

# Course : Train a customer remotely

**Practical course - 2d - 14h00 - Ref. FCD**  
**Price : 1540 CHF E.T.**

The evolution of media and various technological devices now make it easy to carry out distance training. This highly practical course will teach you the methods and tools you need to prepare, run and train your remote customers effectively and efficiently.

## Teaching objectives

**At the end of the training, the participant will be able to:**

- ✓ Preparing and framing distance learning
- ✓ Ensure the availability of the technical environment
- ✓ Adapting communication and animation to technical support
- ✓ Master the pedagogical techniques required for remote animation
- ✓ Asserting your leadership as a trainer
- ✓ Handling delicate situations

## Intended audience

Anyone required to train customers remotely.

## Prerequisites

No special knowledge required.

## Course schedule

### 1 Preparing for videoconferencing

- Play on the advantages of remote animation.
- Define the preparatory stages of distance learning.
- Plan the reservation of equipment needed for the meeting.
- Communicate instructions for use of the chosen technical environment.

### Hands-on work

Prepare the agenda and invitation to a remote meeting.

## PARTICIPANTS

Anyone required to train customers remotely.

## PREREQUISITES

No special knowledge required.

## TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

## ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

## TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

## 2 Understanding training principles

- The differences between tutor and trainer.
- The trainer's role.
- The principles of adult education.
- The learning process.
- The keys to effective training.

### Hands-on work

Construction of a training program with different modules.

## 3 Facilitate distance learning in a clear and lively manner

- Take care with your introduction and the presentation phase.
- Public speaking.
- Involve and engage customers.
- Make your explanations clear and accessible.
- Use different types of exercises.
- Check the customer's understanding.
- Evaluate skills acquired during the event.

### Role-playing

Work on your voice and eyes to communicate better at a distance.

## 4 Handling tricky animation situations

- Compensating for the absence of non-verbal communication: focus on audioconferencing.
- A few principles for dealing with disruptions: focus on videoconferencing.
- Learn about cultural differences.

### Role-playing

Facilitating a sensitive meeting. Individual and group debriefing.

## 5 Preparing your progress plan

- The importance of a progress plan.
- Key points to measure.
- Self-assessment of your leadership skills.
- Réflexion collective : Echanges sur les différents plans de progrès.

### Case study

A software sales company needs to set up a remote training service for its customers on how to use the software they have purchased. Propose the actions to be taken.

### TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

### ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.