

Webex Customer Best Practices



Preparation is everything. Therefore:

1. Have a project plan from setup to delivery to closure and post session support, fully documents with a tasks list and notes, in addition to durations and resources, ensures that nothing it missed This aids consistency, which is essential to any online training session.
2. For learners who have never used this tech before, advise them to visit the Cisco Webex Test space to ensure that there systems are fully configured and work correctly. <https://www.webex.com/test-meeting.html>
3. Introduce a reception deck a multislides presentation which is uploaded into the session. The reception deck should have the title, host / teacher profile, how to use the solution, key tools and features you will be using and should be set to auto advanced every 15 to 20 secs. It also houses what to do if support is needed and is run in the 10 – 15 minutes leading up to the start time of the session. This helps to remove any anxiety or fears your learners might have. It enables the learner to see that they are in the right place at the right time.
4. I would urge all learners to join the session early. If you start ontime you finish on time. Again this sets a good example to your learners.
5. During the 15 minutes leading up to the start time of the meeting, all learners upon joining should be met greeted and welcomes as they arrive. A friendly welcoming voice will again ease them into the session.
6. You should always try to engage your learners every 2 to 3 minutes during the session. Therefore, there are a number of methods of doing this with smart Presentation Design that can be used in conjunction with Annotation Tools. Treasure Hunts, Word Finders, Swim Lanes, Confidence Likert Scales, Games and other collaborative interactions that are either team events or can be played as an individual.

With all of this in place, your learners are then less concerned on how to use the tools and less worried about the session ahead. From experience they are more relaxed and thus able to focus on the key content that you are looking to deliver during the class.

Also applying the above tools and techniques adds huge value and professionalism to the overall experience had by your learners.

— Mark Jones, IT Training & Development Manager, NHSmail, UK England