EBMUD USE OF WEBINARS

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EBMUD
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!
QUESTIONS? CONTACT ME FOR MORE INFORMATION

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