

Teleconference Training

ABOUT TELECONFERENCE TRAINING

- Teleconference training is a time efficient and cost effective way of delivery training to groups of people powerfully.
- It's a system that we have perfected over 8 years of training and is incorporated into almost every RCS program.
- Teleconference training sessions are highly organised, structured and focused sessions. What is lost visually is gained in focus and depth.
- People universally have a resistance to teleconference training until they experience it first hand, then it is universally valued.
- We are able to learn more in 'small chunks'. In shorter training sessions participants absorb the learning more effectively.
- Coaching is something that is best learned when participants have the opportunity to apply the skills over time.
- Short telclasses over time ensure that participants can complete additional assignments and practice in between class, which further embeds their learning.
- High level of interactivity keeps participants engaged throughout the call (typically a lot more interactivity than the conventional classroom "lecture style" in Universities).

RESEARCH & EVIDENCE

- Research from the 2003 ICF Conference suggested that 68% of coaching is carried out over the phone.
- More and more companies are finding teleconferencing the most effective way to communicate with their people.
- Research suggests that the effectiveness of training is determined more by how effective the facilitator is in engaging the audience than the medium in which the training is being delivered (American Journal of Distance Education)
- “There are no significant differences in the learning outcomes of students enrolled in distance courses as compared to traditional face-to-face classroom settings (Haga and Heitkamp, 2000; Levine, 2001; Mulligan and Geary, 1999; O’Hanlon, 2001; Ponzurick, France, and Logar, 2000; Weigel, 2000; Worley, 2000)”

From The International Review of Research in Open and Distance Learning, Vol 3, No 2 (2002), ISSN: 1492-3831 - October – 2002 Measuring MBA Student Learning: Does distance make a difference? Mark Kretovics Kent State University USA and Jim McCambridge Colorado State University USA

TELECONFERENCE TRAINING TESTIMONIALS

“We have been pleasantly surprised with this format for the delivery of our Coaching Skills for Leaders Workshop (Art of the Coach).

We have found it to be a far more cost effective alternative to having students or instructors travel in our global environment. It provides the opportunity to "create new maps" through focus and attention over time -- an approach to delivery that would be impossible in any other format in our corporate environment.

In addition, we have found an additional benefit for the participants -- they learn how to make their own global teleconference calls more effective. We even successfully completed a train-the-trainer program for Coaching Skills for Leaders via teleconference. We taped the calls and were able to go back to the recordings for refreshers.”

Colette Dempster, EDS Coaching and Mentoring Portfolio Leader

“The telecalls were smooth and indeed within the hour very much learning.”

SL, HSBC Participant 2005

“All too often, teleconferences take too long to say too little. The RCS calls were focused on the learning at hand and stayed there, never wandering off on unimportant tangents. This tone was set from the very first call and continued consistently to the final one.

A surprise for me was the even balance of participation among the students in the class... The RCS class leaders ensured that each person was called upon at least once during the session. Knowing I'd be called on kept me engaged and ready to answer since I never knew when I might be asked to respond.”

Ken Blackwell, Participant 2006

“Provides a focused learning experience at the time and place convenient for learning. Greatly enhanced by in between the class work in pairs.”

Lev Gordon, Participant 2005

“(Telecalls) Created a safe space to learn, encouraged us to have a go. Gave me the confidence to get it wrong, moved us forward all the time, deepening learning and it was great fun too. Support was always there.”

CW, Participant 2004

“I liked the role play focus in the phone sessions, really clarified the process for me. Homework assignments were well thought out.”

New York Participant 2005

“The telecalls actually worked really well, especially the last 4 mentoring calls.”

JK, Maroochy Shire Council Participant 2005

“Total focus on each call and the ability to listen to each participant without allowing the agenda of the course to dictate what could be explored.”

Participant, 2006

“It is amazing how an environment of trust was created with 18 people over the phone.”

Participant, 2006

“(On telecalls) Facilitated a large and varied group excellently, masterful coaching and training and created an inspiring, sharing, open and safe environment.”

Participant, 2006