

General Comments about 327 Solutions - TR Courseware

327 Solutions VILT Facilitators are required to know how to perform the following in WebEx Trainer:

- Load deck appropriately for viewing
- Mute and Unmute participants
- File Transfer
- Clear icons
- Provide 327 Solutions Course Survey Link

QUICK REFERENCE GUIDE (QRG) (NEW and UPDATES)

1. The workshop handout is to be provided at time of class utilizing the WebEx file transfer functionality, NOT at class registration.
2. The QRG handout is for participant reference and not used during the session. Reference to it is okay in identified areas, however not part of the class. There are areas for participants to take notes during/after the session.

FACILITATOR NOTES IN PPT NOTES SECTION (NEW and UPDATES)

1. FACILITATOR PRE-COURSE PREP: Create a 30-second brief about your background experience, degrees, years facilitating, etc. You will need it for SLIDE 2.
2. Most if not all sections have embedded scenario and discussion opportunities. These sections allow you (the facilitator) to guide peer learning with the provided scenario as the foundation and ask participants to share examples of similar situations experiences, questions, problems, etc. Advanced Suggestions: Create additional dialog and ask others to assist with addressing the participant's examples/questions for other ideas or possible solutions.
3. FACILITATOR NOTES prompts have been added to the beginning slide speakers notes to provide snapshot of slide actions / delivery guidance and for facilitators that use multiple screens and/or presenter mode view.
4. There is at least one Facilitator/Producer Request note that requests class discussion notes to be provided to [AIM2TRAIN](#). PLEASE do submit that/those requests. This will ensure continual improvement to the course content. Feel free to incorporate your suggestions and observations to elevate the course for next delivery.

BEST PRACTICES:

1. Check with [327 Solutions](#) that you have the most recent updated FG and QRG for your course.
2. Facilitators should call on various participants for each of the sections.
3. Remember to clear participant icons before moving on to the next slide.
4. Slide times are approximate and are only a guideline.
5. There are limited animations and slides are designed as animation slide builds.

For additional support, questions, and inquiries about the 327 Solutions courseware contact: [AIM2TRAIN](#)