

Dynamic Delivery:

Virtual Learning in the Customer Contact Centre

CCC Pre-Pandemic

Blended learning:

- Applies to the practice of using both online and in-person learning experiences when teaching.

In the CCC our training model focus was:

- In person classroom learning experiences
- On-the-job training (side by side shadowing)
- Program specific eLearning modules

CCC During the Pandemic

Virtual Training:

- Training done in a virtual or simulated environment, or when the learner and the instructor are in separate locations
- Can be done synchronously or asynchronously.
- Virtual training and virtual training environments are designed to simulate the traditional classroom or learning experience

1. Preparedness

Standard

- Familiarize yourself with the class content
- Know your audience

Technical

- Master the virtual platform software and features
- Understand how the tool works from the host or presenter view

Backup

- Create redundancies and backup plans as a “just in case”

1. Preparedness

Example back up plans:

- Co-facilitator for new employee sessions
- Identify a member of the team to assist
- Provide staff with a “what to do list”
- Independent exercise for asynchronous learning
- An alternative device ready

2. Engagement and Interaction

Use Platform Tools

Tools	Use
Poll	Ask questions, quick response
Chat	Encourage dialogue
Raise Hand and Thumbs up	Ask questions, quick response
Screen Sharing	Allows learners to share desktop or take control of presenters
Audio	Allow for verbal responses from learner
Breakout Rooms	Create connections, discussions and problem solving in smaller groups

Training Class in Teams

Waste Management Training

05:52

Request control

Leave

Overview of Change

Waste Services -new method	Cart and Data -old method
<ul style="list-style-type: none">❖ Missed collection❖ Drive complaint❖ Spills on Street❖ Walk up service❖ Commendations or Complaints❖ Waiving of cart fees❖ Request for refund for cart exchange❖ Cart request escalations	<ul style="list-style-type: none">❖ Broken or Damaged Cart❖ Cart Exchange❖ Lost or Missing❖ Address Data

Aldridge, Kim

2. Engagement and Interaction

Say the Participants Name:

- Acknowledge the learners by name
- Create connections between the content and participant comments

Set Expectations:

- Ground Rules
- Sessions will be interactive and their full participation is requested
- Provide specific instructions on how to engage

2. Engagement and Interaction

Learning Activities and Exercises:

- Satisfies many different learning styles
- Makes learning fun

Sample Learning Activities:

- Interactive quizzes in our Learning Management Systems (LMS) with scoring
- Search and Find Exercises
- Hot seats (mock call scenarios)

2. Engagement and Interaction

Use Your Voice:

- An essential instructional tool
- Clear audio (no echoes)
- USB headsets for better quality sound
- Vary your intonations
- Be careful about being too scripted
- Speak to your learners as though they are face-to-face

2. Engagement and Interaction

Building and Maintaining Relationships:

- Develop and maintain partnerships
- Foster champions

3. Handle Unexpected Challenges

- Stay calm and take a deep breath
- Let participants know what's going on (if appropriate)
- Use backup plans (when applicable)
- Spend just a moment or two troubleshooting
- Take a short break to deal with the situation

4. Training Evaluation

Kirkpatrick's Four-Level Training Evaluation Model

Level 1(L1): Reaction

- Feedback from learners
- Post training surveys

Level 3(L3): Behaviour

- Measures behavioural changes
- Virtual one-on-one call monitoring
- Call Evaluations

Remember to...

1. Prepare

- Standard
- Technical
- Backup

2. Engagement and Interaction

3. Handle unexpected challenges

4. Evaluate your training

Questions