

## **12E – Workshop - Delivering Quality Training Using Virtual Classroom Technologies**

### ***Presenter***

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### ***Session Summary***

This workshop shows participants the do's and don'ts of using technologies such as WebEx, GoToMeeting and iLinc to deliver training on quality topics. The topics include:

- The different types of synchronous and asynchronous approaches
- The new economy and next generation learner: drivers of change
- Sustaining adult learning principles
- Technology features: show & tell
- Common pitfalls
- 10 suggestions & tips for success
- Open Q&A

### ***About the Presenter – Tim King***

**Tim King**, Quality & Leader Manager, Tupelo Group, Inc. Tim belongs to ASQ Vermont Section 0112. He provides consulting and training projects for process improvement, team building, leadership and supervision competencies, and the application of quality management systems such as ISO9001 and the Performance Excellence Criteria (Baldrige). Tim served as an Examiner for the MBQA from 2000-2008, and is an instructor for ASQ's e-learning courses for the service sector. Tim is also a RABQSA Certified Associate QMS Auditor, and is ASQ Certified as a CMQ&OE and a CQA.