Webex Training adoption toolkit

How to use this toolkit

Your toolkit for successful Webex Training projects

Hey, IT admin, we've got your back.

This toolkit will show you, as an administrator, how easy it is to deliver highly effective online learning with Webex Training.

Share this with your HR or Learning teams who are considering delivering online training to reach a larger audience without taking on extra staff or increasing your travel budget.

It's jam-packed with ideas to achieve the possible, and tips to get the most out of Webex Training.

This toolkit includes the following:

- How Webex Training works
- Who it's for?
- Special features and key benefits, at a glance
- Inspirational use cases you can share with colleagues
- Useful links and handy tips to help make the first session a big success

Made for you

We'd love to hear your feedback on how this toolkit has helped your users get to know Webex Training and begin to adopt it within your organization.

Love this?

To leave feedback or to request more of this content, click:

Love this?

Webex Training overview

What is Webex Training and who is it for?

Webex Training allows you to deliver rich, interactive online learning to up to 1,000 attendees. And whether you're giving training to employees or lectures to students, you can reach them wherever you or they happen to be. All you need is an internet connection.

What's more, you can choose both how you host and how your audience participates. Schedule a live session and, once it's underway, create smaller breakout sessions so they can put what they're learning into practice. Or offer your students access to recorded sessions, alongside specialist training software on remote computers. It's up to you.

The biggest users of Webex Training are:

- **Human Resources departments** organizing corporate training, such as learning new software, courses on process and procedures, updates on legislation etc.

- **Teachers and specialists** from higher education or vocational schools running business courses, technology sessions, science classes, humanities seminars etc.

Special features and key benefits

What does Webex Training do that Webex Meetings doesn't?

Webex Training provides the same basic features as Webex Meetings, such as document and screen sharing. But it also offers a wealth of extra options you can activate before, during or after a training session, all designed to make e-learning simple, clear and convenient. Speak to your LMS provider to discuss how you can connect your LMS with Webex Training.

Check out these features and benefits.

01. Before the training

Enhanced registration management

Lets the host tailor the registration form to gauge the audience's level of knowledge.

Automated e-commerce for paid sessions

Allows the host to set up an online payment mechanism or generate promotion codes that can be redeemed later.

Customizable invitation email

Lets the host edit the invitation email text to include specific info about the session.

02. During the training

Breakout sessions

Allows sub-sessions to be created within the main session where smaller groups can hold discussions, complete exercises and create whiteboards – which can be shared with everyone in the main session at the end.

Threaded Q&As

Manages the flow of questions and answers during the session by letting students put questions directly to session panelists. A panelist can then add their answer to the thread, or assign the question to a colleague with greater expertise. They can also prioritize questions most relevant to the session, and view any unanswered questions. At the end of the session, the thread can be exported to create a FAQ document.

Attendee feedback

Gives attendees a set of emojis to show the presenter how they're finding the session.

Attention indicator

Shows the host if a student is multitasking during the session.

Hands-on lab

Grants students access to remote computers with specific software or services installed, so they can practice certain skills. Or they can reserve a time to access these computers when the session is over.

03. After the training

Advanced reports

Shows the host a collection of reports on usage, registrations, recording access, and promotion codes issued and used. Plus there's a record of all sessions a person has registered for or attended.

What are the benefits of Webex Training?

Whether you're in business, education or IT, Webex Training helps you do what you do better – and can save you money at the same time. Take a look at all the possibilities it offers.
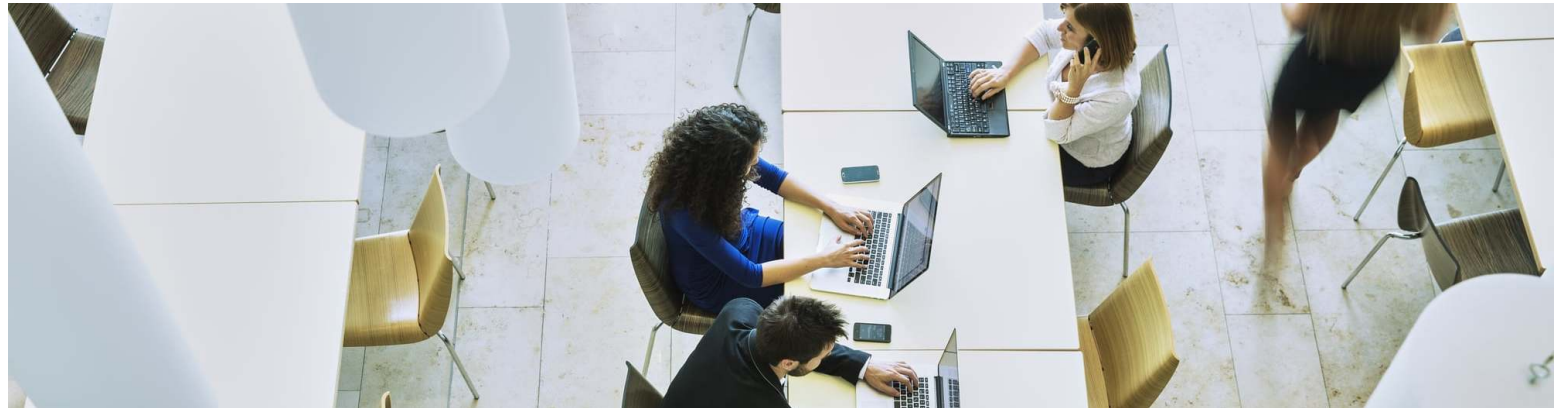
Benefits for:
Enterprises

Reach a workforce that's scattered across the globe, reducing your training and travel budget.

Keep on top of market developments and be more responsive to your customers by offering training.

Gain a competitive edge with better-trained sales staff, support personnel, partners, and customers.

Turn your training program into a money-maker with e-commerce, and offer promotion codes to boost attendance.

Benefits for:
Educational organizations

Attract and retain students by offering more compelling online learning, all brought to life with live HD video.

Help students achieve their learning objectives with better classroom collaboration and communication, including virtual breakout sessions.

Find out how effective your sessions are with testing and polling, attendance reports, and attentiveness.

Build a library of on-demand training sessions so students can view or review them any time.

Benefits for:
IT departments

Reduce hardware, software, and maintenance costs.

Enjoy reliable, high-quality audio, video, and document sharing.

Be sure you're compliant with data privacy rules with encrypted connections and strict policy control.

Make the most of your existing investment in learning and training technology.

Webex Training
use cases

Shareable use case 1

Take teaching further

You've been tasked with teaching a course. Thing is, your students are spread right across the world. Plus of course you need to keep them engaged, and make sure they're taking it all in. What's the answer?

Shape minds worldwide with Webex Training

Thanks to Webex Training, you can easily deliver compelling e-learning to attendees wherever you or they are based. All you need is an internet connection. Present live online training sessions, give students access to pre-recorded sessions and HD videos, test their knowledge, and more.

Cisco Webex
Meetings

Scheduling made simple

Ready to set up a session? Then simply log into the Webex site, create your invitation email including the date, time and other session info, and send to your attendees. By clicking the link in this email, they can join the session in seconds from any device.

Find out more >

Sessions large and small

Webex Training lets you teach a group of up to 1,000 students in one session. But you can also assign participants to breakout sessions, where they can work together in smaller groups.

Find out more >

Keep track of Q&As

If your students have questions, they can use the threaded Q&A space to put them directly to session panelists. A panelist will then add their answer to the thread, or assign the question to a colleague.

Find out more >

Knowledge testing, built in

To check your students' understanding, you can set them a test or exam within the app itself and even have the answers graded automatically. Result!

Find out more >

✔ Reach students wherever they are.

✔ Interactive threaded Q&As.

✔ Integrated knowledge testing.

Love this? ♡

Shareable use case 2

Download here

Serve up a 'lunch and learn'

You've got knowledge you need to share with a larger group. Just one problem – they're almost never in the same place at the same time. But you can still make sure they're on the same page.

Spread the word with Webex Training

All you need to do is schedule recurring single-session classes and invite attendees to register for the session of their choice. Send them reminders before the session starts. They can then join by clicking the link in their invitation email, wherever they are.

Cisco Webex
Meetings

Draw a big crowd at little cost

With Webex Training, you can bring up to 1,000 people together at one time without them having to spend time and money travelling.

Find out more >

On the road? We've got you covered

Colleagues regularly travelling to clients or other premises? No problem – they can still attend sessions using the mobile app on their smartphone.

Find out more >

Make sure they all get the message

Post a recording of the video, so that even people who couldn't attend a session receive the same info as everyone else.

Find out more >

Give them the full picture

Direct colleagues to a webpage featuring more information, using a destination url that will automatically open at the end of the training.

Find out more >

✔ Cut travel costs.
✔ Have people join from anywhere.
✔ Interactive Q&As and polls.

Love this? ♡

Shareable use case 3

Valuable lessons

Cisco Webex
Meetings

Certain experts are celebrities in their field, and can really pull in the crowds. But they're often too busy to travel the world, and their time doesn't come cheap. So why not invite them to give a lecture online, and charge for the privilege of attending?

Turn Webex Training into a money-maker

With Webex Training, you can easily add an e-commerce module so that attendees have to pay a fee when they register, either by credit card or using a promotional code.

Get the audience involved

Provide answers to questions from attendees using the threaded Q&A feature. If they're not all answered during the session, they can be addressed later and exported to a FAQ document.

Find out more >

No one need miss out

Post the recording of the video, so that even people who couldn't attend at the time still have access to the expertise.

Find out more >

Keep the momentum going

Direct attendees to a webpage where they can learn more, using a destination url that will automatically open at the end of the presentation.

Find out more >

✔ Charge for the session.
✔ Use interactive Q&As.
✔ Redirect to more resources to keep the momentum alive.

Love this? ♡

Jumpstart

# Getting started with Webex Training

Before the training

- Set up and schedule a session
- Require registration from attendees
- Set up registration

During the training

- Use audio
- Mute and unmute
- Use webcam
- Record the training
- Share content
- Use the Q&A functionality
- Save or open poll questionnaires
- Manage breakout sessions
- Test and Grade

After the training

- View reports
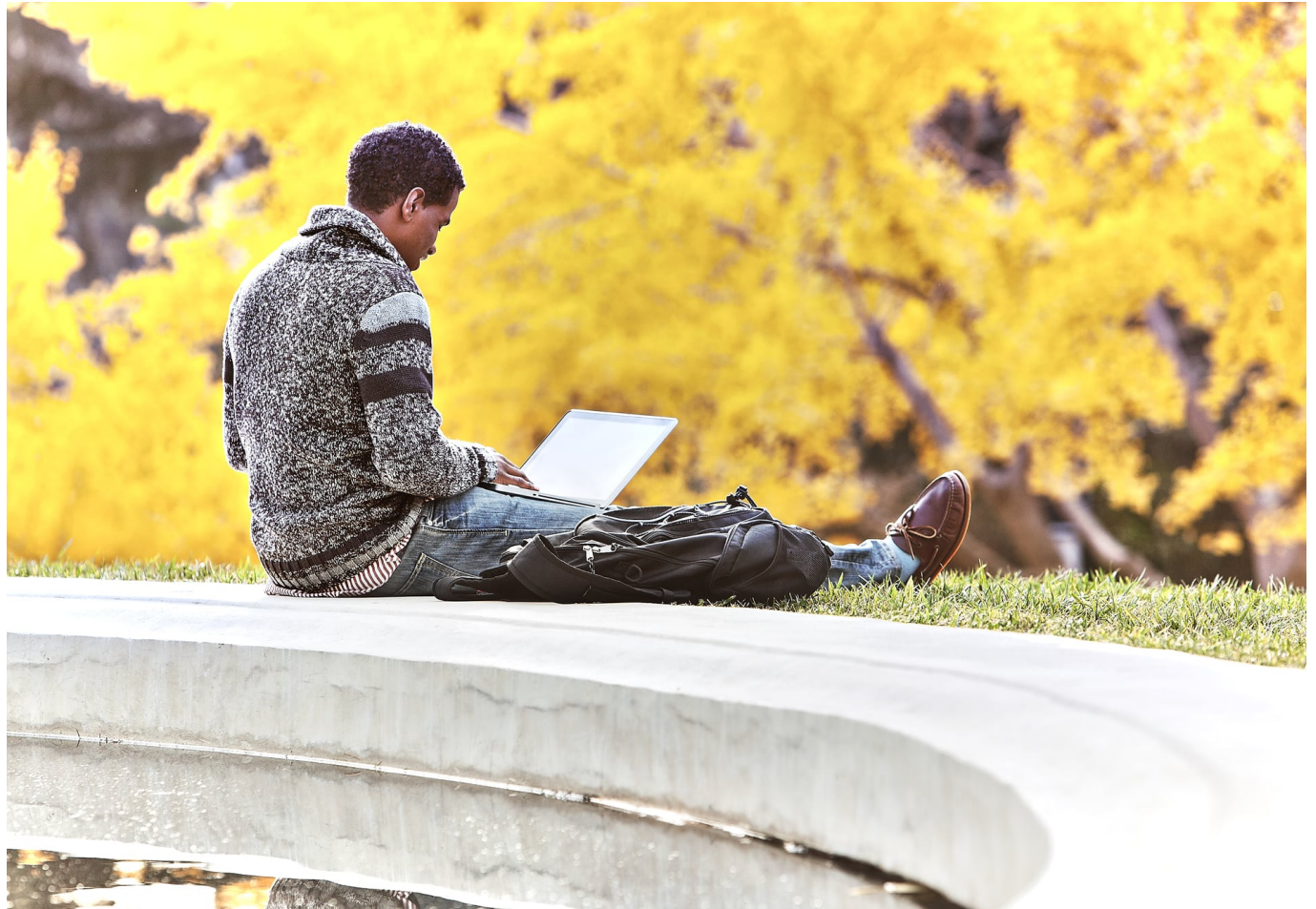
Put your best foot forward

A certified Webex producer can take your training or webinar to the next level with Webex Assist services.

Get attention—and results—without the headache. Work with one of our experts behind the scenes to plan and manage your event from start to finish.

Learn from the pros—we'll share our best practices for online events. Real-time remote technical support during your event. Focus on your delivery—we'll sweat the details so you can focus on what matters most.

Find out more

Best practice

Best practice

To give your audience the best possible Webex Training experience, be sure to follow these top tips.

When prepping the training

- Create polls to make students feel involved and collect their feedback.
- Gauge your audience's level of knowledge by setting a pre-session test.
- Set a post-session test to check understanding.
- Want to give registrants study materials before the session? Simply add them in the scheduler.
- Charging a fee for the training? Just activate the easy-to-use e-commerce option in the scheduler.

During training

- Use a good noise-reducing headset for best possible sound quality.
- Use an external webcam you can move around as necessary (between yourself, a whiteboard in the background, a piece of hardware etc.)
- Keep attendees engaged with regular polls.
- Keep track of questions and answers using the threaded Q&A panel. You can easily export them at the end to create a FAQ document.
- Hold discussions or complete exercises in smaller groups using breakout sessions.
- Think someone might be multitasking? Find out who with the attention indicator.
- Record the training.

After training

- Share the training recording using the registration list, so you can follow up with anyone who views it.
- Check live class attendance, views of recordings, class attentiveness, test results etc using the reports.
- Create a space in Webex Teams, for example, where students can ask questions, learn from one another, and receive extra materials from you.

Check knowledge and understanding in your training

Use both polling and test options in your Webex Training to interact with your attendees. Whilst polling will allow a brief moment to engage attendees and gauge their feeling or understanding, Tests will allow a more in-depth approach to check their knowledge.

Tests and grading

Test and grade your attendees on topics or concepts that have been introduced in your training session. You can set the time limit, number of attempts, and decide how you will grade the test that is given.

Measure class performance by testing students before, during, or after live training sessions. You can even deliver tests in a number of ways including multiple choice, true or false, fill in the blank, and essay.

You can also take advantage of automated grading, reporting, and SCORM compliance, and store and reuse tests for other sessions.
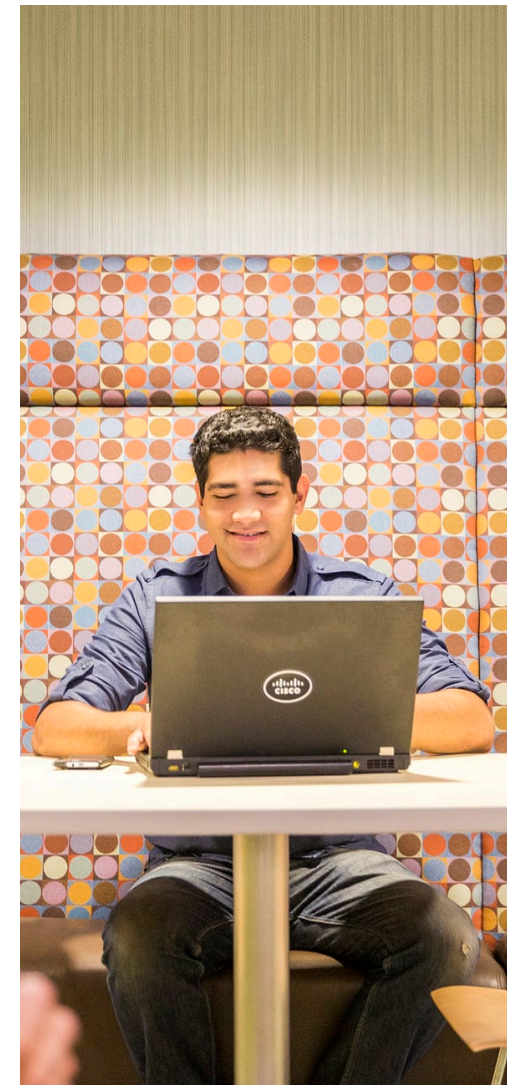
Find out more about Tests and grading

Polling

Use poll questionnaires in your training session to get real-time feedback from your attendees, have a fun pop quiz, or vote on options in the session.

You can even download and save the results as a file for use in the future.

Find out more about Polling

Scheduling a class vs scheduling a course

Webex Training allows you to schedule both classes and courses depending on the needs of your training and attendees. You need to think about this up front before scheduling.

A **class** is an individual session on a topic, these can come in the form of:

Single sessions which are one-off training sessions that won't be repeated. They aren't part of a series, or "course".

Irregular sessions are the same training which is repeated but on a non-regular basis. This might be when there is a request for a specific training. Attendees would only attend the training once.

Recurring sessions happen regularly, and a scheduled in advance. This is a great option if you want to have the same training every week on a Wednesday, for example. Again, attendees would only attend the training once.

A **course** allows you to schedule multiple training sessions under one topic, and allow attendees to register only once for all sessions within the course. This is especially helpful if you are delivering a series of pieces of training towards a badge or certification.

Schedule daily, weekly, or monthly recurrences, and set end dates to the sequence of pieces of training.

Find out more about courses and classes here

## Breakout into smaller groups in Webex Training

Breakout sessions can be used to place your attendees into smaller groups where they can collaborate and share ideas. Any time during a training session you can place your attendees into breakout sessions.

Breakout Sessions in Webex Training allow you to brainstorm and collaborate in real-time in small groups in a secluded area created within the main training session. These sessions allow attendees to participate actively during a lecture, in smaller more focussed groups. It's a great way to give everyone a voice.

In a Webex Training breakout session, participants can share information, chat, annotate, communicate via teleconference or VoIP, and pass the presenter ball. Recall all participants to the main training session at any time and allow them to share information from the individual breakout sessions with the whole group.

Going the extra mile
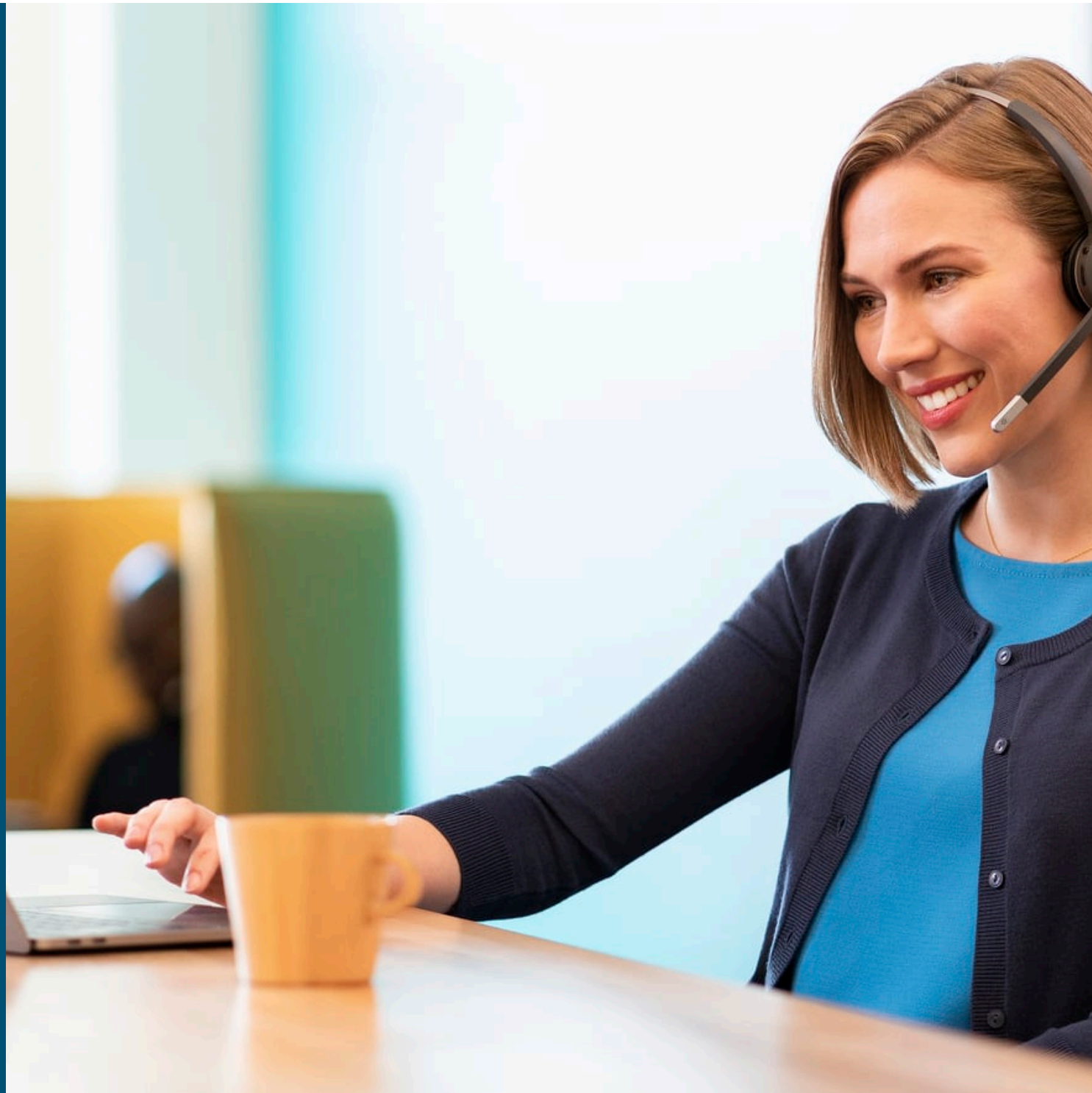
Going the extra mile

Join the conversation

Join our Ask Webex Adoption space in Webex Teams to post your questions or thoughts.

Come join us in the Webex Help Center, where you can ask questions, find all of the great content discussed in this toolkit, and more.

Want to put your stamp on it?

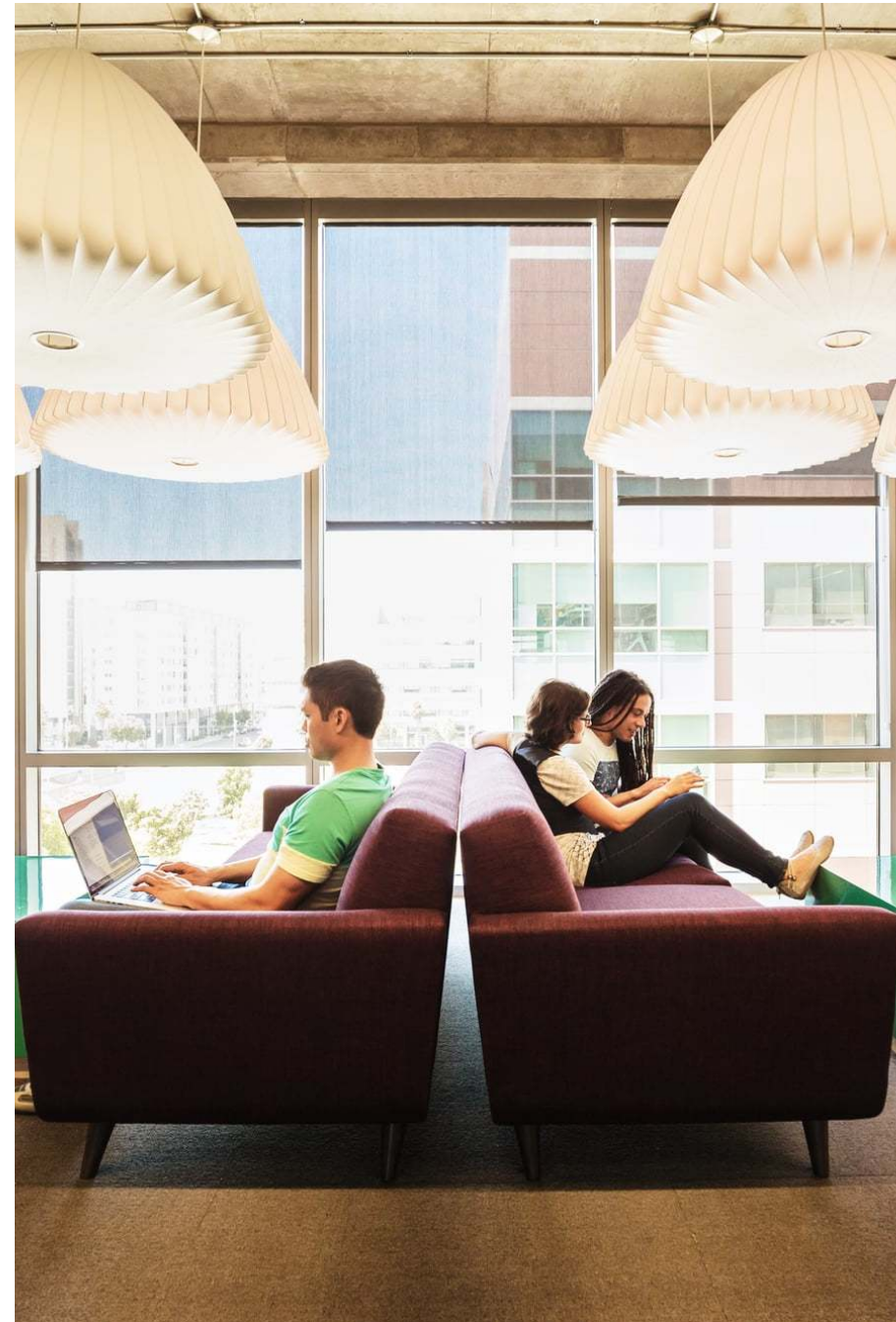Would you like to rebrand or edit the content we've provided?
Download the editable artwork here to share with your designers.

Join a quick class

Sign up for a webinar. A quick, 30-minute introduction to Webex Training.

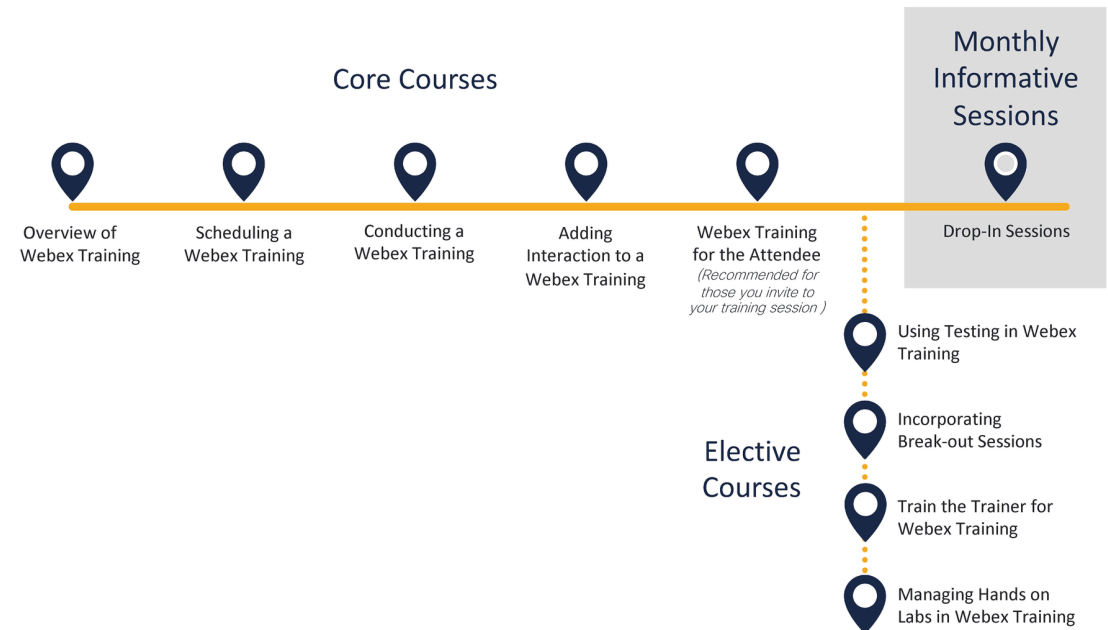Love this?

Webex Training Learning Path

Embark on your Webex Training journey through free, in-product online courses. Use this specifically designed Webex Training learning path to guide you in the right direction towards becoming a Webex Training master.

Begin with an overview of what Webex Training is really all about then learn specifics about scheduling, conducting, and adding interaction to your training session in each of our highly recommended Webex Training Core Courses.

After you have completed the core curriculum, chose a Webex Training Elective Course based on your role's needs or move straight into a Monthly Informative Session.

Attend a Drop-In Session, no agenda just a time to ask questions about any Webex product.
Register today for our Webex Training courses!

Core Courses

Monthly Informative Sessions

Overview of Webex Training

Scheduling a Webex Training

Conducting a Webex Training

Adding Interaction to a Webex Training

Webex Training for the Attendee
(Recommended for those you invite to your training session)

Drop-In Sessions

Using Testing in Webex Training

Incorporating Break-out Sessions

Elective Courses

Train the Trainer for Webex Training

Managing Hands on Labs in Webex Training

Thank you for reading

Webex Training adoption toolkit

Cisco Consent Manager

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