

# What if excellence were attainable?



# 2022

## Program & Services Catalog

**insync**training

20+ YEARS OF DRIVING DIGITAL ENGAGEMENT IN THE VIRTUAL CLASSROOM

v.22.09.09

# InSync Training: Designing and Delivering the Modern Virtual Classroom to your Organization

## About InSync Training

Since 2000, InSync Training has pioneered a tradition of leadership in the training field by researching, vetting, and promoting best practices in virtual classrooms and modern blended learning. Our team of virtual learning experts set industry standards for quality and creativity, supporting blended learning initiatives of organizations within any industry. Our programs incorporate a variety of instructional delivery methods, learner needs, and cognitive theories to optimize learner outcome and effectively facilitate modern workplace learning. We look forward to partnering with you to achieve your goals.

InSync Training is proud to be a WBENC-Certified Women's Business Enterprise.

For the fifth year, InSync Training was named to the Inc. 5000 list of fastest-growing private companies and ranked No. 85 in Education for 2022.

## Modern Recognition

To support the mobile, global workplace, InSync Training offers digital badges upon completion of certificate programs, workshops, and Virtually There team events. These badges contain information about the program, and allow employers to quickly understand an employee's skillset.

## IACET Accredited Provider – Since 2008

The International Association for Continuing Education and Training (IACET) is a non-profit association dedicated to quality continuing education and training programs. IACET is the only standard-setting organization approved by the American National Standards Institute (ANSI) for continuing education and training. The ANSI/IACET Standard is the core of thousands of educational programs worldwide. For more information, please visit [www.iacet.org](http://www.iacet.org) or call +1 703.763.0705.



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# Accredited Certificates

# Virtual Classroom Design Mastery Series

LEARN HOW TO MIGRATE YOUR CLASSES TO THE VIRTUAL CLASSROOM AND/OR ENHANCE THE VIRTUAL CLASSES YOU ALREADY DESIGN.



Are you new to designing training for the virtual classroom?

Are you an experienced designer and want new ideas, tips, techniques for effective engagement activities?

Are you a training professional looking to understand the role of the instructional designer?

Are you a manager needing a more in depth understanding of the designer role?

*It is preferable for participants to have some experience as instructional designers - familiarity with writing performance objectives and applying adult learning principles is optimal.*

The modern virtual classroom calls for intentional modern design. We cannot take our traditional classes and put them in a virtual classroom and call them good training. We will show you how to walk your objectives through a proven 4-Step Process which will support virtual classroom excellence. Activities appropriate for the virtual classroom will be discussed and demonstrated. Leave the class having designed a one hour collaborative session for your organization! Throughout the program we focus on the Virtual Instructional Designer's role in supporting the InQuire Engagement Framework®, a three-pronged approach for maximizing engagement of all learners in the virtual classroom.



## Guiding Questions for this Course

- What is the philosophy behind InSync's trademarked approach to virtual classroom design?
- How do I apply a 4-step instructional design technique to determine which objectives can be taught in a virtual classroom?
- How do I address emotional, environmental and intellectual engagement through my designs?
- How do I engage my learners during demonstrations?
- How do I design lecture-oriented content for maximum impact and retention, design activities that inspire collaboration, design debriefs that hold learners accountable, and design effective reflection activities?
- How do I support adult learning principles in my designs?
- How do I create accountability and assessment in my designs?
- What options do I have when designing a blended learning program?
- What are the elements of a well-designed facilitator guide and other training materials?

## Final Project

The final project is to create a facilitator guide, learner materials and presentation materials (slides) for a one-hour virtual lesson. You will have 30 days after the final live lesson to design, create, and submit these materials, which will be evaluated by an InSync instructional design specialist. This is a pass/fail requirement for certificate and CEU award.

## AT A GLANCE

### Duration

Six 2-hour live lessons, evaluated final project which includes the creation of a leader guide optimized for the virtual environment, and self-directed activities and lessons

### Retail Price

\$1,700.00 USD / Corporate Group Discounts available

### IACET CEUs

InSync Training is authorized by IACET to offer CEUs for this program. To qualify for the CEUs and accredited badge, participants must complete all required activities.

### Attendance Policy

[Click here to access the attendance policy for all programs](#)



Subconsciously, I have known the ideas behind the virtual classroom. But before attending InSync Training's Virtual Classroom Instructional Designer course, I hadn't seen them applied in such an interactive and educational way. One of the greatest aspects about the course was that I had the opportunity to take tools that I learned and immediately apply them to projects I was working on. If you are looking for an engaging learning program that will put you in the instructor's seat, I highly recommend this course!

– Marina Brenner, PDA Group





# Virtual Classroom Design Fundamentals: One-Day Immersion

LEARN HOW TO MIGRATE YOUR CLASSES TO THE VIRTUAL CLASSROOM AND/OR ENHANCE THE VIRTUAL CLASSES YOU ALREADY DESIGN.

Are you new to designing training for the virtual classroom?

Have you been designing virtual classroom training and want tips / techniques to enhance your skills?

Are you a facilitator or training professional looking to understand the unique role of the virtual instructional designer?

Do you manage and/or coach a learning and development team and want a more in depth understanding of the designer role?

*It is preferable for participants to have some experience as instructional designers - familiarity with writing performance objectives and applying adult learning principles is optimal.*

The modern virtual classroom calls for intentional modern design. We cannot take our traditional classes and put them in a virtual classroom and call them good training. We will show you how to walk your objectives through a proven 4-Step Process which will support virtual classroom excellence. Activities appropriate for the virtual classroom will be discussed and demonstrated. Throughout the program we focus on the Virtual Instructional Designer's role in supporting the InQuire Engagement Framework®, a three pronged approach for maximizing engagement of all learners in the virtual classroom.



## Guiding Questions for this Course

- What terms do I need to know when discussing virtual design?
- What is the philosophy behind InSync's trademarked approach to virtual classroom design?
- How do I apply a 4-step instructional design technique to determine which objectives can be taught in a virtual classroom?
- How do I nurture emotional engagement through my designs?
- How do I engage my learners during demonstrations?
- How do I design lecture-oriented content for maximum impact and retention?
- How do I foster environmental engagement through my designs?
- How do I design activities that inspire collaboration?

## Final Project

At the conclusion of this program, learners will self-assess using our design rubric to gain insight into design strengths and areas for improvement.

## AT A GLANCE

### Duration

One-day immersion

### Retail Price

\$750.00 USD / Corporate Group Discounts available

### IACET CEUs

InSync Training is authorized by IACET to offer CEUs for this program. To qualify for the CEUs and accredited badge, participants must complete all required activities.

### Attendance Policy

[Click here to access the attendance policy for all programs](#)



**It gives practical, real-life tips and processes for applying virtual training to any topic. And the course itself is a walking example of an engaging virtual course, so that was just an added bonus. Overall, would definitely recommend.**

– Recent Virtual Classroom Design Fundamentals One Day Immersion Graduate



# Virtual Classroom Facilitation Mastery Series

THIS ROBUST PROGRAM IMMERSSES LEARNERS IN THE BEST TECHNIQUES AND TOOLS OF VIRTUAL CLASSROOM FACILITATION, PROVIDING THE RESOURCES, MODELS, AND EXPERIENCES THEY NEED TO BE SUCCESSFUL.



Do your current or future job responsibilities include facilitating virtual online sessions for internal or external clients in the virtual classroom?

Do you wish to be designated as an expert in your field of virtual facilitation?

Are you an instructional designer or training professional looking to understand the unique role of the virtual online facilitator?

Are you managing and/or coaching a learning and development team and want a more in depth understanding of the facilitator role?

One of the biggest concerns for virtual facilitators is keeping the learners engaged. To address that, throughout the program we focus on the Virtual Facilitator's role in supporting the InQuire Engagement Framework®, a three-pronged approach for maximizing engagement of all learners in the virtual classroom. The framework is designed to optimize an organization's existing training and provide a new approach for creating training programs that work in today's hybrid workplace.

Learners will get to actively apply their facilitation skills in the final project for this course. One of the most valued components, you will teach a one-hour live class to your peers and receive personalized evaluation feedback from our skilled specialists.

## Guiding Questions for this Course

- How do I use virtual tools to enhance learner engagement?
- What competencies do I need to be an effective facilitator?
- How do I nurture emotional engagement through my facilitation skills?
- How do I use my voice to connect with my learners?
- How do I foster environmental engagement through my facilitation skills?
- How do I manage technical and behavioral issues during class?
- What is intellectual engagement and how do I stimulate it?
- How can the producer support my efforts to create engagement?
- How do I personalize the learning experience to meet the needs of a diverse audience?



## Final Project

With a partner, learners will conduct a live one-hour online event in the virtual classroom. The final teachback must be completed within 30 days of your final live training lesson. Feedback and coaching based on facilitation competencies will be provided by an InSync Teachback Specialist who will also do your assessment. This is a pass/fail requirement for certificate and CEU award.

## AT A GLANCE

### Duration

Six 2-hour live lessons, personalized coaching, evaluated one-hour teachback, and self-directed activities.

### Retail Price

\$1,600.00 USD / Corporate Group Discounts available

### IACET CEUs

InSync Training is authorized by IACET to offer CEUs for this program. To qualify for the CEUs and accredited badge, participants must complete all required activities.

### Attendance Policy

[Click here to access the attendance policy for all programs](#)



I had a completely rewarding experience with InSync Training's Virtual Classroom Facilitator program. I learned what's required to be a fully prepared virtual classroom facilitator, and how to set my learners up for success in this training environment. I found the program to be rewarding — the facilitators practiced what they preached, the content taught me new information about pre-learning event preparation, and the support materials were helpful. Whether you are brand new to the virtual classroom, or like me, have previous experience, I recommend taking this course.

– Philip Sigler







# Virtual Classroom Facilitation Fundamentals: One-Day Immersion

ENHANCE YOUR VIRTUAL FACILITATION SKILLS WITH TIPS AND TECHNIQUES DESIGNED TO CREATE ENGAGEMENT

Are you new to teaching in the virtual classroom?

Have you been teaching in the virtual classroom and want tips/techniques to enhance your delivery?

Are you an instructional designer or training professional looking to understand the unique role of the virtual online facilitator?

Do you manage and/or coach a learning and development team and want a more in depth understanding of the facilitator role?

One of the biggest concerns for virtual facilitators is keeping the learners engaged. To address that, throughout the program we focus on the Virtual Facilitator's role in supporting the InQuire Engagement Framework®, a three-pronged approach for maximizing engagement of all learners in the virtual classroom. The framework is designed to optimize an organization's existing training and provide a new approach for creating training programs that work in today's hybrid workplace.



## Guiding Questions for this Course

- How do I use virtual tools to enhance learner engagement?
- What competencies do I need to be an effective facilitator?
- How do I nurture emotional engagement through my facilitation skills?
- How do I use my voice to connect with my learners?
- How do I foster environmental engagement through my facilitation skills?
- How do I manage technical and behavioral issues before and during class?

## Final Project

The concluding activity is a self-assessment using a facilitation rubric to gain insight into areas of strengths and areas for improvement.

### AT A GLANCE

#### Duration

One-day immersion

#### Retail Price

\$750.00 USD / Corporate Group Discounts available

#### IACET CEUs

InSync Training is authorized by IACET to offer CEUs for this program. To qualify for the CEUs and accredited badge, participants must complete all required activities.

#### Attendance Policy

[Click here to access the attendance policy for all programs](#)



The facilitator and producer worked effectively together and shared a wealth of knowledge about adult learners and effective tools of facilitation and engagement. I learned new ideas that I am excited to apply and use.

– Recent Virtual Classroom Facilitation Fundamentals One Day Immersion Graduate





# Master Virtual Producer

LEARN HOW TO PROVIDE 5 STAR SERVICE TO FACILITATORS AND LEARNERS IN THE VIRTUAL CLASSES YOU SUPPORT.



Does your current or future job description require you to support facilitators, subject matter experts and learners in the virtual classroom?

Are you new to supporting training in the virtual classroom?

Have you been producing virtual classroom training and want tips/techniques to go from good to great support?

Are you a facilitator or training professional looking to understand the unique role of the virtual producer?

Do you manage and/or coach a learning and development team and want a more in depth understanding of the producer role?

Producers are the bridge to virtual excellence! When seen as instructional partners, not just technical hosts, they dramatically increase environmental engagement and create a sense of psychological safety for everyone. Learn how to monitor the technical aspects of a virtual learning event while keeping an eye on the input and engagement of the participants, in addition to supporting the facilitator. Throughout the program we focus on the Virtual Producer's role in supporting the Inquire Engagement Framework®, a three-pronged approach for maximizing engagement of all learners in the virtual classroom.

## Guiding Questions for this Course

- How do I reinforce my learners' engagement in the virtual classroom?
- What are the basic responsibilities of a producer and what skills do I need?
- What factors might influence my role as a producer?
- What resources are available to support my role?
- How do I know what support my learners need during a live session?
- What can I do to enhance the learning?
- What interpersonal skills do I need to support the learning?
- How do I provide the right support when technical or behavioral issues arise?
- How do I manage the multiple responsibilities of a producer?
- What are the basic features and functionality of the virtual classroom?
- How can I become a GREAT producer?



## Final Project

The final project consists of establishing several goals for yourself and meeting those goals in the actual production of a virtual course (of your choosing), then completing a reflections exercise associated with producing a live event.

## AT A GLANCE

### Duration

Three 2-hour live lessons and self-directed activities, including a guided reflection paper detailing the individual's experience as a producer.

### Retail Price

\$750.00 USD

### IACET CEUs

InSync Training is authorized by IACET to offer CEUs for this program. To qualify for the CEUs and accredited badge, participants must complete all required activities.

### Attendance Policy

[Click here to access the attendance policy for all programs](#)

“My experience with InSync Training's Master Virtual Producer course completely changed my outlook on the role of the producer in the virtual classroom. I have already had the opportunity to apply the skills that I gained during my time with InSync Training, including the suggested use of a preparation list and warm-up activity. The feedback my colleagues have given me about my most recent learning events is amazing! I highly recommend this course to anyone who is looking for an exciting educational experience that will result in a stronger virtual classroom presence and improved skills for this unique and challenging learning environment.”

– Birdie Yang

# Coaching to Virtual Excellence

## Become a Certified Virtual Learning Coach®



Are you a virtual learning professional whose current or future job responsibilities include training, coaching, and leading your team members to virtual excellence?

Are you interested in knowing what skills your virtual team needs to successfully run your online programs?

Do you want to assess your virtual team but don't have the tools to do it?

Do you need some support determining how to lead your teams to virtual excellence?

Now more than ever it's critical for training professionals to demonstrate excellence in the virtual classroom. To develop a strong internal virtual training capability, virtual training stakeholders across the organization need to be ready to assess, coach, and develop individuals to achieve this excellence. A Certified Virtual Learning Coach® can lead the organization to these standards, but only if they have the knowledge, skills and tools to identify opportunities for improvement and provide feedback in a meaningful way.

- Actively learn to assess members of your virtual training team using robust evaluation instruments developed specifically for virtual classroom designers, facilitators and producers.
- Use assessment data to coach individual practitioners and assist in helping them create their own paths to virtual excellence

### Final Project

Use the evaluations, job aids, and tools provided to assess 3 of your virtual classroom professionals, apply your coaching skills and provide feedback. Share your results in a presentation to your class, 6 weeks after the course ends and receive feedback.

Successful completion results in the designation of **Certified Virtual Learning Coach®**.

Emphasized throughout is the virtual training professional's role in applying the Inquire Engagement Framework®, a three-pronged approach for maximizing engagement of all learners in the virtual classroom. The framework is designed to optimize an organization's existing training and provide a new construct for creating training programs that work in today's hybrid workplace and "virtual first" approach to training and employee development.



### AT A GLANCE

#### Duration

Three 3-hour live lessons, evaluated final project presentation (3 hour session), and self-directed activities.

#### Retail Price

\$1,200.00 USD / Corporate Group Discounts available

#### IACET CEUs

InSync Training is authorized by IACET to offer CEUs for this program. To qualify for the CEUs and accredited badge, participants must complete all required activities.

#### Attendance Policy

[Click here to access the attendance policy for all programs](#)

“

Even after years of coaching other trainers, this course gave me loads of useful, practical tips and experience to help me hone my coaching skills, specifically focused on virtual classrooms.

– Recent Coaching to Virtual Excellence Graduate

”

# Hybrid Learning

DESIGN, FACILITATE AND SUPPORT THE HYBRID VIRTUAL LEARNING ENVIRONMENT TO MEET THE NEEDS OF ALL LEARNERS



Are you tasked with supporting a hybrid learning environment?

Do you need ideas for bridging in person, online and blended learning options?

Are you looking for activities that engage all members of your hybrid learning environment?

Hybrid virtual learning, made so popular during the pandemic, is perhaps the most challenging learning environment. Not only do we need to intellectually engage individual learners, but we also need to anticipate and accommodate so many different scenarios! You've seen it: Three people are logged on independently, another five are sitting in a room together watching your session projected onto a big screen, and two people are sitting in the same room as you because they wanted a face-to-face experience. Not to mention the several on mobile phones listening in while enroute to somewhere else.

As organizations continue to define the composition of their workforce, purposeful and thoughtful planning will be the key to the creation and delivery of successful hybrid programs.

Emphasized throughout is the training professional's role in supporting learners using the Inquire Engagement Framework®, a three- pronged approach for maximizing engagement of all learners in the virtual classroom. The framework is designed to optimize an organization's existing training and provide a new construct for creating training programs that work in today's hybrid workplace and "virtual first" approach to training and employee development.



In this scenario-based workshop, the participants will work together to develop a training plan for a hypothetical company to tackle the intricacies of their global hybrid training requirements. Hybrid virtual training is complicated - but you'll help to ensure your organization leaves no learner behind.

## Guiding Questions

- What is hybrid learning?
- Why hybrid learning and why now?
- How do we create activities that work for both face-to-face and virtual learners?
- What do designers need to know?
- How do we prepare facilitators and producers for their new roles?
- How do we manage those extra challenges—like mobile users and multicultural audiences?
- How do we establish a culture of hybrid learning after the implementation is done?
- How do we create the new "blend?"

## AT A GLANCE

### Duration

Two 2-hour sessions

### Retail Price

Public Programs: \$550.00 USD per Learner

### IACET CEUs

InSync Training is authorized by IACET to offer CEUs for this program. To qualify for the CEUs and accredited badge, participants must complete all required activities.

### Attendance Policy

[Click here to access the attendance policy for all programs](#)

“

**In this course I learned how to address the needs of all the different types of learners that come to my classes these days. They are joining in a variety of ways! This class helped me learn effective techniques to engage them all. Well demonstrated and practical tips given!**

– Recent Hybrid Learning Graduate

”

# Virtual Learning Expert® (VLE) Certification

Virtual training is about more than showing up with slides, turning on the video, and hoping people learn. Effective virtual training takes specialized design techniques, facilitation mastery, and strong production support. Somebody needs to be the expert in your organization in order to provide virtual excellence – why not you?



## Overview

InSync Training's industry-recognized Virtual Learning Expert® (VLE) curriculum enhances the ability of participating training professionals to design, deliver, and implement effective live virtual training. This includes the following three courses: Virtual Classroom Facilitation Mastery, Virtual Classroom Design Mastery, and Master Virtual Producer. Courses can be taken in any order. Enroll for each accredited certificate individually or purchase the VLE Certification Bundle for \$3,600 USD, a \$450 discount from the price of purchasing each certificate individually.

The VLE® is grounded in the Inquire Engagement Framework®, a three-pronged approach to maximizing engagement of all learners in the virtual classroom. The framework, an ongoing research effort at InSync, is designed to optimize an organization's existing training and provide a new construct for creating training programs that work in today's hybrid workplace and "virtual first" approach to training and employee development.



**Virtual Classroom Facilitation Mastery:** This IACET accredited certificate immerses facilitators in the best practices of virtual classroom facilitation by providing the tools, models, and experiences they need to be successful.

- Six 2-hour live lessons, personalized coaching, evaluated one-hour teachback, and self-directed activities.
- \$1,600 USD per learner; group discounts available for teams.
- To learn more about this individual certificate, [click here](#).



**Virtual Classroom Design Mastery:** This IACET accredited certificate provides the design models practitioners need to ensure authentic learning takes place in the virtual classroom environment.

- Six 2-hour live lessons, evaluated final project which includes the creation of a leader
- guide optimized for the virtual environment, and self-directed activities and lessons.
- \$1,700 USD per learner; group discounts available for teams.
- To learn more about this individual certificate, [click here](#).



**Master Virtual Producer:** This IACET accredited certificate focuses on the skills a producer needs to ensure a successful delivery of virtual programs, including managing the learning environment, participating as an instructional partner, and being the advocate for the learners.

- Three 2-hour live lessons and self-directed activities, including a guided reflection paper
- detailing the individual's experience as a producer.
- \$750 USD per learner; group discounts available for teams.
- To learn more about this individual certificate, [click here](#).



**Capstone Reflection:** After successful completion of the three required programs, VLE® candidates will submit a guided reflection which includes a self-assessment of their own skills, and how they have changed, plus a summary of how they will continue to improve their skills.



I just wanted to express my sincere gratitude to you all for your support and expertise with regards to the Virtual Learning Certification. I feel so confident in my skills and could not be more excited every time I step into the virtual space. I am grateful and look forward to interacting with you again to further develop my abilities if the opportunity presents itself.

– Recent Virtual Learning Expert® (VLE) Certification Graduate



# Services

# Virtual Classroom Facilitation Services

Do you need experienced virtual facilitators to conduct your virtual classes?

Are you looking for world class facilitators to model best practice competencies for your facilitators?

Are you seeking facilitators experienced in online engagement to keep the interest of your learners?

Do you want to save time and money by bringing in experienced facilitators instead of having to train your own?

Would you like to improve the delivery of your learning programs?

InSync Training provides world class, skilled facilitators who command attention, interest and total engagement in the virtual classroom environment. Our experienced facilitators help to ensure that every minute in the online classroom is valuable to your learners and to your organization by using research-based methods from our InQuire Engagement Framework® to promote engagement.



**Our professional facilitation staff provides the following services, depending on the project need:**

- Audience assessment
- Subject Matter Expert (SME) interviews and/or focus group meetings
- Facilitator resourcing and scheduling
- Walk-through with SME and/or course designer
- Rehearsal with support services
- Virtual classroom design recommendations
- Delivery of your virtual content
- Train-the-trainer/facilitator coaching
- Post-delivery debrief and recommendations
- Hybrid facilitation strategies

**Expertise in topics such as:**

- Leadership/Management Training
- New Hire Orientation
- Product Training
- Sales Training
- Train-the-Trainer
- Soft Skills Training
- And much more!

*Contact our sales team to discover how we can improve the delivery of your learning programs.*

[sales@insynctraining.com](mailto:sales@insynctraining.com)

## AT A GLANCE

### Supported Virtual Classroom Platforms

Zoom, Microsoft Teams, Webex® Training, Citrix GoToTraining®, Blackboard Collaborate™  
*Don't see your virtual platform listed? Ask!*

### Languages Supported

English, Spanish, French, Russian, Korean, Japanese, Mandarin, Portuguese, German, Afrikaans  
*Looking for a language not listed? Ask!*

*Please contact [sales@insynctraining.com](mailto:sales@insynctraining.com) for pricing and scheduling. Ask about additional customization options.*

“

**The facilitator was so engaging and had such a presence about her as she presented. She was very inviting and had a terrific balance between material and audience interaction. The delivery was very professional – organized – and articulate.**

– Virtual Classroom Facilitation Services Client

”

# Virtual Classroom Production Support

Do you need skilled technical support for your online classes?

Do you have knowledgeable instructors but need someone to handle the technical details?

Are you looking for an instructional partner to help provide engaging, quality virtual classes?

Would it be helpful to have someone to take care of all the logistical details so your facilitators can focus on the content?

Our producers transform your virtual learning programs into trouble-free, fast moving, interactive events that keep learners involved and the facilitator on track. This takes your classes to the next level of professional online delivery so the details don't get in the way of the content message.

With our producers' support, your facilitators or subject matter experts can concentrate on the quality of the conversation and the content. Their skills maximize the impact of your event for learners by supporting the dimensions of engagement grounded in our Inquire Engagement Framework®.



Whether introducing virtual trainings, meetings, or webinars to your organization, or improving existing programs, these services adapt to your needs by incorporating multi-faceted support that can include:

## Pre-Session Support

- course design support
- walk through/rehearsals
- strategy support
- run through of materials
- learner technology check

## Live Session Support

- basic learner technical support
- detailed tool instruction for learners
- recording session
- managing Q&A and chat
- breakout room setup and management
- engagement support
- hybrid environment monitoring and support

## Post-Session Support

- debrief
- delivery of course chat log and recording link
- attendance report

## AT A GLANCE

### Supported Virtual Classroom Platforms

Zoom, Microsoft Teams, Webex® Training, Adobe® Connect™, Citrix GoToTraining®, Blackboard Collaborate™

*Don't see your virtual platform listed? Ask!*

### Languages Supported

English, Spanish, French, Russian, Korean, Japanese, Mandarin, Portuguese, German, Afrikaans

*Looking for a language not listed? Ask!*

Please contact [sales@insynctraining.com](mailto:sales@insynctraining.com) for pricing and scheduling. Ask about additional customization options.



**I am very impressed with Jenna's producer support. She has been wonderfully responsive and efficient. She provided technical expertise along with personable and professional interaction with our participants. Everything we hoped for and more!**

– Virtual Classroom Production Support Client





## Translation and Localisation Services

Looking to translate your course content into other languages?

Need your eLearning modules developed into another language?

Are you looking for an instructional partner to help provide engaging, quality virtual classes?

Want your materials checked for cultural nuances and colloquial terms?

InSync Training proudly partners with Comtec Translations, a UK-based woman-owned business, in order to provide clients with top-tier translation and localisation support. By engaging us to adapt instructional content – including virtual classroom materials, blended learning resources, and eLearning modules – your programs better meet the needs of global learners and the likelihood of success increases.

In combination with our suite of instructional design services, Comtec experts provide comprehensive support that:

- Includes over 200 languages, including Italian, French, Japanese Spanish, German, and more
- Follows rigorous quality procedures for selecting the best linguist for your project
- Addresses the unique needs associated with the field or industry the content addresses
- Covers digital, print, video, eLearning, and instructor materials

In addition to top-notch translation services, Comtec also incorporates localisation services into their approach. Moving beyond word-for-word translation, Comtec's team considers cultural nuances, colloquial terms, and a broad array of features for adapting learning materials and content for improved global training outcomes.

### AT A GLANCE

#### Languages Supported

200+ including Arabic, Mandarin, Dutch, French, Greek, Korean, Portuguese

Please contact [sales@insynctraining.com](mailto:sales@insynctraining.com) for pricing and scheduling. Ask about additional customization options.

“

**We have always found Comtec to be very flexible and responsive in providing our translation needs.**

– Trevor Knowles, Translation and Localisation Client

”

# Personalized Coaching

Are you wondering if your online training is effective?

Are you wanting specific feedback on your design, facilitation or production skills?

Do you wish your learners were more engaged in your virtual classes?

Are you a producer who needs more input on things you can do to support your online classes?

Do your virtual designs need a review to check for engagement opportunities and effectiveness in the virtual classroom?

During the first years of Covid, organizations had to pivot to offer their training in an online format. Now it's time to assess whether your trainings are providing the virtual excellence that learners deserve. InSync Training can help facilitators, producers, and instructional designers excel in creating modern learning experiences. We use a research-based approach to assess engagement during online delivery and provide feedback.



We provide specific feedback that enables learning professionals to deliver the type of online training that sticks. Don't you deserve to be the virtual expert in your organization? Let us help!

We offer a variety of coaching services for learning and development practitioners looking to improve their skills in the following areas:

## Virtual Classroom Facilitation

- Pre-coaching facilitator observation with debrief and recommendations
- Goal setting meeting and needs assessment
- Content review
- Content walk-through
- Rehearsal/practice sessions
- Attendance at live lesson
- Virtual classroom design recommendations
- Post-coaching facilitator observation with debrief and recommendations

## Virtual Classroom Production

- Pre-coaching producer observation with debrief and recommendations
- Goal setting meeting and needs assessment
- Content review
- Content walk-through
- Rehearsal/practice sessions
- Virtual classroom design recommendations
- Coach attendance at live lesson
- Post-coaching producer observation with debrief and recommendations

## Instructional Design for Virtual and Blended Learning

- Needs assessment meeting
- Audience analysis
- In-depth review of existing content, materials, assessments, etc.
- Initial review meeting
- Design walk-through with your SME and/or facilitator
- Post-coaching walk-through review meeting
- Post-pilot debrief and design modification recommendations
- Blended learning design recommendations
- Virtual classroom design recommendations
- Content strategy implementation
- Blended learning campaign design

## AT A GLANCE

### Supported Virtual Classroom Platforms

Zoom, Microsoft Teams, Webex® Training, Adobe® Connect™, Citrix GoToTraining®, Blackboard Collaborate™

*Don't see your virtual platform listed? Ask!*

*Please contact [sales@insynctraining.com](mailto:sales@insynctraining.com) for pricing and scheduling. Ask about additional customization options.*



I was able to have my coaching session with Cindy and I thought it was fantastic!! I have never rehearsed with anyone before (although I look forward to having more opportunities) and it made a huge difference in my level of confidence. She shared so many tips and timesavers that I could not wait to go practice after our session.

– Coaching Client



# Customized Virtual Classroom Assessment and Coaching

Are we getting a full return on our investment in virtual training?

Is virtual training transferring the learning like we planned?

Are we keeping our learners engaged in the process?

Can we do a better job of reaching virtual excellence?

Do you need to create a hybrid learning environment?

Offering virtual classes happens in nearly every organization during the last couple of years. Are you providing a virtually excellent experience for your training team and learners? Let our team of experts assess the design and delivery of your content and create a custom training solution for your team.

This offering combines targeted consulting, personalized coaching, and customized training to create appropriate and effective training solutions. Our virtual classroom coaching experts focus on maximizing the skills of your team and design of your existing program to take full advantage of the virtual learning environment.

## Options:

### Custom Facilitation Solution

- Determines whether your instructional approach maximizes the opportunity for learning transfer.
- Uses a research-based approach to assess the level of learner engagement in 3 dimensions
- Assesses use of instructional partners to support professional delivery



### Custom Design Solution

- Explores whether your content is interactive and engaging enough to get the desired learning outcomes you wish to achieve.
- Reviews objectives to assist in creating the blend of delivery options

## Both custom solutions include a proven four-step approach:

### Step 1

- Assessment of design or facilitation of one hour of existing course content
- Individual and group data analysis
- One-on-one 1-hour long Coaching session to review data

### Step 2

- Personalized group and individual learning paths created with prescribed one-hour workshops and/or individualized coaching

### Step 3

- Post-assessment evaluating either the facilitation or design of your content to identify if skills are applied and implemented

### Step 4

- Ongoing coaching based on post assessments needs analysis

## AT A GLANCE

Available for facilitation and instructional design

Review and assessment of one hour of existing virtual classroom content

Level 4 on-the-job evaluation of your facilitators or designers

Please contact [sales@insynctraining.com](mailto:sales@insynctraining.com) for pricing and scheduling. Ask about additional customization options.



**Wow! We didn't realize how many opportunities we had to make our online classes better! By meeting with Karen, we found a combination of facilitation and instructional design strategies that kept our learners more engaged, increasing their overall satisfaction with our training program. Our stakeholders have been ecstatic by the return on our initial investment in virtual learning. We couldn't have done it without you!**

– Customized Virtual Classroom Assessment and Coaching Client



# Project Management

Do you need someone to schedule and resource your virtual classes/events?

Would it be helpful to have a project manager set up your virtual classrooms?

Do you need someone to provide preemptive technical troubleshooting?

Could having someone take care of all the logistical details of your virtual learning programs allow you to focus on your other job responsibilities?

InSync Training provides Project Management services in support of your virtual learning programs. Whether we are facilitating, producing or coaching multiple train-the-trainer sessions, this additional service ensures flawless events and saves your team hours of their valuable time.

When applicable, estimated project management hours will be included with your quotation.

## Project Management may include but is not limited to:

- Creating event host checklists
- Technical troubleshooting for virtual classroom prior to event, including interface with your individual participants and facilitators prior to sessions
- Rescheduling and resourcing events and/or sessions
- Timely project milestone reminders with your team (ensures team is prepared and meets / exceeds all milestones)
- Periodic project updates/reporting to key stakeholders in your organization
- Virtual classroom set up
- Attendance and other required reporting

## Project Management may be included with the following services:

- Event production
- Instructional event production
- Professional facilitation services
- Multiple certificates/workshops offered under a single contract

### AT A GLANCE

Please contact [sales@insynctraining.com](mailto:sales@insynctraining.com) for pricing and scheduling. Ask about additional customization options.

“

Having Michelle take over our resourcing, scheduling, and reporting has saved us so much time. All the details are taken care of in a professional manner. We are extremely happy with the service she provides!

– Project Management Client

”

# Virtual Classroom Instructional Design Services

(INCLUDING MICROLEARNING, BLENDED LEARNING)

Do you need to migrate your face-to-face classes to the virtual classroom?

Are you looking for creative and engaging activity ideas for your online classes?

Are you looking to create an efficient Blend for your classes... including Hybrid?

Is Microlearning something you've heard of but need help developing?

Designing for the modern classroom requires understanding of modern instructional strategies, techniques, and technologies. Instructional design is more critical than ever before.

Understanding this, InSync uses a proven methodology to develop highly engaging performance based training programs that are delivered via:

- Virtual Classrooms
- Microlearning
- Blended Learning

**Virtual Classrooms** provide interactive, engaging, and supportive learning environments when leveraged and designed correctly. Our instructional designers can transform informational webinars into effective learning events that support global, mobile, and social modern learners, addressing the hybrid environment so many organizations are work with today. Our designs are grounded in our research-based InQuire Engagement Framework®, a three-pronged approach for maximizing engagement of all learners in the virtual classroom.



**Microlearning** provides quick, critical information to learners for performance support and instructional exercises. Typically consumed in under eight minutes, microlearning assets often include infographics, videos, blog posts, job aids, and more. Incorporating microlearning into your instructional design allows you to support all of your learners' moments of need with organization-approved content.

**Blended Learning** may include all of the options listed above as well as self-directed assignments, independent course work, collaborative group activities, job aids, videos, and more. Designing a blended curriculum also has to take into account HOW the learners are joining in today's environment. Are they on smartphones, tablets, in person, or in a group at a remote location? Using our proven methodology, we can develop the variety of learning options to meet your organization's needs.

Depending on the identified need, instructional design and content conversion may include:

### Review and Analysis

- Needs assessment
- Audience analysis
- Project plan with milestones and delivery dates
- Recommendations on delivery methodology and educational blend
- Subject Matter Expert (SME) interviews and/or focus group meetings
- In-depth review of existing content
- In-depth review of existing materials
- In-depth review of existing assessments
- Initial review meeting

### Materials and Content

- Design and scripting
- Storyboarding
- Artwork asset creation/selection
- Facilitator materials, as necessary
- Session slides, media, and microlearning
- Learner materials
- Virtual classroom design recommendations
- Additional blended learning recommendations
- Voiceover

### Program Introduction

- Design walk-through with your SME and/or facilitator
- Train-the-trainer
- Post-walk-through review meeting
- SME debriefing
- Piloting
- Project manager attendance at pilot
- Post-pilot debrief and design modification recommendations

#### AT A GLANCE

##### Supported Virtual Classroom Platforms

Zoom, Microsoft Teams, Webex® Training, Adobe® Connect™, Citrix GoToTraining®, Blackboard Collaborate™

*Don't see your virtual platform listed? Ask!*

##### eLearning Design Software Used

Articulate® Studio 360, Articulate Rise, Articulate® Storyline® 360, Camtasia®, Captivate®, Lectora®

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**I am in awe of Karin's ability to effortlessly combine all the essential components that result in a polished and compelling workshop. Her commitment to excellence is a living testimonial to the professionalism of your organization.**

– Instructional Design Services Client



# Trends in Virtual Training: Expert Workshop Series



# Trends in Virtual Training – Expert Workshop Series

Ongoing professional development for your training team is critical, and we offer the perfect means for you to provide continuing education opportunities in a way that is meaningful, fast, and cost-effective.

We have identified trending topics in the Learning and Development industry, each available in a two-hour live session that incorporates valuable learning assets that will keep your team informed and up to date.

As an IACET Accredited Provider, InSync Training offers IACET CEUs for its learning events that comply with the ANSI/IACET Continuing Education and Training Standard. These IACET CEU eligible Workshops are more interactive than presentational webinars, and include breakout activities, microlearning resources, and planning tools. They are led by certified Virtual Learning Experts®, so you know the time invested by your team is well spent.

Purchase them individually or bundle them together and save.

## The Trends in Virtual Training: Expert Workshop Series includes the following titles:

1. Getting Virtual Onboarding Right – Maximizing New Hire Engagement in the Remote & Hybrid Workplace
2. Evaluating Hybrid & Virtual Learning
3. Brain-Based Activities that Work in the Virtual Classroom
4. Creating Virtual Learning Experiences Using Microlearning
5. Hybrid is the New Blended – Designing to Meet the Needs of Today's Remote Workforce
6. Create Better Blended Learning Faster Using Campaign Design
7. How to Go Live! Taking a GREAT Program and Moving it to the Virtual Classroom
8. Virtual Classroom Deep Dives – Getting the Most out of Zoom, MS Teams, Webex, or Adobe Connect
9. The Rise of the App: Integrating Rich Additional Content into Zoom, Webex, and MS Teams Sessions
10. Overcoming Zoom Fatigue
11. Emotional Intelligence and Engaging Your Audience in the Virtual Classroom
12. The Winning Virtual Sales Call

## New Titles Available Winter 2022:

1. Creating Cultural Inclusivity in the Global Virtual Classroom
2. Applying Design Thinking Techniques to Virtual Classroom Training
3. Manage Your Virtual Classroom Stress
4. Highly Effective Virtual & Hybrid Teams
5. Engaging Your Audience by Establishing Virtual Presence
6. Creating Psychological Safety in the Virtual Classroom
7. Designing & Delivering in the Accessible Virtual Classroom

Each workshop is 1,500 USD for up to 12 participants (additional participants 100 USD each) – or bundle 6 workshops for 7,500 USD. That's a savings of 1500 USD! Contact [sales@insynctraining.com](mailto:sales@insynctraining.com) to customize your team's learning path through a schedule that works for you.

This program is grounded in the InQuire Engagement Framework® — a three-pronged approach to maximizing engagement of all learners in the virtual classroom. The framework, an ongoing research effort at InSync, is designed to optimize an organization's existing training and provide a new construct for creating training programs that work in today's hybrid workplace and "virtual first" approach to training and employee development.



# Getting Virtual Onboarding Right — Maximizing New Hire Engagement in the Hybrid Workplace



Are you interested in improving your virtual onboarding process?

Do you need tools and templates to create your online onboarding program?

Would you like your virtual onboarding program to be more engaging?

The "Great Resignation" has shown us that employees want a better work experience, not just higher pay and perks. As we rebuild our workforce, we need an engaging onboarding process that connects new hires to their jobs and to their peers, which sets the tone for everything that comes after. How do you accomplish this with remote employees in a hybrid workplace? This workshop explores how to design a virtual onboarding program, how to connect remote new hires to the rest of the organization, and how to make the first 30 days on the job positive, memorable, and energizing.

This two-hour collaborative workshop includes a scenario-based breakout session where you will help Bluebird Technologies design a 30-day onboarding approach. After we wrap with our recommendations for Bluebird, we'll send you off with templates and tools for implementing your own program.

## Guiding Questions for this Course

- What do my new hires want during the onboarding process?
- What does my organization need to achieve through the onboarding process?
- How can my organization create a hybrid learning environment that meets the goals of the company and our new hires?
- What can I do to support staggered or individual hires?
- What do we need to accomplish during the hires' first 30 days on the job?
- How do I design a multi-day onboarding process that keeps the attendees engaged?

## AT A GLANCE

### Supported Virtual Classroom Platforms

Zoom , Microsoft Teams, Webex® Training, Adobe® Connect™, Citrix GoToTraining®, Blackboard Collaborate™, Google Meet

*Don't see your virtual platform listed? Ask!*

### Rate

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# Evaluating Hybrid & Virtual Learning



Are you looking to do more than Level 1 evaluation of your training programs?

Do you know how to use available data to evaluate your virtual and hybrid training programs?

Do you wish you had an evaluation approach that measures the effects and outcomes of your training?

Most professional training interventions are directed at accomplishing specific goals of the organization: improving sales, adding capability, adopting new technology, etc. Once the training is developed and being delivered, these organizational goals are often pushed to the background, and the program is evaluated largely based on learner feedback (and, in particular, affective feedback). Likert-type scale data is manipulated and presented to demonstrate success, as if to say "See! The learners liked it, so it must have been good training!"

The data is usually readily available and easily gathered. Through our effective training program measurement methods we can create related virtual and hybrid training interventions. Such an evaluation approach presents precise, actionable information about what the training intervention/program is accomplishing and where it is falling short, and often helps explain why the training is or is not effective.

During this two-hour collaborative workshop you will work in breakout groups to develop an evaluation approach for a hybrid training program that measures the effects and outcomes at the individual level as well as at the organizational level. You'll leave with an action plan for further refining your evaluation approach to gather and analyze real data for reporting out actual professional development outcomes.

## Guiding Questions for this Course

- What sources of data exist in my organization for evaluating the effects of virtual and hybrid training?
- How do I use available data to evaluate virtual and hybrid training programs for my organization?
- What are the key program evaluation methodologies I can use to evaluate my organization's hybrid and virtual training programs?

## AT A GLANCE

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# Brain-Based Activities that Work in the Virtual Classroom



Are you maximizing your learners' engagement during your online classes?

Could you use some new brain-based activities to "spice up" your current content?

Are your training programs as effective as they could be when it comes to engagement?

We are beyond the era of the presentational webinar. Virtual classrooms need to become real classrooms—spaces where individuals are fully engaged and expect to learn. We need to set our expectations higher, and demand that virtual learning experiences are instructionally sound options that provide the opportunity for learning transfer, practice, application, and true collaboration. Only then can effective training and learning transfer occur.

To make this happen, we need to design our virtual programs to engage virtual learners during both design and delivery, using a modern brain-science approach. Without connecting with learners emotionally, intellectually, and environmentally we will not evolve past the webinar.

This two-hour collaborative workshop includes a breakout session where your team redesigns an existing activity in a way that applies brain-based principles. You will leave with an action plan to help your team design to maximize intellectual engagement.

Everyone will also receive an in-depth eBook explaining the principles described in the workshop, and sample brain-based exercises in leader guide format that can be adapted to your programs.

## Guiding Questions for this Course

- What is a webinar? What is virtual learning? What is the difference?
- What are some examples of activities I can use to maximize my learners' engagement during a virtual learning experience?
- How can I redesign my virtual classroom activities for more intellectual engagement?
- How can I use brain-based science to boost the effectiveness of my training programs?

## AT A GLANCE

### Supported Virtual Classroom Platforms

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**Inquire  
Engagement  
Framework**

This program is grounded in the Inquire Engagement Framework®

— a three-pronged approach to maximizing engagement of all learners in the virtual classroom. The framework, an ongoing research effort at InSync, is designed to optimize an organization's existing training and provide a new construct for creating training programs that work in today's hybrid workplace and "virtual first" approach to training and employee development.

# Creating Virtual Learning Experiences Using Microlearning



Are you familiar with microlearning and its benefits to on-demand learning?

Would your learners benefit from having bite-sized training in the moment when they need it?

Do you need tools and resources to effectively use a microlearning approach with your classes?

The impact of a global and hybrid workforce is forcing L&D to be more creative in their delivery approaches. Virtual training and microlearning are two techniques that can be easily combined to creatively meet the needs of the new learning organization. In this workshop, you will learn how to design entire live online learning events using take-away assets, while also increasing microlearning adoption and learner engagement.

You will learn how to adopt a microlearning approach to virtual classroom design, how to make your organization's training more valuable, and apply six strategies to support virtual learning through connected microlearning.

We won't just talk about how to do it... you will experience virtual classroom activities delivered using microlearning. This workshop will be delivered as a learning campaign, starting one week before the live lesson, that consists of self-directed exercises and a two-hour virtual lesson.

This two-hour collaborative workshop includes a breakout session where your team creates a virtual classroom activity using this instructional design approach. You will leave with an action plan to help your team plan to adopt this strategy and apply it within a campaign design format. This format allows learners to partake in learning before, during and after the live lesson. The program will be supported by an eLearning module, infographic, and related readings – all mapped out in a Hybrid/Blended Learning Campaign.

Everyone will also receive a toolkit including videos, whitepapers, infographics, worksheets, and articles.

## Guiding Questions for this Course

- What is microlearning, and how can it be integrated into virtual classroom lessons?
- How can virtual classroom tools be used to deliver microlearning content?
- Is there a methodology for designing virtual lessons that rely on microlearning assets?
- How can I use a microlearning approach with my current classes?

## AT A GLANCE

### Supported Virtual Classroom Platforms

Zoom, Microsoft Teams, Webex® Training, Adobe® Connect™, Citrix GoToTraining®, Blackboard Collaborate™, Google Meet

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- Contact [sales@insynctraining.com](mailto:sales@insynctraining.com) to create your team's custom learning path and create a schedule that works for you.



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# Hybrid is the New Blended — Designing to Meet the Needs of Today's Remote Workforce



Are you tasked with creating classes that address the needs of a Hybrid audience?

Are you trying to figure out how to incorporate hybrid classes into your blend?

Do your designers, facilitators and producers need to know how to support a hybrid blended environment?

Work life is just not what it used to be. Our training needs to reflect that.

Employees' work conditions are continuously changing, often unpredictably: one day in the office, one day at home, one day on the road.... we need a learning model that adapts to where people are learning while also designing content in a way that meets the business goals.

Maximizing audience engagement means we need to merge the concepts of blended learning and hybrid learning.

1. Blended learning: program designs that combine live and self-directed content, where the delivery technology is determined by the performance objectives
2. Hybrid Learning: live events with participants in the office, at home, or on the road.

This two-hour collaborative workshop includes a scenario-based breakout session where your team will use a template to design a blended program for the hybrid environment. You will leave with an action plan to help your team design a plan for success.

The program will be supported by an eLearning module, infographic, and related readings – all mapped out in a Blended Learning Campaign.

## Guiding Questions for this Course

- What is the relationship between Hybrid Learning and Blended Learning?
- How do I answer the "Who, What, Where, When and How" of this complex environment?
- What is a Blended Learning Campaign?
- How can a designer create a program that adapts to the composition of the audience?
- What skills does a facilitator need to facilitate blended learning in the hybrid world?
- What kind of logistical support is required to successfully support the program?

## AT A GLANCE

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# Create Better Blended Learning Faster Using Campaign Design



Are you looking for a way to provide a more effective Blended Learning program?

Have your efforts with Blended Learning been met with learners not doing the self-directed work?

Are you interested in a process that makes setting up your Blended Learning programs easy and efficient, with high engagement from your learners?

Discover how you can use learning campaign design to organize individual lessons, resources, and activities into a curated learning path that maximizes live and self-directed learning content.

Today's learners are working in a complicated hybrid environment and collaborating with teams all over the world. Don't they deserve a less complicated approach to blended learning? They need programs that support formal learning while allowing them to create their own personal learning paths. Instead of creating traditional courses, successful L&D teams will create flexible curricula using blended learning campaigns.

Blended learning campaigns support learner experiences through time-released lessons supported by cohesive content and live events. The best part? Content isn't single use: resources continue to be relevant to learners and their ongoing skill building after the formal campaign ends, for every moment of their learning need.

To model this approach, this workshop will be delivered as a learning campaign, starting one week before the live lesson, consisting of self-directed exercises, and a two-hour virtual lesson.

This two-hour collaborative workshop includes a breakout session where you will design a training solution by completing a blended learning blueprint. Individuals can use this blueprint to design campaigns for their own organization.

## Guiding Questions for this Course

- How do technology, design, people, place, and time impact blended learning design?
- What is the difference between instructional strategies, techniques, and technologies?
- How can I design to address formal AND informal learning needs?
- What tools can I use to help with the design of a blended learning campaign?

## AT A GLANCE

### Supported Virtual Classroom Platforms

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# How to Go Live! Taking a Great Program and Moving it to the Virtual Classroom

Are you looking for a way to move your content from the traditional classroom to virtual?

Are your facilitators set up for success in the virtual classroom environment?

Do you wish your learners would be excited about virtual learning?

Have you been asked to convert that premier classroom training program which gets great reviews and results to the virtual classroom? We've all been there!

What if the content isn't right for virtual?

And if the program fails, will everyone think it's your fault?

The good news is that most content can be successfully delivered in the virtual classroom. But you can't just drop your existing slides into your platform and call it done. You need to consider the content, the design, the platform, and the facilitation team; and of course, how to manage the expectations of your audience and your stakeholders.

This two-hour collaborative workshop includes a breakout session where your team redesigns an existing activity in a way that maximizes the interaction through the virtual platform. A successful program is all about planning, so you will leave with a checklist to help you manage your conversion.

## Guiding Questions for this Course

- Is my content a good fit for virtual delivery?
- How can I set up my facilitators for success?
- How do I maximize the instructional partnership between the facilitator and producer?
- How do I convert existing face to face activities to a virtual format?

## AT A GLANCE

### Supported Virtual Classroom Platforms

Zoom, Microsoft Teams, Webex® Training, Adobe® Connect™, Citrix GoToTraining®, Blackboard Collaborate™, Google Meet

*Don't see your virtual platform listed? Ask!*

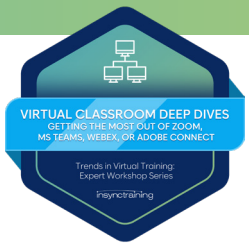
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# Virtual Classroom Deep Dives — Getting the most out of Zoom, MS Teams, Webex, or Adobe Connect



Do you need more technical knowledge about the virtual platform you are working in?

Would it be helpful to learn how to adapt virtual tools to your class activities?

Are you interested in maximizing engagement by appropriately leveraging the available technology in your virtual classroom?

Whether you need to deliver highly technical application training or new-hire orientation programs, this workshop equips you with the necessary technical skills so you can focus on the learning experience rather than the technology.

**Technology.** In this practical hands-on workshop, discover how to use available feature-rich tools, while simultaneously creating a technologically seamless experience.

**Pick your platform:** Zoom, MS Teams, Webex, or Adobe Connect and we'll match your team with the right platform expert. This deep dive provides techniques that you can put into practice right away.

This two-hour collaborative workshop includes opportunities to practice using the virtual tools to maximize learner engagement. Learner will leave with a detailed outline of the interactive tools in the selected platform and how best to reach ultimate engagement.

## Guiding Questions for this Course

- Do I have a working knowledge of the virtual platform my organization uses?
- Am I familiar with all of the available tools in the virtual platform?
- Can I adapt the tools to the activities for my classes?
- Do I know how to select the right tool to maximize engagement of my learners?

## AT A GLANCE

### Supported Virtual Classroom Platforms

Zoom, Microsoft Teams, Webex® Training, Adobe® Connect™, Citrix GoToTraining®, Blackboard Collaborate™, Google Meet

*Don't see your virtual platform listed? Ask!*

### Rate

- \$1,500 USD for up to 12 participants (additional participants \$100 each)
- Bundle 6 workshops for \$7,500 USD - that's a savings of \$1500!
- Contact [sales@insynctraining.com](mailto:sales@insynctraining.com) to create your team's custom learning path and create a schedule that works for you.



This program is grounded in the Inquire Engagement Framework® — a three-pronged approach to maximizing engagement of all learners in the virtual classroom. The framework, an ongoing research effort at InSync, is designed to optimize an organization's existing training and provide a new construct for creating training programs that work in today's hybrid workplace and "virtual first" approach to training and employee development.

# The Rise of the App: Integrating Rich Additional Content into Zoom, Webex, and MS Teams Sessions



Are you interested in learning which third-party apps could support your training initiatives?

Would you like to learn how to adapt creative apps to the learning experience to increase engagement?

Do you want to know how to ensure third-party apps are supplementing the learners' experience?

Worried about your Microsoft Teams or Google Meet sessions not being interactive enough? Looking to boost your Zoom, Webex or Adobe Connect collaboration?

As many of the different platforms we use to deliver content virtually continue to evolve, a new trend has emerged: The App. Some work independently – some are being integrated with the virtual classroom platform.

Any virtual classroom experience can be hands on and engaging if you spice it up with quizzes, polls, gamification, and other activities that map to your objectives. Don't let your virtual classroom limit your options, let it be the catalyst of enhanced interaction. Choose the appropriate app for your activities for maximum engagement.

In this program we will look at integrating third-party tools such as Kahoot, Twiddla, Mentimeter, Beekast, to drive participant engagement and enhance knowledge transfer. You will gain hands-on experience using these tools and experience first-hand the effectiveness and the power of the third-party app!

This two-hour collaborative workshop includes opportunities to practice using third-party tools and brainstorming ways to enhance the virtual classroom with each use. Learners will work in breakout rooms to explore a third-party tool and create an action plan using the tool to enhance interactivity of a given topic.

Everyone will also receive examples of exercises that utilize apps to support learning design.

## Guiding Questions for this Course

- How do I identify third party apps that could support my training initiatives?
- How can I adapt apps to the learning experience and enhance my learners' experience and transfer of knowledge?
- How do I make sure my third-party apps are supplementing the experience, instead of detracting from it?

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# Overcoming Zoom Fatigue



Do you know what "Zoom fatigue" is and how to combat it?

Are you interested in designing virtual experiences that minimize virtual classroom burnout?

Would it be helpful to know how to keep Zoom fatigue from moving into Zoom attrition?

Over the last several years, we have seen extensive changes in live virtual delivery, in particular the near-universal adoption of virtual classrooms to support real-time learning. With that, we are also seeing a trend toward longer virtual programs (> 6 hours in one session). And video. Lots of video. With everyone on mute. Is it any wonder we are exhausted?!

No matter which virtual platform you use, "Zoom fatigue" is real. Even science says so:

*"Zoom fatigue describes the tiredness, worry, or burnout associated with overusing virtual platforms of communication. Like other experiences associated with the coronavirus (COVID-19) pandemic, Zoom fatigue is widely prevalent, intense, and completely new." (A Neuropsychological Exploration of Zoom Fatigue – Psychiatric Times)*

Despite the fatigue, the heavy adoption of virtual training isn't going away. It is the only approach that allows everyone (wherever they are) to participate in their organizational training. So the question becomes, how do we meet our training goals without forcing our learners to sit idly in front of their computer screens for eight hour stretches?

We will answer that question during this two-hour collaborative workshop, when your team will work in breakout groups to redesign a virtual lesson to maximize environmental and emotional engagement. You will leave with an action plan to help your team plan for success.

Everyone will also receive a toolkit sharing additional practical advice for minimizing Zoom fatigue.

## Guiding Questions for this Course

- What really causes Zoom Fatigue? How does it impact the effective transfer of learning?
- How do I design virtual experiences that minimize virtual classroom burnout?
- What can my virtual classroom facilitators do to foster the environmental engagement needed to ensure Zoom Fatigue doesn't become Zoom attrition?

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# Emotional Intelligence and Engaging your Audience in the Virtual Classroom

Do you recognize the value of emotional intelligence but aren't quite sure how to bring it to your virtual classes?

Do you need some tangible techniques for communicating with your learners nonverbally in a virtual environment?

Are you looking for ways to increase the emotional connection and engagement in your classes?

A major hesitation to moving professional training to the virtual classroom is the perceived inability to establish an actual connection between facilitators and learners. In an effort to solve this problem, we have injected a lot of technology into the process: live video, emoticons, virtual reality .... but we found that it isn't all about technology.

How do virtual facilitators effectively impact others without true body language and eye contact? They need to develop and apply, "emotional intelligence" in their relationships with learners.

Emotional intelligence describes the ability to understand the feelings of individuals and groups and the influence these emotions have on learner motivation and behavior.

This two-hour collaborative workshop includes a breakout session where your team will evaluate an activity and then redesign the activity in a way that applies emotional intelligence to maximize engagement. You'll leave with an action plan to help your team create emotionally engaging designs that lead to intellectual engagement.

## Guiding Questions for this Course

- What is Emotional Intelligence and how is it important to virtual learning?
- How do I successfully communicate with others in verbal and non-verbal ways in a virtual environment?
- How do self-management, self-awareness, self-regulation, self-motivation, and empathy affect the learners and learning outcomes?
- What can my facilitators do to use and manage their emotions while encouraging their learners to do the same?
- How do I nurture emotional engagement in the content being presented?

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# The Winning Virtual Sales Call



Do you wish you could establish quality connections in your virtual sales calls?

Are you wanting to hold virtual sales meetings that keep your teams' attention?

Do you know how to use the virtual platform tools to engage your customers?

Great salespeople value personal connections. But can you make strong connections virtually? Yes, you can!

According to data from INSIDESALES.COM, fully 75% of sales calls, including calls made by outbound account executives, are already remote. The impact of global health scares, travel restrictions, and economic upheavals means that even more is riding on the salesperson's ability to advance the sale through virtual client interactions.

The stakes couldn't be higher. Are your salespeople getting the most out of virtual sales calls?

This two-hour collaborative workshop includes a breakout session where your team redesigns an existing sales conversation in a way that applies emotional intelligence and relationship skills to win the sale. You'll leave with an action plan to help your sales team create virtual presence and skills to win clients in any platform.

Everyone will also receive a virtual sales toolkit to aid in virtual sales calls.

## Guiding Questions for this Course

- How are the skills required for remote sales meetings different from those required in a face-to-face environment?
- What are the components of a successful virtual sales meeting?
- How do I craft questions that truly engage my customers in a virtual sales meeting?
- How do I improve my active listening skills?
- How can I use virtual tools to engage my customers?

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