



Training and Teaching Effectively Online

Introduction to Online-Trainings: Creating meaningful
Blended Learning paths by choosing the right tools and methods.

Train Smarter. Not Harder.



Martin Wiesend
Die Kundendienst-Trainer

Duration

1 Day (8:30 a.m. – ca. 13:30 p.m.)
incl. sufficient (offline) breaks

Information and dates can be found here:

- [Training and Teaching Effectively Online](#)
- [Schedule Overview](#)
- further dates on request
- also bookable as in-house training

Target Groups

- Technical trainers
- Employees giving online trainings / webinars / workshops

Investment

490 €
per participant plus VAT incl. Handout

Number of participants:

6 – 8 persons

Technical Requirements

- Reliable internet connection
- No programme installation necessary
- We recommend for a successful training
 - sufficiently large monitor
 - if possible external webcam and if necessary sufficient light
 - headset
- Not forgetting:
 - the most trouble-free environment possible
 - "comfortable" seats
 - drinks and, if necessary, catering

The seminar room was yesterday. Presence times, when a group of people gather centrally in one place to learn, are becoming more and more precious and rare. The availability of precious resources and also the financial costs force us to rethink.

That is why, among other things, important to use the time until you bring people with multiple responsibilities to the same place at the same time. In this way, important competencies are taught in advance via digital online services. Through a good virtual preparation and follow-up, the joint presence time can be kept short and yet an optimal result can be achieved.

The necessary skills and competencies to impart knowledge about digital media are an art in itself. What succeeds in "in class" does not work in "web learning" or does not work so easily. Responding flexibly to participants and the atmosphere sometimes seems impossible. The repertoire for passing on content and motivating and activating participants must be changed.

Those who are not optimally prepared for a web training will not only miss the learning goals in many cases, they will also "lose" the participants and destroy the basis for further similar training.

Therefore, introductory training shows important basics and differences in didactics and methodology of learning with and without presence.

GO SUCCESSFULLY WITH YOUR TRAININGS ONLINE!

By the way:

You experience directly in the training how a web training feels, i. e. what works well and what works less. How does the group react and there is a real interaction between the trainer and the participants.

**Also available as
in-house training!**



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Content

- We are exploring the differences in methods for a face-to-face vs. an online environment
- We will discuss the structure of a Blended Learning approach
- We are elaborating the structure of online sessions: storyline, methods, tools, target groups
- We will experience and discuss the usability of different tools – What / When
- We will discuss how to engage learners and keep them in the centre of focus during online sessions
- We will reflect on how to improve our online presence as trainers

Your personal benefit

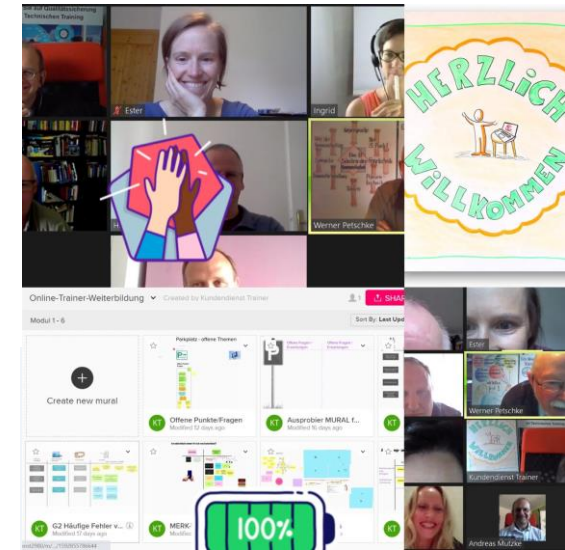
- Experiencing different online tools live
- Understanding the approach and concept of online trainings
- Knowing how to create and plan your „stage performance“ in front of the camera

Additional offers/Upgrade

After the seminar the following opportunities are available for a consolidation

- **Online Trainer (5 modules á 3 hours – Online)**
- **Certified Technical Trainer TTxTT (10 days, Online and Face-to-Face)**
- **Refresher for Experienced Trainers (2 days, Face-to-Face)**
- **Individual Coaching and Shadowing Support For Online Training Implementation**

Relevant from management view:
Modern and successful training for
customer and employee loyalty!



Voices of our participants

„Unbelievable what is possible! But it has to be extremely well planned.

„I would never have expected so much interaction.“

"It's a pity that we had to do without a beer during the breaks, everything else was included . . . "

Your contact person

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General Terms and Conditions for Open Seminars (excerpt)

as of 3 July, 2015

YOUR REGISTRATION

Registrations must be made in writing via our website, by online booking or using the registration forms available for download. They are binding and will be considered by us in the order in which they are received. You will receive a notice of receipt by e-mail immediately upon receipt. In case of successful bookings, we will send you a registration acknowledgement, as well as the invoice. The contract now comes into effect. Your reservation is confirmed and binding upon receipt of payment. In case the seminar you wish to attend is already fully booked, we will inform you of the alternatives. The seminar fee will be invoiced after registration acknowledgement and is payable without deduction within 14 days. You will receive information on the seminar location, directions and booking of accommodation 2 – 4 weeks prior to the beginning of the seminar. In general, we will reserve a certain number of rooms at the hotel where the seminar will take place. This allocation of rooms is available to you for a limited period of time.

VOUCHERS, DISCOUNTS

If you register several participants for an open seminar (same topic, same period, same location), ask us for a team discount. Vouchers can only be redeemed for seminars for which they were issued. Please mention the voucher number when registering. Discounts may not be combined with one another (e.g. voucher and team discount).

CANCELLATION, REBOOKING, SUBSTITUTE

You may at all times, prior to the seminar, cancel or rebook the same seminar for another date. This has to be done in writing. For discounts, different conditions apply (details and costs can be found in the full terms and conditions). It is understood that you may at any point, prior to the start of the seminar, name a substitute in writing.

MINIMUM NUMBER OF PARTICIPANTS

We retain the right to call off a seminar due to a lack of participants (...) or due to other important reasons beyond our control (e.g. proven illness of the trainer, force majeure) at the latest 14 days prior to the scheduled beginning of training. Participation fees that you have already paid will naturally be reimbursed. We do not assume any liability for damages or other claims. Similarly, we reserve the right to make changes to the location up to 14 days prior to the start of the seminar. Please keep these aspects in mind when booking your flight or train ticket as well as the hotel. Liability and damage claims are excluded if these are not damages that were caused intentionally or due to gross negligence.

Do you have any questions? We will be pleased to advise you!

Please call me: _____

The complete terms and conditions are available on our website www.kundendienst-trainer.de.

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BINDING REGISTRATION



Martin Wiesend
Die Kundendienst-Trainer

PARTICIPANT'S PERSONAL DATA

First name / Last name

Function / Position

E-mail address participant (for your registration confirmation + preliminary information)

Phone / Mobile (for short-term changes to your seminar)

Title of the seminar

Seminar dates

Registered by (name + e-mail address)

COMPANY DATA + INVOICE ADDRESS (if different)

Company / Department

postal address: street

postal address: Zip code and City

Phone

SIGNATURE

With my registration I accept the valid AGB-off Sem.

X

Place/date

Signature

BY FAX +49 921 970 023

BY E-MAIL: info@kundendienst-trainer.de

ABOUT OUR WEBSITE: www.kundendienst-trainer.de