

Tips for delivering remote digital skills sessions

Now, more than ever, it is vital that people have the digital skills to stay connected. Network Partners might not be able to deliver sessions physically, but many are still wanting to help keep their community upskilled and connected. Below are some useful tips to help you deliver digital skills sessions via webinar or video conferencing software.

Hold a practice session first

For many learners, joining a webinar to communicate with others can be daunting at first, especially if they are new to using technology and the internet. By holding a practice session, learners can get used to the videoconferencing platform you are using and this, in turn, will minimise distractions from the lesson you plan to deliver. The practice session can be a quick 15-minute session the day before. Alternatively, for learners new to the platform you can open up the webinar early for them to join and familiarise themselves with the software.

Set yourself up correctly

You would not turn up to a face-to-face digital skills session unprepared and without having checked everything is working properly - it is the same for an online digital skills session. Prior to your session, log into the webinar/video conferencing software a few minutes early to make sure everything is working as it should and you like the way you are presenting yourself. It is important to check your lighting and your background to ensure learners are not distracted or struggling to see you on the screen. Also during the meeting try to look into the camera lens, this will give the impression you are looking at your learners.

Take more breaks than usual

Delivering a digital skills session over the internet can be particularly draining for both you and your learners. Allowing more time for breaks can help with everyone's focus and your learners will appreciate the extra time to get up and stretch their legs or make a cup of tea. We recommend a short 5-10 minute break every half an hour. Remember to get learners to put themselves on mute during the break.

Encourage the use of webcams

At first, your learners may be a little shy to turn on their webcam and see themselves on the screen. Encouraging them to give it a go allows for more social interaction in your sessions. It might also build their confidence enough to video chat with friends or loved ones after your session! Also, the ability to see your learner's faces is important as some people will not always tell you when they are confused or lost in the material but their facial expressions often do.

If in doubt, ask for help

Delivering digital skills sessions remotely can not only be challenging for your learners but also for you as a digital mentor. At Good Things, we have a wealth of experience in delivering training sessions, webinars and meetings remotely. Please give us a call or send us an email if you'd like any support with getting started. Alternatively, the [Network Partner Facebook group](#) is a great resource to ask questions and stay in touch with your fellow Network Partners.