

FACILITATING LEARNING: ONLINE & IN-PERSON

94% of financial institutions provide training to SMEs

As a result of COVID-19, financial institutions had to reimagine how they provide non-financial services to their SME clients. There was a significant increase in demand for online learning.

However, what works in the face-to-face classroom does not necessarily work as well in the virtual classroom. Moreover, a virtual classroom expands the availability of training, lowers training costs, and reaches underserved communities.

As the fight against the pandemic continues, trainers need to build skills in both face-to-face delivery as well as online facilitation.

Facilitating Learning: Online and In-Person

IFC's **Facilitating Learning: Online and In-Person** program, which is offered completely online, enables you to make your training programs more memorable, engaging, and impactful—whether in person or online.

Discover how you can convey information more effectively, hold your audience's attention, make learning more interesting for participants, and successfully facilitate training programs.

Who will benefit from this course?

- New trainers who want to learn the skills needed to effectively train others.
- Seasoned trainers aiming to improve their skills and achieve professional recognition.
- Managers with direct responsibility for training programs.



“Our client, DFCU Bank in Uganda, saved almost 80% of training costs by making the switch to online learning. They saved on venue, transportation and other logistics.”



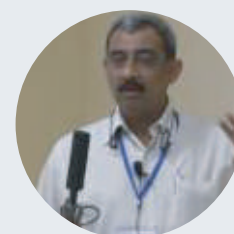
— Laban Mawungwe,
Certified Master Trainer,
FLO Participant

“Trainers face challenges when repurposing traditional classroom material for online learning programs. In today's globalized world, the ability to recast classroom courses for online learning platforms is critical but also very challenging.”



— Elena Avery,
Certified Master Trainer,
Webinar Facilitator

“In this course, you will learn how to facilitate virtual learning programs effectively, ensuring participant engagement and maximizing learning outcomes.”



— Rohit Agarwal,
Certified Master Trainer,
FLO Co-Facilitator

What are the learning objectives?

When participants finish the **Facilitating Learning: Online and In-Person** program, they should be able to:



Conduct engaging, interactive, and informative training sessions



Manage the training environment, whether online or in person



Adjust how they facilitate, so as to meet participants' needs



Facilitate discussions in a way that enhances the learning experience

What topics will be covered?

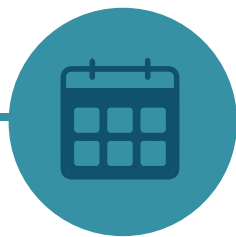
- Needs assessments
- Accelerated learning principles
- Learning styles and preferences
- The learning environment
- The four phases of the learning cycle
- IFC - LPI Trainer Performance Monitoring and Assessment evaluation criteria
- Questioning techniques
- Giving constructive feedback
- Managing disruptive learner behaviors
- Using equipment effectively
- Common and advanced web-conferencing features that make online training more engaging

How is the program delivered?

This program includes eight modules, spread over two weeks, for a total of 16 instructional hours. In between the sessions, participants will be expected to complete self-study work and participate in group exercises. Participants will also be required to submit videos of themselves facilitating a 5-minute and a 15-minute training segment using the techniques taught in the course.



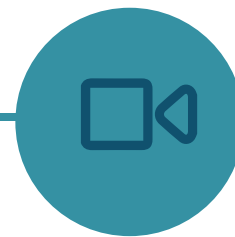
Complete 2 self-study online courses before the first session



Attend 8 modules over two weeks



Participate in group exercises



Submit & review videos demonstrating facilitation techniques

What are the program's benefits?

IFC's **Facilitating Learning: Online and In-Person** program helps training professionals to create a learning environment that keeps participants more engaged and interested, makes learning easier, and builds their reputation as a skilled trainer.

◀ *Upskill with ease*

The program is offered completely online, and prepares trainers for both online and face-to-face facilitation.

◀ *Grow your business*

As a training professional that can deliver excellent training, you will see an increase in demand for your services.

◀ *Align with international standards*

The course draws from IFC's Principles for Learning, is delivered via a network of regional Master Trainers, and models best practice behaviors and skills.

◀ *Get certified*

This course is excellent preparation for the IFC-LPI Trainer Performance Monitoring and Assessment (TPMA) certification, an internationally recognized trainer certification.



For more information about IFC's Principles for Learning, Guide to Training, courses and certifications, please visit: www.growlearnconnect.org