



THE THREE ROLES YOUR ORGANIZATION NEEDS FOR VIRTUAL DELIVERY

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Together,
we make
transformation
happen

INTRODUCTION TO YOUR DEDICATED TEAM

Working with you side by side, everyday



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 Your **trusted** workforce transformation partner

DELIVERY RESOURCE MANAGEMENT

CURRENTLY THE
GP STRATEGIES ASSOCIATE
NETWORK CONTAINS
OVER 1000+
RESOURCES
GLOBALLY.

Delivery Resource Management is GP Strategies' centralized hub to source all virtual and in-person facilitator, coach, and producer/moderator needs. The Delivery Resource Management team has built Training and Certification programs for Effective Virtual Facilitation and Producer Skills, inclusive of digital badging.



LEADERSHIP



ENGAGEMENT



DIVERSITY
& INCLUSION



EXECUTIVE
PRESENCE



CAREER



DIGITAL
INNOVATION

TRENDS

TRENDS

WHAT WE ARE SEEING



From Surviving
to **Thriving**

New Demands
and Catching Up

Lessons Learned
and **Best Practices**
Developed

Virtual and
Digital Learning is
HERE TO STAY



INFRASTRUCTURE: THE ROLES YOU NEED

1

Virtual
Facilitator/Coach

2

Producer

3

Platform
Moderator

POLL!

What benefits has your organization seen
from moving from face-to-face
over to virtual and digital learning?

(SELECT AS MANY THAT APPLY)

Your Turn – CHAT

What do you think?

What challenges have you faced in virtual and digital learning?
(They aren't always business challenges either!)

LET US KNOW IN THE CHAT!

TODAY'S CHALLENGES



CASE STUDY

THE RIGHT CONDITIONS

UNDERSTANDING THE NEEDS

The organization was beginning to make the shift to digital and virtual learning world due to global audience needs, drive for consistency, and meeting the needs of the business and learners. The move to “work from home,” due to the pandemic, accelerated the transition.

INVESTMENT

Leadership recognized that in order to do this right, an investment needed to be made.

SUCCESSFUL CHANGE MANAGEMENT

Employees wanted learning and were primed for the shift through communication and conversation.

EXPERIENCE

They understood that a dynamic and flexible learning experience, allowing employees to work at their own pace, was key.



BLENDED LEARNING JOURNEY

8-week experience,
plus, a getting started week

~90 minutes each week in the platform

Self-paced – move at your own pace
within each week's online topic

Kickoff and Wrap-Up webinars

~3 hours for three
Virtual Instructor Led sessions

Community-based learning
with other leaders

Points and badges earned

Customized experience



INFRASTRUCTURE AT WORK



VIRTUAL FACILITATOR/COACH



The Virtual Facilitator/Coach's role is to foster learner discussions, provide feedback, and encourage insight and reflection. They have an expert understanding of the content and are instrumental in creating a virtual community where participants are connected to both the coach and to other participants.

PRODUCER



The Virtual Producer is responsible for the overall success of virtual events from a technical standpoint. They are a vital resource, providing assistance before, during and after your training. They can help transform the training into trouble-free, fast moving, interactive events that keep learners involved and the facilitator on track.

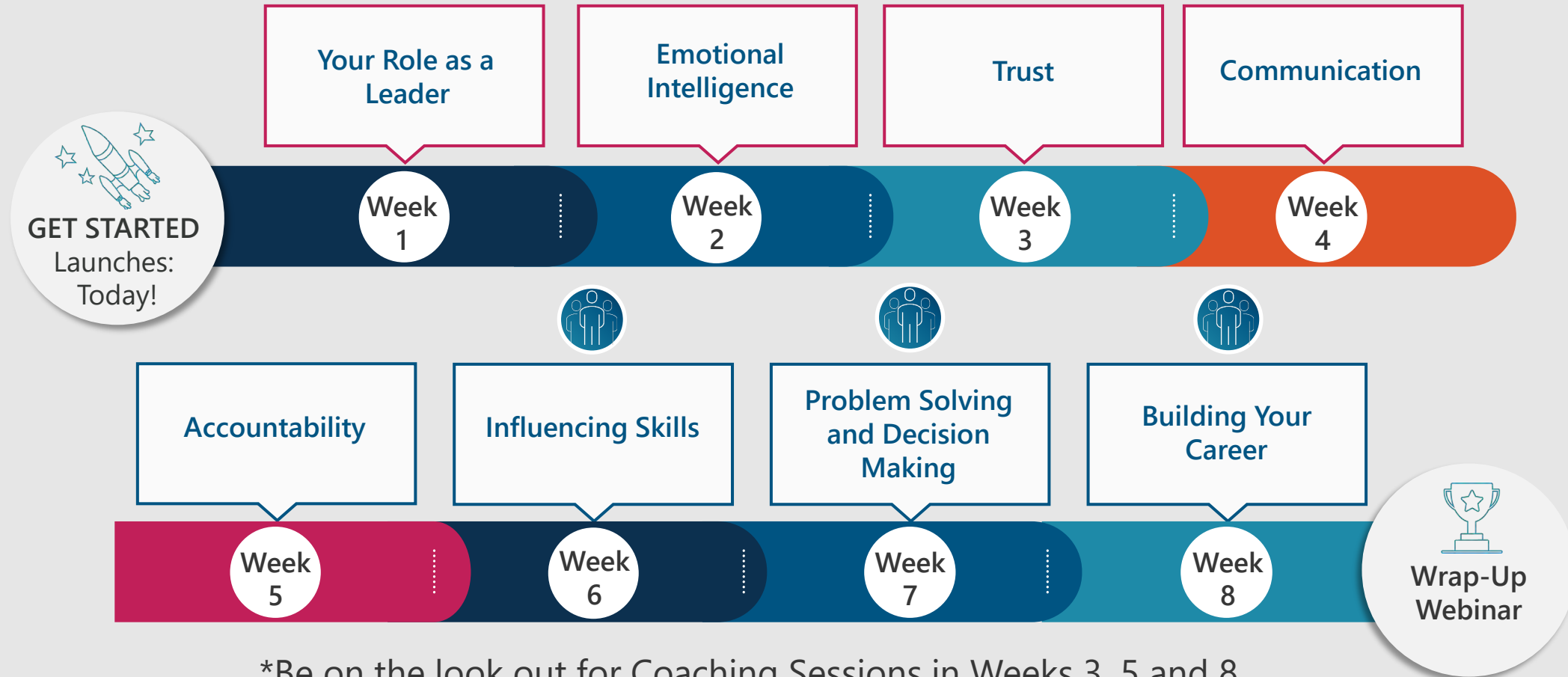
MODERATOR



The Moderator has a visible presence providing a human element to a digital experience. Their main purpose is to foster learner engagement through online and offline communication. They are the primary point of contact for learners, supporting and encouraging participation throughout the digital experience.



HIGH LEVEL EXPERIENCE FLOW



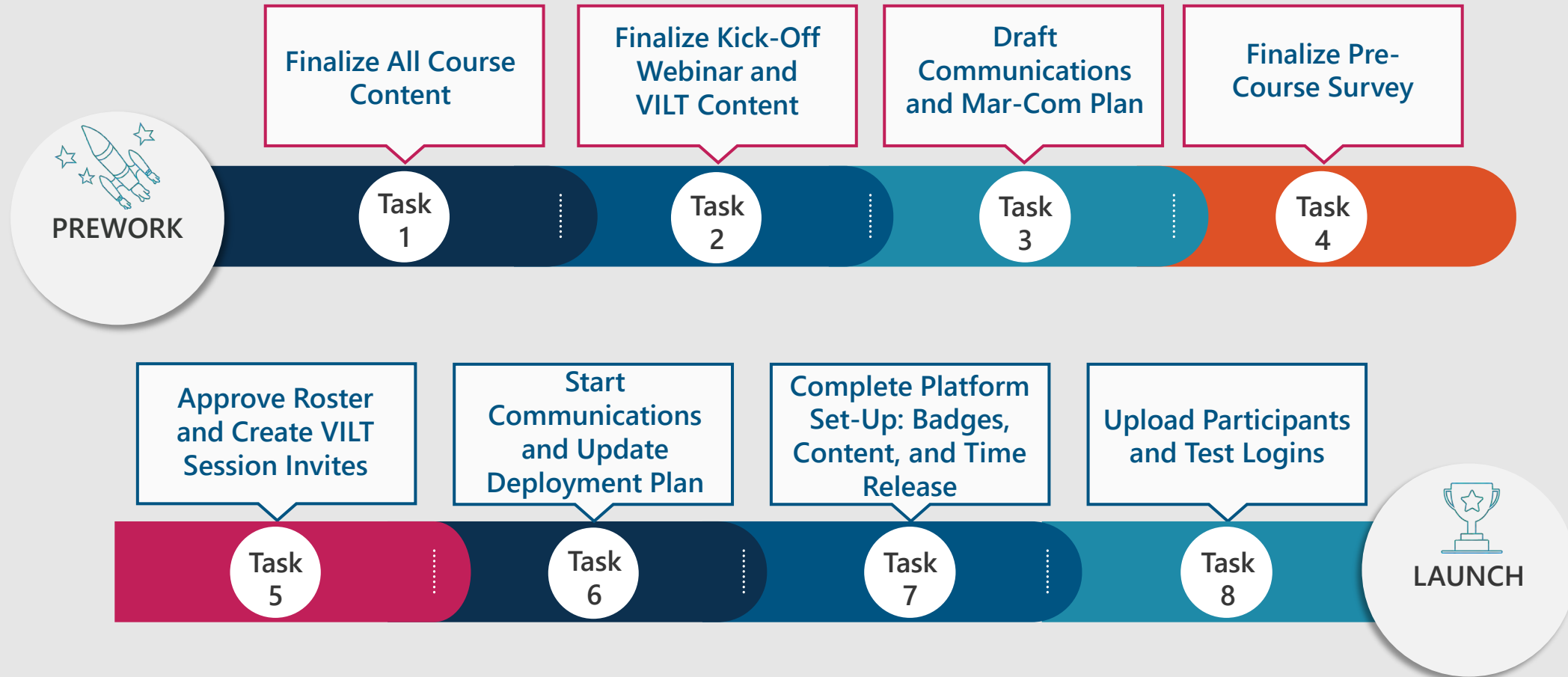
Your Turn – CHAT


What do you think?

How can a blended learning journey benefit your organization and learners?

LET US KNOW IN THE CHAT!

PRE-SESSION MAP





LEARNER EXPERIENCE FEEDBACK

“Really enjoying the variety of modes for delivering this content, much more engaging than one long video or written piece. My natural inclination is to stay away from sharing in public forums, but the discussions feel like safe spaces with my colleagues and I'm finding value in reading what others share and the process of forming my own thoughts in order to contribute.”

“I really like the mixed media approach to communicating the program's concepts!”

“While I liked engaging with my colleagues, I really felt like our coach had some very insightful suggestions during our classes and during her wrap-ups. Hearing other peoples' perspectives and stories is so valuable. Stories stick in the mind. The content has been really engaging. Nice to have different media/modes for different sections to keep it fresh.”

“This was an excellent session. This subject was what I initially wrote down as being a skillset I want improve upon. The Facilitator/Coach was engaging & the subject matter was fun and informative.”

Your Turn – CHAT

What do you think?

What is your key takeaway from today's session?

LET US KNOW IN THE CHAT!

ADDITIONAL KEY TAKEAWAYS

Remember the
Right Conditions:

Understanding Your
Organizations Needs

Making the Investment

Successful Change Management

Learner Experience at Center

Accept and Value the
Roles of Facilitator/Coach,
Platform Moderator,
and Producer

Avoid the Blind Spots





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THANK YOU!

Presented by



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Choose the
right partner
for your
journey

