2020 Products and Services

Lightbulb Moment
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How live online learning can help your organisation ...................... 38
We believe that live online delivery can be as good as face to face training, if not better!
Consultancy
Speak with our expert and shed light on the tough questions you have. Entirely tailored to your needs and focused on helping you achieve your goals

- Software platform pros, cons and IT requirements
- Evaluating your current training materials for live online learning conversion
- Advice on upskilling and training your staff
- How to implement live online successfully within your organisation
- Making you aware of items you might not have even thought of
- Helping you fill in the gaps when it comes to planning
- Providing time frames to match your end goals
- General questions and advice
- Expert and quick answers to help you plan quickly and accurately

How we help our clients

Being involved in initial planning meetings to give instant advice on how the platform works, hardware requirements, how your materials could be adapted and more.

Team calls with your designers to guide them on the best platform tools, helping speed up session creation and early planning phases.

Feedback on your session design and facilitation, providing you confidence your sessions will run professionally.

Availability includes phone calls and emails to provide quick advice and support when you need it.
Virtual Classroom
Taster Options
Taster Options: why we have them

Experience it live
Get involved and see live online learning in practice, hands on experiences using the tools and participating in activities

See the potential
Find out what you like about virtual learning and get a better understanding of what is possible

Next steps
Arm yourself with the information to start your live online learning journey and how it could work within your organisation

Taster options: our offering

01 First Steps Webinar

02 Virtual Classroom Taster Experience

03 Virtual Classroom Design Taster Experience
01 First Steps Webinar

Interactive
60-minute live session, up to 100 attendees to see the potential for live online learning and how it could work for you

Logistics
Every attendee to join from an their individual computer or device
Attendees to participate live in activities

Objectives

First hand live online learning experience - An opportunity to see best practice of a webinar session. Use the tools and get involved in structured activities
Learn about live online learning - The differences between webinars and virtual classrooms and how the amount of attendees can impact learning
Challenges and opportunities - Learners view point, trainers mindset, benefits to the organisation and impact on staff
Skills required - Skills you may have already that work live online, what skills can be adapted and what will be needed
Foundation of understanding how live online learning works - Develop an informed view of live online learning and continue the conversation internally with a common understanding

Right for you?

Open minds to virtual
See the potential
Plan your next moves
Cost effective way to see it is for you
Align your goals
Inspiration to get started!

Contact
FAQ

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Rights for you?

The live experience
Really see how live online learning can work, dispel the misconceptions that it won’t be as good as face to face

Focusing on the positive
It’s about adapting, not starting from scratch. Face to face skills can still be used online and technology does not need to be a barrier

Opening the minds of your training team
Start seeing how your own sessions could be delivered and the potential for positive impact on the organisation

Future potential

Objectives

Virtual classroom experience with tools and activities
- Your training team gets hands on with utilising tools in engaging, layered activities, focusing on learning points

Interaction and social learning
- Lots of interaction points for discussion in chat, on the microphone and using whiteboards displaying social learning

Detailed look at skills required
- Identifying current skills your team have, how that equates to live online learning and what they might need to gain

Your training style and how it works live online
- Focusing on how you currently deliver, utilising your style to make sure you come across in a natural way whilst delivering remotely

The similarities between live online and face to face learning
- Looking at how you can achieve most, if not all, of what you do face to face in a live online way

Logistics
Every attendee to join from an individual computer or device with headset and microphone

Immersion
Two hour live session facilitated by our expert for ten attendees
Interact in activities for learning points
03 Virtual Classroom Design Taster Experience

Objectives

- **Virtual classroom experience with tools and activities**: Your training team gets hands on with utilising tools in engaging, layered activities, focusing on learning points
- **Interaction and social learning**: Lots of interaction points for discussion in chat, on the microphone and using whiteboards displaying social learning
- **Detailed look at design requirements**: Session length and how the amount of attendees impacts sessions and their design
- **Design considerations and activities**: Design considerations for different types of sessions including types of activities and interaction to include
- **Where to start with planning and designing your session**: Planning interactions and activities within a lesson plan or facilitator guide to start building a design document

Right for you?

- **Tackle the doubts, start to see what’s possible and where to start**
- **Deconstruct face to face and see it used online**
- **Start the dialogue and journey**
- **See it in action**
- **New thoughts, new ideas**
**Who is this for?**
Organisations with face to face facilitators who have limited or no live online delivery experience and aren’t even sure if it’s even right for them or the people they train.

**How is it delivered?**
Sessions are delivered online in either Lightbulb Moment’s Adobe Connect or your own platform. This is essential for your facilitators to experience the software and tools first hand.

**How does it work?**
The sessions are designed to be thought provoking and promote discussion about the viability of live online learning in your organisation. If you require more training please see our other services.

**What’s covered?**
Both the First Steps Webinar and Taster Experience focus on the opportunities, challenges and skills required for live online delivery and how it could work in your organisation.

**Practical elements?**
Attendees will have the opportunity to get involved in the practical parts of the activities by engaging with the tools within the session and see first-hand just how engaging it can be.

**Not covered?**
The sessions are designed to be thought provoking and promote discussion about the viability of live online learning in your organisation. If you require more training please see our other services.
Virtual Classroom
Rapid Deployment
Training
Rapid deployment training sessions

Develop Skills
Experience and learn new skills for live online learning

New Ideas
Discuss together and take ideas away with you

One session
Single two-hour session to get you started quickly

Deliver Now
Start utilising live online delivery as soon as possible

Right option for you?

New to virtual delivery
Short lead-time to start

Need to upskill quickly

Cost effective option

Skills to get started

Start delivering now

Rapid deployment: our offerings

Get to know your platform now

Start facilitating live online now
**Get to know your platform now**

**Immersion**
- Two-hour live session facilitated by our expert for up to 15 attendees
- Interact in activities for learning points

**Logistics**
- Every attendee to join from an individual computer or device with headset and microphone

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**Objectives**

- **Experience your own platform first hand**
  - Using and learning in your own platform to help provide familiarity and platform confidence

- **Communication tools**
  - Discover all the ways of communicating in your platform, how to explain them to attendees and the nuances of them

- **Engagement tools**
  - Practice with the tools within the platform, using them first hand and understand how to get attendees using them also

- **Setup help and common issues**
  - Look at how to setup your session and some of the more common issues to avoid or understand for when you go live

- **Slide deck and primary display**
  - Learn how to get the best out of the way you display information to attendees and how to utilise it better yourself

- **Platform menus whilst presenting live**
  - Explore and learn the platform functions and menus that can help your facilitation and attendees when live

- **Help and support for your attendees**
  - Learn the common issues that facilitators and attendees might have and how to fix them

- **Platform nuances**
  - A guided tour to learn and be ready for all the little things that could take you by surprise and throw you off your delivery

- **Questions**
  - Dedicated time for specific platform questions and demonstration of any key fundamentals that are required

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**Right for you?**

- Get your team focusing on how to use your platform, ensuring your live online learning session is as smooth as possible
- Boosting facilitator confidence that when they click, request interaction or run an activity, they know how to do it and that it will work
Start facilitating now

**Objectives**

- **Different session types**
  - How different numbers of attendees and length of a session can profoundly change the dynamic of your delivery and design

- **Importance of correct terminology**
  - Understanding what the common terminology is, how to use it and why it can help set the scene for attendees

- **Communication in live online sessions**
  - Learn how to communicate effectively as a facilitator and get attendees communicating in a structured way

- **Tools and engagement**
  - Utilise the tools in your platform and explore possibilities to get attendees engaged in interactive activities

- **Understanding the importance of interaction**
  - Discover first hand whilst also learning the theory and tangible benefits for facilitation outcomes

- **Facilitation skills**
  - Develop the skills required to bring your face to face facilitation skills alive when delivering live online, plus some new ones

- **Crafting a live online activity**
  - Looking at live online activities within the session, how they were built upon using tools and language and layered together

- **Design concepts**
  - Design requirements for live online learning and direction on how to adapt your current materials and design new ones

**Right for you?**

Upskill the abilities of your facilitators to transfer their teaching ability to the live online environment

Boost facilitator confidence to have confidence in themselves and that they can still get interaction, run activities and engage with their attendees
01 Who is this for?
Organisations with face to face facilitators who have limited or no live online experience and need to start delivering as soon as possible!

02 How is it delivered?
Sessions are delivered live online in either Lightbulb Moment’s Adobe Connect or your own platform. This is essential for your facilitators to the software and tools first hand.

03 How does it work?
Expert live facilitation with your staff allows for your team to not just experience the virtual classroom but get involved practically to help cement their learning experience.

04 Practical elements?
Attendees will be provided the opportunity to get involved and participate in as many practical points as possible, supporting knowledge retention.

05 What’s covered?
This session provides a basic core foundation focusing on: platform, tools, technology, online communication, engagement, technical issues, being professional and getting the best from your session and attendees.

06 Not covered?
Advanced concepts; design; platform; facilitation. Also not included is admin of the platform. We have a full course plus modules and bespoke options as additional options if you require them.

Frequently asked questions

Rapid deployment training sessions - questions
Virtual Classroom Facilitator Training Course
Facilitator Training Course: overview

Get your team delivering interactive and engaging virtual classroom sessions with our live online course

Skills
Gain all the skills required to create and deliver an engaging virtual classroom

Practice
Use and develop the skills gained in our highly experiential sessions

Confidence
Get the confidence required to start delivering your own sessions

Six sessions to get your team delivering

01 Communication, tools and skills
02 Getting to grips with your platform
03 Trouble shooting tech and attendees
04 Interactive facilitation and design concepts
05 Engagement in your live online sessions
06 Facilitation experience and confidence building
Facilitator Training Course

Requirements
- The majority of attendees to be facilitators or trainers with delivery experience
- No live online experience necessary

Logistics
- Up to ten attendees each attending on their own computer
- Two-hour sessions, recommended to be completed over 2-4 weeks

Learning objectives

- **Attendee perspective, tool use and communication**
  
  Experience different aspects of the virtual classroom as an attendee to understand their perspective, learning about how communication works live online as an attendee and facilitator

- **Embracing the technology of the platform**
  
  Diving deep into what your platform can do, how to get the best from it and make live online delivery easier

- **Dealing with technical issues in the platform and for attendees**
  
  Identifying that something is wrong, whether it’s the platform or local hardware and how to deal with it live in a session

- **Facilitating participation from attendees**
  
  Facilitation skills for managing how attendees use discussion and activities to interact and communicate during a session

- **The need for engagement**
  
  Dealing with distractions and perceived technical barrier, engagement is especially important to achieve in live online sessions

- **Design concepts for engaging sessions**
  
  Basic principles on designing for engagement, building this into your lesson plan and facilitation style to keep people focus on their learning

- **Ensuring engagement and interaction from the start**
  
  How to start sessions strongly making sure attendees feel safe, comfortable and able to engage with the facilitator and each other

- **Hands on practice and experience for facilitation**
  
  Plenty of opportunity for everyone to get involved and try practical elements to build confidence with the technology, platform and their own facilitation skills

Requirements
- The majority of attendees to be facilitators or trainers with delivery experience
- No live online experience necessary

Logistics
- Up to ten attendees each attending on their own computer
- Two-hour sessions, recommended to be completed over 2-4 weeks
01 Who is this for?
Organisations with face to face facilitators who have limited or no live online experience. A desire to reduce travelling costs and deliver to multiple geographical locations with ease.

02 How is it delivered?
Sessions are delivered live online in either Lightbulb Moment’s Adobe Connect or your own platform. This is essential for your facilitators to the software and tools first hand.

03 How does it work?
Expert live facilitation with your staff allows for your team to not just experience the virtual classroom but get involved practically to help cement their learning experience.

04 Practical elements?
Attendees will be provided the opportunity to teach, facilitate and deliver with tools within the platform, providing valuable experiences and confidence.

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.

06 Not covered?
Advanced concepts; design; platform; facilitation. Also not included is admin of the platform. We have modules and bespoke options as additional options if you require them.
Facilitator Training Course: summary

Resources, handouts, videos and examples. Continue developing even after the course finishes

Recordings of all sessions available. Come back and re-watch sessions or show new staff

Follow up after care from us, making sure you’re on the right path and getting the most from the course

What our learners think of the course

Agnieszka Opaska
“Really impactful way you both deliver and facilitate, every session’s detail so well thought-through.”

Phil Maynard
“I learnt as much if not more from experiencing you deliver the session as the content you presented.”

Arrizqiya Rahmah
“The sessions are truly a safe place to try things and not worry about getting them wrong.”

Starting out with limited or no experience

Developing skills

Remote facilitation

Ensuring engagement

Hands on experience

Technology & platform

End goal, deliver with confidence and competence

Lots of practice

Follow up after care from us, making sure you’re on the right path and getting the most from the course

Contact
Virtual Classroom Modules
Virtual Classroom Modules: overview

**Specific content**
Additional learning content specially designed for live online learning, develop advanced skills and concepts

**Tailor**
Build your own selection of modules to be delivered and get the exact learning your team requires

**Combine**
Select any of our courses and augment them with modules to be taught in conjunction or after

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**Our module options**

01 **Practice and Feedback**

02 **Enhanced Facilitation**

03 **Breakout Rooms**

04 **Producer Training**
Designed to providing dedicated time for your staff to practice delivery, get support from each other and insight from our expert to improve delivery and gain experience.

- Attendees can choose their own delivery content that they find challenging or need help with.
- Attendees to participate and observe each others delivery to learn themselves and help others.
- Each individual who delivers to get a constructible breakdown of their delivery for improvements.
- Group discussion amongst all attendees to learn and improve together.
- Expert feedback with support and training targeted at specific areas to improve the delivery.
- Staff gain a better understanding of their own strengths and skills to focus on.
- A confidence boost for delivering professional live online sessions.

Learning objectives:

Your team:
- Increased confidence.
- Improved facilitation.
- Empowered to succeed.

Confidence:
Practice using your own materials and platform whilst getting feedback, advice and tips from our expert.

Logistics:
One, two-hour session with each attendee on their own device.
Your team delivering their own content.

Practice delivery of your own content.

Learn and get inspiration from each other.

Feedback from each other and our expert.

Training and advice specifically for you.
Enhanced Facilitation

Learning objectives

Providing your facilitators with additional skills and concepts for improving the quality of their delivery. Getting the best out of your attendees with engagement and activities

- Embracing and understanding digital body language and how it can improve your delivery
- Deconstruct activities to understand core principles and rebuild with learning outcomes in mind
- Utilising your facilitation style to maximise strengths
- Using the power of your voice to achieve increased attendee engagement
- Dynamically adapt within the session to ensure a high level of learning
- Developing ways to remain professional and handle difficult situations professionally
- Opportunities to practice these new skills to gain further confidence

Improve facilitation skills and how live online communication works
Develop and adapt a better understanding for activities
More engagement and interaction from learners
Increase positive outcomes from your live online learning
Breakout Rooms

Learning objectives

Designed to immerse attendees in breakout rooms and to go on a journey of discovery. Why to use breakout rooms, why they are good for attendees and how to implement them

- Modern learning pedagogy for using breakout rooms
- The technology for live online breakout rooms, how to use and run them
- Being involved in active breakout rooms, seeing the inner workings and analysing them
- Learning theory and outcomes from breakout room activities
- Layering activities that include a breakout room element and focusing on the learning outcome
- Designing breakout rooms and building this into a facilitator guide or lesson plan
- Practical experience facilitating breakout rooms with expert feedback and advice

Discover
- Taking part in breakout rooms and identifying the good and the bad

New ideas
- Start planning and developing what you can do in breakout rooms

Embrace tech
- Understand the technology, running the rooms and design

Engagement
- Better engagement from attendees and improve your learning offering
**Producer Training**

**Support**
Skills and techniques to make sure sessions run professionally, smoothly and helps the facilitator focus on the learning.

**Logistics**
Two, two-hour sessions with each attendee on their own device.
Attendees already delivering.

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**Learning objectives**

Become aware of exactly what the producer should be doing and in which situations. How to help attendees, the facilitator and fix a myriad of different technical problems.

- What the roles and responsibilities are for different types of producers
- Communication with the facilitator or subject matter expert
- Setup of the technology from hardware to platform logistics
- Identifying issues, categorising them and processes to resolve the issue efficiently
- Providing technical support for attendees and facilitators in a professional way
- Managing facilitation issues and questions from attendees and moderating chat
- Practical elements to develop and improve skills and gain confidence for live situations

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**Why would I need this training?**

Not tech savvy
Facilitators or subject matter experts are delivering but lack live online technical skills

Lots of attendees
You plan to run sessions with more than 12 attendees and fear the facilitator won’t cope with the chat and issues

Professional delivery
You want to provide a smooth learning experience that won’t deter learners or facilitators from attending more sessions

Feedback and support
You are new to this and require a Producer to support the facilitator and provide feedback to help improve future offerings
01 Who is this for?
Organisations that are currently using virtual classrooms. The need to fill certain skills gap or tailor and augment a training course with additional content.

02 How is it delivered?
Sessions are delivered online for up to 10 attendees in either Lightbulb Moment’s Adobe Connect or your own platform. This is essential for your facilitators to experience the software and tools first hand.

03 How does it work?
It depends on the module you select but if you are looking for foundation and fundamental training for how to deliver virtual classroom sessions than you most likely require our course.

04 Practical elements?
Our modules focus on specific skills or advanced skills within the virtual classroom sphere. Such as breakout rooms, improving facilitation skills and technology knowledge of the platform.

05 What’s covered?
Attendees will be provided the opportunity to get involved and participate in as many practical points as possible, supporting knowledge retention.

06 Not covered?
Expert live facilitation with your staff allows for your team to not just experience the virtual classroom but get involved practically to help cement their learning experience.
01 Attendee requirements

- Knowledge of live online delivery from either current delivery or completion of a training course
- Knowledge of facilitation and training expected but not essential
- Basic computer/technology skills expected

02 Logistical planning

- Each session is 2 hours with a short break
- 10 attendees per session
- Modules with more than one session we recommend running with a minimum of two or three day gap between sessions

03 Technical planning

- Each attendee to have their own computer
- Each attendee to have at minimum speakers and microphone, recommended they each have a headset with microphone

04 Additional

- Every session recorded and reserved solely for internal use by you
- Attendees will be involved in the sessions, speaking on microphone and completing activities

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Design Courses: overview

Develop new skills
Learn new concepts and design philosophy to improve your offering

Empowering you
Upskill your staff to write and design impactful and engaging live online sessions internally

New ideas
Discover and conceptualise new ways to achieve an even greater impact for your sessions

Design and Modern Learning Pedagogy

01 Design principles
02 Text, colour and images
03 Cognitive load theory
04 Slide design for activities

Design a Live Online Session Course

01 Managing cognitive load live online
02 Digital body language and attendee interactions
03 Building engagement for the virtual environment
04 Ensuring learning objectives
A deep dive into modern learning pedagogy, how it relates to design and learning. Whilst including training for using PowerPoint and plenty of resources and handouts to develop more

- What people hate about PowerPoint, slide design principles and why we use slides for learning
- How slides used live online are different to using them face to face
- Design principles including, signal to noise ratio, picture superiority effect and more
- Visual assistants to create balanced slides with grids, proximity alignment, contrast and more
- Colour, text and images for learning, whilst thinking about issues of size and legality
- Modern learning pedagogy concepts: dual coding theory; schema; split attention effect and more
- Cognitive load theory, reducing the cognitive load, accessing learners current understanding
- Complex learning points including data whilst utilising design and modern learning pedagogy
- Designing for live online activities focusing on engagement, whiteboards, ice breakers and more
- Utilising master slides for consistency within your slide deck and to update quickly saving time
- Working with templates and design guidance documents for consistency in your organisation
01 Who is this for?
Organisations that are currently using PowerPoint slide decks and want to upskill their staff to design efficiently and with a focus on learning outcomes and engagement.

02 How is it delivered?
Sessions are delivered online for up to 10 attendees in either Lightbulb Moment’s Adobe Connect or your own platform. This is essential for your facilitators to experience the slide design and use live online.

03 How does it work?
Complete basics of PowerPoint such as inserting objects, tables, text, changing fonts etc. This course is designed to look at advanced unknown features and improving design.

04 Practical elements?
This course is designed at providing knowledge on the tools in PowerPoint to make creating slides easier whilst also gaining greater insight into modern learning and design pedagogy.

05 What’s covered?
Attendees will be provided the opportunity to get involved and participate in as many practical points as possible, supporting knowledge retention.

06 Not covered?
Expert live facilitation with your staff allows for your team to not just gain theory and experience but get involved practically to help cement their learning experience.
Design a Live Online Session: overview

Create
Gain the skills to create live online sessions internally within your organisation, avoiding high external design costs

Logistics
Four, two-hour sessions with each attendee on their own device
Attendees already delivering

Learning objectives

Designed to provide your team with all the skills required to create engaging and interactive live online sessions. Allowing you create with your brand, message and style intact

- Instructional design pedagogy for content delivery live online
- The use of social learning for facilitation and knowledge retention
- Cognitive load theory to maximise delivery of information
- Analysing live online session structure and developing session flow for attendee attention
- Starting a session strongly to promote attendee confidence in the technology and interaction
- Deconstructing and rebuilding activities specifically designed for live online sessions
- Developing and building a universal facilitator guide or lesson plan for use in your organisation
- Building a knowledge base for activities, engagement, interaction and how to facilitate them
- Layering interactions and activities into an engagement piece focusing on learning objectives
- Ensuring value from each interaction and engagement piece with feedback from attendees
- Creating consistency for your lesson plans across your organisation and facilitators
Design a Live online Session: questions

01 Who is this for?
Organisations that require their current team to be able to create professional and engaging live online sessions internally rather than outsourcing externally with high the costs associated with it.

02 How is it delivered?
Sessions are delivered online for up to 10 attendees in either Lightbulb Moment’s Adobe Connect or your own platform. This is essential for your facilitators to experience the design and use it live online.

03 How does it work?
This course focuses on designing and writing live online sessions, if you require more training on facilitation or other areas please look at our course or modules.

04 Practical elements?
This course provides knowledge on what is required to write live online sessions, ensuring interaction, engagement, activity design and how to provide instructions for facilitators.

05 What’s covered?
Expert live facilitation with your staff allows for your team to not just gain theory and experience but get involved practically to help cement their learning experience.

06 Not covered?
Attendees will be provided the opportunity to get involved and participate in as many practical points as possible, supporting knowledge retention.
What our clients think

“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 on 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.”

Edward Gallier
Head of Learning & Development, Jurys Inn Hotel Group

“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.”

Angel Conley
Head of Learning and Development, iQ Student Accommodation
Make an enquiry – 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 even chat in our virtual classroom platform.

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Read our blog
Listen to our podcast
Join our community
Browse our resources
How virtual classrooms can help your organisation

- **93% of organisations are investing in live online learning**
- **89% offering webinar based training say they can easily grow their programs**
- **64% of organisations use virtual classrooms**
- **96% of employees believe virtual classrooms are effective for learning**

**Save Money**
Reduce traveling costs for facilitators and attendees of your learning interventions

**Not just learning**
Run interactive meetings, coaching and more, utilise the software to its max

**Gain time**
Cut or remove the time travelling to and from learning interventions

**Improve your organisation**
Provide a greater opportunity for better and more consistent training across your organisation and reap the rewards of a skilled workforce

**Share knowledge**
Connect parts of your organisation that traditionally don’t talk, learn and share localised knowledge together

**More training**
Run sessions more often, role out new sessions quicker and provide training to a greater audience

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