Tips for Participating in a Virtual Training

Participating in a fully virtual training program is new for many of us, as is the Learning Management System (LMS)training portal, the learning tool the CAP Center is now using to provide virtual trainings. The LMS will hold the catalogues for all trainings available for your program and will provide individuals with access to register for trainings, complete pre and post-tests, complete evaluations, and access their certificates. You can access the LMS portal here.

There are some unique aspects that need to be taken into consideration to make sure we are ready for learning and can fully participate. Here are some tips to guide you in navigating this new training environment:

Before a Training

A Few Days Prior

- Training registrations will close 3 days before a training is scheduled to take place so please consider this as you are registering for trainings.
- Schedule the training on your work calendar. This will help make sure that you are not double booked and that your colleagues understand you may not be able to respond to phone calls or emails during that time.
- Talk with your supervisor about the purpose of the training, what they expect you to learn, and how you might expect to implement what you learn in your role within your agency.
- Download any training materials in the LMS "Resource" tab for the training. Save them onto your computer or a flash drive so they are easily accessible during the training. The CAP Center will no longer email materials to participants.
- Make sure you have access to a computer, tablet, or smart phone to attend the training. Check your computer or app store for any updates. Not having your device up to date can impact your access to certain features. Contact your supervisor or visit the Zoom Help Center for assistance problem solving any technical issues you experience.
- Check your equipment and test your Zoom features (video, audio, virtual backgrounds, etc.) and any links provided (if applicable) to make sure you can access the information and programs.
- Test your speakers and microphone to make sure you can hear the trainer and other participants and that they can hear you. You can join a Zoom Test Meeting to test your speakers and microphone. You are not required to have your camera on during a CAP Center training, but if you would like to, be sure to test that as well. Some contracted trainers may require a

camera. Be sure to read any materials they provide. Contact your supervisor or visit the Zoom Help Center for assistance problem solving any technical issues you experience.

Day of the Training

- Turn on your out of office notifications so that people know to expect a delay in response while you are attending the training.
- Test your speakers, microphone, camera (if applicable), and internet access using the Zoom Test Meeting. Consult the Zoom Help Center to problem solve any technical issues and communicate with your supervisor if technical issues (e.g., internet is down) are preventing you from attending the training.
- Complete the "Pre-Test" on the LMS system (if applicable).
- Make sure your saved training materials are accessible
- Make sure you have any materials you need for note taking (e.g., pen and paper, highlighters, or a program like Word if you want to type your notes).

During a Training

- Arrive to the training 10 minutes early to allow for a final technology check. Say hello into the chat box and check in with your colleagues.
- Please mute yourself. This will prevent us from hearing the screeching noise that often occurs when multiple people have themselves unmuted. This can impact participation from the group so we want to make sure other participants cannot hear conversations happening in your household/work space. You can unmute yourself when you have a question or comment and are unable to, or choose not to, use the chat box.
- Sensitive topics are often discussed in training. Do your best to attend the training in a space where other people who are not willing participants of the training, especially children, cannot hear the training content or see information on the slides. Using headphones is one way to do this.
- If you chose to have your camera on, remember that the trainer and other participants can see what you are doing. Make sure anything that is in view of the camera are things you are comfortable with other people viewing. Using virtual backgrounds is okay but can slow down your internet connectivity, so be sure to test this out before the training.
- Close out of your email and any other programs. Multitasking on your computer and having additional programs open can slow down your internet and may distract you from the training.

- Engage with the training content. Take notes, ask questions, respond to questions, and participate in break out room activities. It is tempting to multitask in a virtual setting, but this means you are missing out on important training content. Do your best to hold yourself accountable for being present in the training.
- Your self-care is important. If anything in the training brings up difficult emotions for you, please step away from the training and do what you need to do to care for yourself. Communicate with your supervisor for emotional support and let them know what your needs are around this topic.

After the Training

- Complete the "Post Test" and training evaluation – if applicable. You will not be able to access a certificate if you do not complete these steps for those specific trainings. *There is a 10-15 minute lapse of time after a training before you can access the post test and evaluation on LMS so be sure to revisit the LMS system to complete these steps.*
- Review your notes and materials within 24-hours of the training. This will help commit what you learned to long-term memory.
- Some training content may feel challenging for participants. Please reach out to your supervisor and/or the trainer if you want to debrief or include any feedback in the training evaluation provided after a training.
- If you have follow-up questions, email the trainer for clarification.
- Debrief the training with your supervisor. Tell them what you learned and ask any outstanding questions you might have. Here are some questions that you might ask your supervisor:
  - Where can I find these documents?
  - Where do I file these documents after a client completes them?
  - What are common challenges families have with completing this activity?
  - Where does this fit into the Model or program I am supporting?

Tips for Supervisors

- Communicate your training goals to your supervisee. Let them know how they will be using the information and skills learned from the training in their role at the site.
- Check in with your supervisee about any potential difficult topics before and after the training. Let them know how and when you are available for support and any additional resources they might need.

- Check in to make sure your supervisee has what they need to participate in the training. This includes a computer, tablet, or smartphone, and any materials they might need to take notes or help with their learning process.
- After the training, ask your supervisee what they learned from the training. Here are some questions you might ask your supervisee:
    - What were your biggest takeaways from the training?
    - What information is still unclear to you?
    - How do the skills you learned in the training align with your strengths?
    - What are some challenges you foresee in implementing the skills learned in the training?
    - In what ways can I support you in implementing these skills with families?