

# EBMUD USE OF WEBINARS

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# PART OF LARGER ORIENTATION STRATEGY

## TIMELY, COST-EFFECTIVE COMMUNICATION

- **Important information regarding personal safety & District security**
- **Webinars set standards, embed information**
- **Monthly operational rhythm established**
- **Achieved organizational buy-in by meeting managers' & participants' needs**

## LOGISTICS MATTER AS MUCH AS TECHNOLOGY!

- **Establish clear roles & responsibilities for team**
  - IT; HR/Training; SME/Content expert
- **Plan, prepare, rehearse**
- **Build in visual interest & opportunities for interaction**



# LESSONS LEARNED

- Send instructions to participants & their supervisors
- Provide **alternative “group” viewing venues** for non-PC users
- Make participants validate connectivity
- Have a **back-up technical solution** (e.g. alternative networked location for slides, hard-copy handouts, etc.)
- Have **back-up instructors** trained (& back-up workstation ready too!)
- “Engage, **engage**, engage!” – or they’ll multitask on you
- **Update** your material continually
- Reinforce the learning – **Follow-up** is key
- Solicit **feedback** early & often, self-assess honestly
- Webinars are **just one tool** – using each one appropriately adds value!



# END

QUESTIONS? CONTACT ME  
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