

# Presenter Training: 101

**Duration:** 1 hour

**Format:** Online (within Live Classroom, using VoIP)

**Optimal Number Trainees:** up to 5

**Recommended Maximum Trainees:** 10

“Presenter Training: 101” is conducted live, online and gives new Presenters a solid foundation of basic features. Follow-up materials include:

- Practice Exercises
- Best Practice Reminders
- Live Classroom Cheat Sheet

Presenters can also attend “Advanced Presenter Training” afterwards to learn about more robust features.

This agenda provides you with a script, adaptable for your needs. Accompanying slides are in **red font**, and trainer instructions are in *italic font*.

Tips for the Trainer:

- Log into the room as a Room Administrator (not System Administrator).
- Using a different browser, log into the room as a Participant (called “Sample\_Student”).
- Place your picture in the Branding Frame.
- Frequently monitor the Text Chat area and Participant Frame, for questions and hand-raises.

# Live Classroom

## I. Audio Check and Introductions

Welcome trainees and make sure everyone can hear you / be heard.

Before starting, test users' audio:

1. Display **1\_Audio Prep Slide**
2. Select Lock-Talk-On and play an audio CD. Ensure that Recording Controls allow audio to be heard.

START YOUR ARCHIVE.

- a. We're ready to get started. My name is < name>, and I'm the <position> at <organization>.
- b. Post a picture of yourself in the Branding Frame.

## II. Getting Started

Introduce ground rules and your training agenda.

- a. Here are some general guidelines, before we get started today.

Display **2\_Guidelines Slide**

- i. First - to ask a question, either type it in the Text Chat area or raise your hand (and I'll call on you to speak).

Let's practice using Text Chat. Let us know what city you're logging in from. Type your message in the text field below, and press the "Enter" key. This feature is available to Participants as well.

Now let's practice raising our hands. Click the "Hand Raising" button, located next to the Yes/No buttons. When you (or Participants) click this button, a number that indicates the hand-raising order appears next to your name.

*Clear hand-raising after people have practiced.*

- ii. I'm also going to ask that, while it's tempting, you don't click or press any button unless you're specifically asked to. This can be disrupting, since everyone is logged in as a Presenter. Everyone will have a chance to actively participate throughout the session.
- b. In today's session, we'll review and discuss some basic features for leading a presentation. You may decide to use some or all of these features. They are:

Display **3\_Agenda Slide**.

1. The Live Classroom interface
2. Audio
3. Presenting with PowerPoint
4. Using the eBoard
5. Working with Application Sharing
6. Managing the User's Tab
7. Recording Your Live Presentation
8. Best Practices for Presenting
9. Preparing your Participants

- c. Are there any questions before we start?

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## II. Orienting Yourself to Live Classroom

*Introduce room privileges and the Administration Tools.*

*Display 4\_Interface Slide.*

- a. In a room, like we're in now, a user can either be a Participant or Presenter. We're all Presenters.
  - i. Focus on the Participant Frame at the bottom, where our names are listed. Presenters are in bold font, but Participants are not.
  - ii. Participants and Presenters see almost the same thing, with only a few exceptions. The main exception is the Presenter's Console, all the way to the right of your screen. Participants won't see this at all.
- b. Now take a look at the Lobby link, below the Presenter's Console. Don't click on it now, but it's basically your gateway to an area where you'll find all the other rooms and archives you have access to. Just like you, Participants can access the Lobby.

## III. Using Horizon Media Audio

*Train Presenters to effectively use Internet audio.*

- a. Let's now talk about audio. Presenters and Participants can speak to each other over the Internet, as we're doing now. This is Voice-over-IP.

*Display 5\_HMS Slide.*

You all should have your own audio controller floating in a separate window, like the one you see pictured here. If you don't see it, it's probably minimized. To adjust the audio that you hear or send, you can use the sliders next to each meter.

- b. To speak, all users need to hold down the Ctrl-key. However, as a Presenter, you also have the special ability to "Lock Talk On".

*Display 6\_HMS\_LockTalk Slide*

- i. This means your microphone is always on, and is useful when you need your hands free to present and type. Follow along on your own audio controller while I teach you how to enable "Lock Talk On", but please don't actually select it. Navigate to your "Controls" menu at the top of the audio controller. You will see the "Lock Talk On" option within the 3<sup>rd</sup> section of the menu.
  - ii. Remember, only Presenters have this capability. Your Participants will always need to hold down the Ctrl-key to speak.
  - iii. Does anyone have a question about using the audio controller?
- c. Let's now review some important technical tips for using Horizon Media audio:

*Display 7\_HMS\_Tips Slide*

- i. The audio controller should never be closed. If you hit that X at the upper right of the window, your audio will stop. However, if you close

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it by accident, we have a solution. You can re-open it by clicking the "Audio" icon above the text chat area. These same rules apply to Participants.

- ii. In addition, your audio equipment is important. We recommend that everyone use a computer headset. Listening to audio with standalone computer speakers will cause an unpleasant echo effect if you use "Lock Talk On".
- iii. Third, keep in mind that the quality of your audio is affected by the quality of your Internet connection. Live Classroom will work over dial-up connections, but faster connections will generally produce better quality audio.
- iv. In case anyone experiences an audio issue, we have a backup solution. It's the Telephone Simulcast. This solution is unique in the industry. You and Participants can use the telephone to listen and speak, as if you were using a headset.

You can find the dial-in number and PIN for the simulcast by clicking the Phone icon on your own interface. Feel free to click the Phone icon now, and use this feature anytime you're encountering audio issues. It's a good idea to point this out to your Participants as well.

- d. Please let me know if you have any other questions. Otherwise, we'll move onto another key feature: presenting content.

## IV. Presenting PowerPoint Slides

*Provide instructions for adding and displaying PowerPoint slides.*

- a. With Live Classroom, you can present virtually any type of content to your Participants.
- b. Today, we're going to learn about working with PowerPoint slides and Application Sharing. These are 2 of the most common features that Presenters use in their live presentations. In Advanced Training, we talk about showing other types of content, such as Flash, images, PDF's, and video clips. For now, let's concentrate on PowerPoint.
- c. I'd first like to conduct a quick poll. If you are thinking about using PowerPoint slides in your presentations, please click the "Yes" button.
- d. All slides, including PowerPoint slides, can be organized into content folders in Live Classroom. When you add a PowerPoint file, you automatically create a folder, and all slides within your presentation become slides within that folder.
- e. Let me first demonstrate how to add PowerPoints, and then you can practice on your own.

*Display **8\_PPT\_Upload Slide**.*

- i. If you look at your Presenter's Console, you'll notice an "Import PowerPoint" button. It has an upward pointing arrow.

*Circle the button using the eBoard tools.*

- ii. After clicking that button, a small window pop ups, which allows you to browse your PowerPoint file.

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- iii. Once you browse your file and click "Import", each slide within your PowerPoint presentation becomes a slide within Live Classroom. All these slides appear in the lower portion of the Presenter's Console. It's that simple.

*Clear the eBoard.*

- f. For those of you with a PowerPoint presentation on your own computer, let's take a moment to practice. I'm going to ask the rest of you to sit tight for just a moment.
  - i. Go ahead and click that "Import PowerPoint" button, which is located to the right of the "Go" button.
  - ii. In your new window, browse your PowerPoint and finish by clicking the "Import" button below.
  - iii. The slides will take a moment to import. But when it's done, you should see each slide's title appear in the Presenter's Console.
- g. Now let's all navigate to the same content folder. In the white-drop down menu in your Presenter's Console, to the left of the "Import PowerPoint button", select the folder called **101**. Once selected, click the "Go" button to activate it.
- h. You'll see the new slides appear below. You can display (or "push out") a slide to everyone in the room by simply clicking its slide title.

*Call on a few trainees to take turns pushing out a few slides.*

- i. The orange "Next" and "Previous" buttons (above the "Go" button) can be helpful. They allow you to simply advance slides in sequential order, if you know you'll be going in order.
  - ii. Keep in mind that all Presenters have equal control over the Presenter's Console. And remember: Participants don't see the Presenter's Console, so they can't push out slides.
  - iii. Does anyone have a question about this process?
- i. I'd now like to review some PowerPoint design tips, specific for the Live Classroom environment.
    - i. When you add PowerPoints, we actually convert each PowerPoint slide to a GIF image. (We do this so that users don't need to download a special plugin to view PowerPoints.)
    - ii. Because PowerPoint slides are converted to GIF's, here are some important tips:
      1. Use a solid background for your PowerPoint slides. You can use colors (such as a solid blue background), but avoid anything with gradients or fills, to ensure your low-bandwidth users can see those slides quickly. Here are some examples of backgrounds we don't recommend.

*Display **9\_PPT\_Design Slide**.*

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2. Also keep in mind that animations, videos, or other plug-ins within your PowerPoint won't be preserved.
- j. Finally, I'd like to mention that you have the ability to mark up your PowerPoint slides by using our eBoard tools, all the way to the left of the screen. Feel free to practice drawing on this slide. We won't go into these tools in great detail today, but I want to talk about a few important features:
  - i. First, you can use the "Erase" button to get rid of your annotations.
  - ii. Secondly, Participants don't see these eBoard tools by default. However, you can use the "Enable" button at the bottom of the set to give them access.
- k. Before we continue, does anyone have a question?

### V. Working with Application Sharing

*Explain how to use Application Sharing for displaying and sharing content.*

- a. Application Sharing is another way to show content to participants. With this feature, you can show any type of content you'd like.
- b. First, I'll review how to start Application Sharing, step-by-step. Then, I'm going to have a volunteer demonstrate this for us. For now, please just watch, and don't click. (Note that these instructions are for version 4.1, our latest release. The steps for version 4.0 are slightly different and can be found within our online help.)

*Display **Slide 10 AppShare\_Step1**.*

- c. Let's say I want to teach everyone how to create a chart in Microsoft Excel. Here's what I'd do:
  - i. First, I click the "Share" button in the Presenter's Console.
  - ii. I then get a new window that allows me to choose:
    1. Who will show their desktop (by default, it's me: the person who clicked the "Share" button)
    2. Who else can have cursor control (which is the ability to interact, such as click of type, within the application).
  - iii. In this case, I'm not going to change anything, and will click "Begin Sharing" below.

*Display **Slide 11 AppShare\_Step2**.*

- d. I'm now prompted to choose what I want to share. I'm going to take the small window icon and drag it onto my Excel spreadsheet.

Note that I could have chosen to share a portion of my screen area, or my entire desktop instead.

- e. Once I click "OK", everyone else can now see my Excel spreadsheet. And what does this look like to them? Well, I'll demonstrate now.

*Start Application Sharing a website. Demonstrate how to create a chart.*

- f. Since I didn't give cursor control to anyone, notice how you can't actually click or type within my application. However, I could change this privilege on the

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fly, by bringing up the first window I saw. Usually, this window will be minimized. Here, I can give cursor control to – let's say -- <Trainee>. I'm going to do that now.

*Give cursor control and ask him/her to change the numbers I charted.*

I can simply end Application Sharing by using that window again, and clicking the "End Sharing" button.

*End Application Sharing.*

*Display **12 AppShare Uses Slide**.*

- g. Here are some typical uses for Application Sharing:
  - 1. Giving web tours (since users can see changes on the fly)
  - 2. Training people to use software (like in our Excel example)
  - 3. Collaborating together on documents during meetings or group study sessions
  - 4. Asking students to perform a task by giving them Cursor Control
  - 5. Remote desktop troubleshooting; in this case, you'd select another user instead of yourself to show their desktop
- h. If you have any specific uses for Application Sharing in mind, feel free to add them to the text chat area. Or, let me know if you have any questions.
- i. We've put together some best practices for Application Sharing, which you'll receive after the training session. Definitely take a look at these if you're going to use this feature. The most important part is to practice first, since this is the feature that probably takes the most getting used to.
- j. Any questions?

## VI. Polling Break!

*Test people on what they've learned. Publish their answers.*

- a. Let's shift gears again and review some things we've learned.
  - i. *Display **13 Quiz: Audio***  
"How can Presenters talk to their Participants in Live Classroom?"  
(Answers: Press the Ctrl key; Use Lock Talk On; Use the Telephone Simulcast)
  - ii. *Display **14 Quiz: PowerPoints***  
"How do you display a slide, once it's been added to Live Classroom?"  
(Answers: Click on the Slide Title in the Presenter's Console; click the orange "Next" and "Previous" slide buttons.)
  - iii. *Display **15 Quiz: App Sharing***  
"True or False. To share an Excel spreadsheet on your computer, your Participants need Microsoft Excel installed on their computers."  
(Answer: False.)

## VII. Managing the User's Tab

*Explain how to clear Yes/No polls and hand-raises, and how to disable audio.*

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- a. Let's go back to learning about Live Classroom. So far, we've been using the features under the "Content" tab of the Presenter's Console. However, I'd like everyone to now click on the User's tab. You'll see that the first 2 buttons allow you to reset Yes/No polls, and to reset hand-raises. All the checks, X's, and numbers will clear from the Participant Frame.
- b. Also, right below the Reset poll button is a Disable Audio button. You can go ahead and mute everyone's microphones by clicking that button once.
- c. Any questions before we continue?

### VIII. Archiving

*Explain how to create and display an archive.*

- a. Let's move onto archiving, or recording, your live presentation. When you watch an archive, you will see and hear everything as it happened before, like hearing the audio, seeing content appear, and seeing text chat messages.

Just to let you know, we have some good examples of archives on our website: (<http://www.horizonwimba.com>)

Display **16\_Archive\_Uses Slide**.

- b. An archive is useful:
  - i. When Participants miss your live presentation
  - ii. As a review or study tool
  - iii. When you'd like to create self-paced content for review (even without a live audience)
- c. Now let's learn how to create an archive.

Display **17\_Archive\_Process Slide**.

- i. Simply start your archive by clicking the "Start" button at the very top of the Presenter's Console. Click "OK" when you see a confirmation prompt. From that moment forward, everything you say and do will be recorded.
- ii. When you're ready to stop your archive, click the "Stop" button at the very top of the Presenter's Console. It's that simple.
- d. Now that you've created your archive, you will need to make it visible to others. By default, it's "closed", and you'll need to "open" it up.
  - i. To "open" the archive, you'll need to go to the Administration Tools. Think of the Admin Tools as a backstage area, where you prepare for and clean up your room. I'll orient you to the Admin Tools and show you how to open an archive at the very end of this session.
  - ii. Any questions?

### IX. Best Practices for Presenting

*Discuss best practices for conducting a smooth and engaging presentation.*

- a. Let's move onto some best practices and preparation tips. A live online environment may be new to you. Once you understand some best practices,

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it's a wonderful way to collaborate, teach, and learn. We list a full set of best practices, which you can access from our training website.

- b. Here are some key ones to keep in mind:

Display **18. Before Presentation Slide**

- i. Before your presentation starts:
  1. Restart your computer if it runs slowly
  2. Close all unnecessary applications
  3. Make sure that your room is Open and your content is ready

Display **19. During Presentation Slide**

- ii. When you're ready to begin, keep 4 simple steps in mind:
  1. Conduct an audio check (to make sure people can hear you)
  2. Start your archive
  3. Present!
  4. Stop your archive

If this is your first presentation, it's a good idea to orient users to the Live Classroom interface and set ground rules about using text chat and audio.

- iii. When you're done, simply Open your archive, so others can view it.
- c. When you're first starting out, you may want to keep a basic checklist by your computer to help you remember things. Also, we recommend using just a few key features for your first presentation, such as audio, Powerpoints, and Yes/No polling. As you become more seasoned, you can add more features to your repertoire.
- d. Luckily, you can still have an interactive presentation while keeping it simple. Take advantage of voice, text and polling to ask questions, elicit feedback, and conduct brainstorming exercises.

## **X. Preparing Your Participants**

*Explain how to prepare participants for their first online presentation.*

- a. Now let's move onto making sure your Participants are prepared.
- b. You, and all participants, must run the Wizard, well in advance of your first presentation.

Display **20. Wizard Slide.**

- i. As you know, the Wizard is a diagnostic tool that ensures people's computers are ready to go. Unless our technology changes in a big way, users will only need to run the Wizard once.
- ii. It's up to you, or your technical helper, to make sure people have run the Wizard. Some users will need time and help passing some tests, so they should run it as soon as possible. It's also a good idea to send out a reminder e-mail about the Wizard a few days before your first presentation.

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- c. Like you, we also recommend that all Participants have computer headsets to speak and listen. Some organizations will purchase these for all students, or direct them to some online sources for purchase.
- d. Also, if you have the time, think about creating a short archive for them to view before your first live session. This will also give you some more practice.
- e. Any questions or thoughts before we move on?

### XI. Polling Break!

*Test people on what they've learned. Publish their answers.*

- a. Let's once again review what we've learned.
  - i. **Display 21 Quiz: Audio Issues**  
"What could you do if a Participant is experiencing audio difficulties? Select all that apply."  
*(Answer: All of the above: Ask if she ran the Wizard; Tell her about the Telephone Simulcast; Mention that the session is being archived; Ask her to click the "Help" link; Direct her to internal Tech Support.)*  
  
*(If a user can speak and hear but the quality isn't great, refer them to the Telephone Simulcast. If a user can't speak or hear at all, then make sure they've run the Wizard. The Help link can also be a good troubleshooting resource.)*  
  
If possible, ask a knowledgeable person to log in with you to field technical questions or issues. This is especially helpful for first-time Presenters. Usually, technical issues are uncovered during the first 15 minutes. Horizon Wimba offers a service which gives you live, in-room support, during 8am to 8pm Eastern Time, Monday through Friday.
  - ii. **Display 22 Quiz: Archive**  
"Why do you need to go to the Admin Tools after creating an archive?"  
*(Answer: To open the archive, to make it available to users.)*

### XII. Admin Tools

*Provide an orientation to the Admin tools; show how to open an archive.*

- a. Now, let's finish up by looking at the Admin Tools, and learning how to open an archive.
  - Start Application Sharing the Administration Tools.*
  - i. In this case, I've accessed the Admin Tools by typing "/admin" after the server URL. If you have Blackboard or WebCT integration set up, then you should be able to access them directly through the CMS. Your Live Classroom administrator would have those details for you.
  - ii. In the Admin Tools, you'll see the "Rooms" and "Archives" tabs.  
  
*Click the "Archives" tab.*
  - iii. Under the "Archives" tab, notice that there's an icon of a Door next to each archive. When you first create an archive, the door is closed. Simply click the door once to open your archive. The same principle

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applies to any rooms that you have access to. Make sure they're open so that users can see them in the Lobby.

- iv. Any questions? In Advanced Presenter Training, we review the "Rooms" tab in greater detail.

*Stop Application Sharing.*

### **XIII. Q & A and Wrap Up**

*Wrap up with questions from your trainees.*

- a. Any final questions or comments before we conclude?
- b. Thanks for attending today. We have resources to help you reinforce your learning and to practice.

*Display Horizon Wimba "Product Resources" page.*

- c. You may want to bookmark this page, or include it as a link on your resource pages for users. It includes:
  - 1. Best Practices for Presenting
  - 2. "Follow-Up Exercises", to test your skills.
  - 3. A "Cheat Sheet", summarizing how to use each feature
  - 4. Complete product documentation
  - 5. The ability to register for Advanced Presenter Training
- ii. It also includes an archive of today's training material (if you'd like to use it as review), as well as the scripts and slides we used today (if you'd like to bring this training in-house, at your organization.)
- iii. Some areas are password protected, so if you don't have your organization's password, ask the appropriate person there.
- d. Before you leave, we'd also like for you to fill out our Questionnaire. This will give us important information about your experience, so we can continuously improve our ability to help you. It will only take 1 to 2 minutes to complete.
- e. Thanks again for your time and attention today. We hope that you feel excited about delivering online presentations!

*STOP YOUR ARCHIVE.*