**Notes from digital training course – September 2020**

**General tips**

* Allow time for delegates to log in – it’s worth the trainer getting there early to “meet and greet” as you would in face to face meetings. Some trainers will put up a welcome screen, so that it’s clear that delegates have arrived in the right place, and that the training will start at X o’clock
* Watch out for bandwidth issues if there are lots of people on the call – encourage people to go on mute, and off camera, if needs be
* If there are problems, tell delegates it’s easier for them to end the call and rejoin
* Tell the learners that if you (the trainer) have a problem, you will leave the call and rejoin. Don’t go anywhere!
* If you come in as guest, it won’t let you share the screen
* Explain etiquette at start of session – eg. raising hands or via chat to ask questions
* Keep people’s attention – especially if there are long periods of time for them to watch
* Chat messages will remain on the MS Teams site after the meeting has gone, so adding in links / contact details there is very useful
* If delivering group training, have two trainers – one to talk, and one to manage the chat function and raised hands. You might want to swap around for variety
* People can be more comfortable asking questions in the chat than in person
* Remember – you are still visible on people’s screens even when you are sharing your screen, and people can still hear you too
* MS Teams works differently depending on what device you are on … don’t assume everyone can see what you can see
* Be ready to set up zoom (or similar) if it all goes horribly wrong!
* Be conscious of what you have in the room behind you – but sometimes features in the room can be conversation starters. It’s personal preference
* Some people might not want to share their home environment – need to let them know they can blur / change background etc
* People can be off camera, and questions via chat
* Any problems – say “it’s not me, it’s the technology”. Don’t forget, you know your training ….. but everyone can empathise with problems with technology!
* It’s okay to say the technology is new, we’ll do it and learn together
* Take time to explore the more options function (found under “…” near the raise hand option) – you can change your background, get subtitles, get a different view if lots of people (gallery, together etc) and turn off your video. Have a practice with a friend!
* Test on whatever device you are using first
* Delay when using screen share – delegates don’t necessarily see your screen in the time frame that you do. Pause, and maybe check people can see what you are seeing
* Have to get approval and consent before recoding. If you do want to record, ask delegates before the start of the meeting, and then press record, and then ask them again to raise hand to give consent, so that bit is recorded too
* In group sessions, break for longer than you think. Give people’s eyes a break, not just their bladders!
* Set up zoom with NHS email, then it’s ready to use if required – and is separate from any personal accounts
* Let’s keep sharing top tips at Skills meeting - ?? standing item on the agenda
* ALWAYS check if your camera and microphone are on
* Once you share the screen, make sure the camera is on when you stop sharing
* The “share tray” is where the pages are that MS Teams will let you share … they’re not always the ones you expect!
* Have a try out on the share whiteboard option – everyone can write on it – beware of the size
* Use interactive tools like sli.do and mentimeter

**Tips specific to HDAS training**

* Suggest getting the user to do the searching, and ask them to share their screen
* Learners remember things better when they do it themselves – and also they can save their own searches too
* Don’t point at the screen! Learners can’t see you doing that. Think about alternatives to writing on paper. Maybe have a Word document open with diagrams on that you might draw if you were sat next to someone
* Preparation is key – you might want to send manuals and copy of slides etc in advance
* Do an email before, and include the Teams link. Not everyone will realise that the calendar invite includes the link. Don’t assume prior expertise of using MS Teams
* Have training passwords ready
* Slow down pace of training – especially around thesaurus
* If the user is sharing their screen, you can replicate what they are doing
* “Take control” function – if the learner is sharing their screen, e.g. on HDAS, you can ask them to give you control of their mouse, so that you can show them where to type things etc
* Ask delegate to think of question before they join the meeting, and also keyword search terms
* Sharing files on MS Teams - okay for viewing, but not necessarily as collaborative function. Can be a problem depending what products staff have on the PC / device they are using

**Tips specific to group corporate induction training**

* Get there early so you can link from previous speaker, and make use of a gap between sessions to start chats
* Very good for sharing screens / walk through website etc – and encourage questions through the chat function.

**Tips specific to critical appraisal training**

* Show slides for some parts of the course – but otherwise do as conversation (based on “script” from slides)
* Recommend two people delivering – and swap between the two people.
* Use the chat for questions that can park and come back to
* Chat box is good to put links in
* People can even ask afterwards on the chat – it is there forever

**Tips from lis-medical**

* Open up all of the sites and documents you’re going to use before starting (it sounds obvious but I forgot to do it in one of the sessions)
* When sharing your screen in Teams you have to go back to the share button when you’re switching between a word document/excel sheet and your web browser. So you can end up talking about something which isn’t on the screen if you’re not careful. I’ve seen this happen quite a lot on other Teams calls I’ve been on. I found it was useful to check with attendees occasionally that what they were seeing on screen was the same thing  I was seeing.
* I had issues with the Athens login not working properly on Library Search in the middle of a session, so it’s worth just checking everything you’ll use live is working before you start the training.
* It’s quite a good idea to stop sharing your screen occasionally so that people can see you, especially when you’re asking people if they have questions etc. It’s easy to forgot that your screen is just displaying your screen and not you
* I did an IMT teaching session over Teams last week, I was doing it from home and I was so worried that my wifi would die or it wouldn’t work, that I pre-recorded an evidence search session on Teams. I set up my own meeting from a Teams channel and pressed record (there was no participants, just me) and it worked OK, you have the ability to share your screen and pop back to your talking head when needed (I have found that this is what people like, it being specific to their Trust and with their Librarian, as opposed to watching someone else on YouTube).
* When I did deliver it ‘live’ , it was OK. I have been to meetings when people have had cameras and microphones but for some reason my 8 participants didn’t have either (reluctant to use perhaps?) the session worked, but it was like talking to myself, we used the chat forum for questions and I asked people to ‘raise their hands’ button when answering questions. I suppose it was like a webinar.

**Remote training delivery – top tips from observing another team in action** (Paul Twiddy)

* Start 15 mins early to allow an “informal chat” – actually to allow for sorting out any connectivity problems from trainers or participants
* Core: camera on; mike off if not speaking; raise hands
* Ask them for ground rules for the session/course/cohort – use chat and ask people to vote with thumbs up
* Breaks approx. every hour during day – built into agenda
* If ask people questions in eg intros, put them on the chat so people can see them
* Allow time for people to find the mute/unmute buttons when responding
* When sharing screen, ensure everything open in readiness
* Explain how the two trainers work when sharing screens.  Trainers need to absolutely clear about who is doing what, and also confident in handing across to each other.  If this happens, then can adapt schedule in real time while trainees are watching, and it will not look poor or awkward.
* To ensure people don’t get missed, the trainer who is not presenting watches the chat and hands – flag up when people have their hand up if presenter hasn’t noticed.  Expect people to leave them up after speaking- no big deal.
* Use the chat to define/explain any jargon during presentations
* If need to start a discussion, use words like “I need to see your faces” if moving back after sharing a screen
* Allow people time to think if ask a question – don’t worry about the silence.  NB People may take time to think, and may raise hand as you move on.  Do not be afraid to go back and let them speak = adaptability.
* Don’t need to speak to each slide – can allow them to read for themselves
* Question – how much prompting do the facilitators need to do in order to elicit responses?
* Need to allow more time than you might think for discussion – if it takes off, need to let everybody who wants to speak do so.
* Try to encourage interaction during presentations?  Don’t just fly bullet points in on slides – get them to suggest what the points might be.
* MUST keep an eye on the time.  SERIOUS DANGER of overrunning.
* On Teams – to run groups send separate email with link to subset of people – can use main group as one of the groups, so only send link to other group people.  Useful to keep groups small enough for all faces to be on screen.
* Make sure slides are available either after the session by email or on a shared link -> Teams chat if using Teams?
* If using discussion groups, put the discussion questions up on screen – state how long they are going to have in groups
* Group sessions may need to be facilitated by trainer if nobody takes the lead from within the trainees, but useful for the trainer to go into the background (camera/mike off) to encourage a trainee to start the ball rolling.  May need to watch trainees and try to encourage everybody to take part – easier for people to hang back than if face to face.
* If sharing a video, check that it shares any sound as well as the vision
* As any presentation, useful to mix text-heavy and image-dominant slides - with remote this allows a rest for the eyes, especially if being used as a basis of discussion or Q&A.  Images need to be appropriate and helpful - applies to any slideset.
* As trainer – beware of starting out breezy and confident, then sliding into a more hesitant, conversational mode.  This might sound as if you aren’t confident with your material.  Doesn’t sound like this in a face to face session.  Swapping between trainers should avoid this.
* In discussion, esp if asking a specific question, using the chat may be quicker for people to contribute an idea while somebody else is talking – allows people to capture their idea while it is fresh.  Also allow other people to “like” that comment.  Question – could this be used as a way of voting on an idea/topic?
* Voting – items in chat for people to Thumbs Up or Thumbs Down (or such).  May be easier than trying to capture specifics of what people would say = consistency.  There will be silence during this sort of exercise.  Be comfortable with it.
* If there is a discussion intended during a sub-set of slides, may be worth stopping screen sharing to allow people to see each other.  Reshare screen when moving on.  Brief answers and comments can be done while screen is shared.
* Change of presenter with change of subject or change of section
* If using a form, useful to share screen to show it, and then to explain what needs to go into which bits of the form.  Useful for planning a search elements of database training.