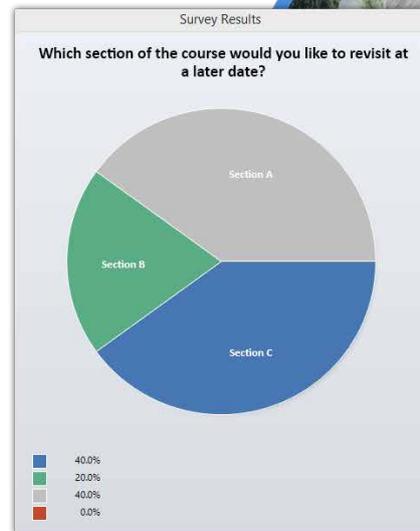




# Building learner engagement

with NetSupport School



## Incorporating classroom management and instruction tools into technology-led training

The training and onboarding landscape has changed drastically in the past five years. With a shift towards hybrid and remote working environments, professionals in the Learning and Development (L&D) field have had to evaluate their approaches to onboarding new employees and conducting continuing training. Without the benefit of face-to-face communication, it's critical to incorporate training strategies which leverage technology to build learner engagement and result in positive learning outcomes.

## What is learner engagement?

Simply put, learner engagement is the level of interest, attention, and participation that your "students" exhibit during training. The higher the level of engagement, the more likely learners will retain the information, connect with the overall goals/mission of the organization, and ultimately be successful in their roles.

## Challenges of hybrid/remote training

In traditional training environments, it's easier to measure engagement through body language, eye contact, and frequent interactions. But in a hybrid or remote environment, you cannot depend on those cues. You've likely run into challenges, as people are often uncomfortable on camera or regularly will "go dark" (turn off their cameras) unless mandated to keep them on. Others will experience technical difficulties related to microphones, poor connectivity, or even simply logging in. In a training environment, this negatively impacts your learner engagement and the overall experience.

Many L&D professionals will try to replicate activities and training models that work well for in-person trainings, but this isn't always the best solution. Translating successful face-to-face training to virtual training requires evaluating what elements made those approaches successful, then developing techniques and approaches that incorporate those elements. Ultimately, the goal is to create an engaging and interactive experience for learners.

## Implementing the right tools

If your organization adopted a video conferencing (VC) solution because of COVID, you're not alone. 30% of organizations world-wide adopted web conferencing tools for the first time due to the pandemic (**Twilio, 2020**). VC platforms offer many benefits but don't exclusively address the needs of learners when transitioning to hybrid/virtual training. Most platforms are designed to replicate the "conference room feeling" of having everyone together, but they don't account for training environments.

To bridge the gap, organizations should look to adopt technology which aligns with the needs of the learners and the needs of the trainers as well. VCs typically take a presentation approach, where one person shares their screen with the group. But in a training environment, the situation is reversed. Trainers need to **see the screens of all students** to track their progress or assist them if they are struggling. Classroom management/instruction solutions, like NetSupport School, offer the ability to share the instructor's screen while continuing to view learners' screens and monitor progress.

VC chat features can become clunky when trying to manage conversations with multiple attendees, particularly if someone has a private question they need assistance with. Learner-centric technology will offer help request tools which allow the individual to discreetly ask for assistance AND allow the instructor to manage multiple requests at once in separate chat windows (thus keeping conversations separate and easier to manage).

Having your learners share their webcams can be helpful for creating a sense of togetherness, but you cannot depend on those little screens to give you adequate cues as to their engagement or confidence in the materials. Trainers need to incorporate more informal assessment through surveys/polls, questioning, and collaborative participation. Consider a game-based learning platform to boost engagement like Kahoot or Mentimeter – or look for an instructional platform that also incorporates these features in its toolbox.

## Creating successful virtual trainings

Shifting from an in-person to virtual approach to trainings does not have to be difficult. The key is selecting the right tools to support your objectives and create a positive learning environment. It is easy to make the mistake of depending on video conferencing tools to replicate in-person training, but they are not one size fits all. Incorporating a classroom management and instruction platform will boost your overall engagement, supplement what video conferencing lacks, and result in more successful training outcomes.

## Further reading...

Whitepaper: **Supporting learner engagement in company training sessions with NetSupport School**

Case study: **Emerson PSS**

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## About NetSupport School...

NetSupport School is an effective training and instruction solutions used by companies large and small right across the world. Supporting all major platforms – Windows, macOS, Chrome, Android and iOS – it offers a full toolkit for conducting effective and engaging training and assessment.

Find out more at  
[www.netsupportschool.com](http://www.netsupportschool.com)