chat window, there is a text input field and a send button (a speech bubble icon). The chat window is annotated with three callout boxes:

- A callout box on the right side points to the top-right corner of the chat window, containing the text: "Use the Pod Options menu to increase Font size and change the Text color of your messages." Below this, it also says: "You can also Start a Private Chat. Private Chat with Host for Technical support during the session."
- A callout box on the left side points to the text input field, containing the text: "Type in the white space here".
- A callout box on the bottom right points to the send button, containing the text: "Click Send or press Enter".

# Use Chat to communicate publicly or privately

1. Click the "Start a Private Chat" button

2. Select the role or role and name of person with whom you want to chat

The image illustrates the process of starting a private chat in two steps. Step 1 shows a chat window with a 'Start a Private Chat' button. A teal arrow points from the instruction '1. Click the "Start a Private Chat" button' to this button. A dropdown menu is open, showing categories like 'Hosts', 'Presenters', and 'ATTENDEES', with names like 'Steve Francis', 'Jane Williams', and 'Chris Benz' listed. Step 2 shows the chat window with 'Chris' selected in a circular highlight. A teal arrow points from the instruction '2. Select the role or role and name of person with whom you want to chat' to this selection.

# Set Status to provide feedback

If you can hear me talking now, please change your status to Agree (Thumbs up).

If you cannot hear me, change your Status to Disagree (Thumbs down)



To show the Status menu, click the drop down arrow next to the Raise Hand button at the top of your screen.



Click Raise hand button to see Set status and Agree Disagree

Change your status to "Stepped Away" anytime you're distracted from the session.

