



Virtual Facilitator's Guide to Professional Learning and Development Resources

Step-by-Step Instructions to Help Your Team Get the Most Out of Materials

Providing staff with a sense of community and shared purpose is always important. But in a crisis, it is more critical than ever to provide opportunities for flexible staff engagement and professional development.

This document provides guidance on how to use EAB's [Professional Development Resource Center](#) to promote continuous learning and opportunities for robust discussion among staff on important campus topics.

1. Determine a topic for your team to review.

EAB has on-demand content on a wide range of topics across all of our practice areas, including enrollment management, IT, Facilities, HR, finance, student affairs, fundraising, and academic affairs. You can view our complete list of webinars, organized by topic, on the professional development resource center [website](#).

2. Click the title of any webinar to view a dedicated page with video of an EAB expert presenting the topic, as well as a PDF copy of the slide deck for your team to follow along with. Circulate this link to your team.

Webinars are roughly 1 hour each in length.

3. Determine a timeline for your team to view the webinar.

This is up to your individual judgement, based on your team's workload and the speed at which you'd like them to learn; teams with reduced workloads might want to do one webinar every other day, while other employees with tighter schedules might aim for one per week.

4. At the end of the viewing period set for your team, schedule a team meeting on a virtual platform such as Zoom or Google Hangouts to discuss the material.

Treat this like any in-person meeting you'd schedule, with calendar invites and an agenda. EAB recommends coming to the meeting with a list of at least **ten initial discussion questions** to help start conversation amongst your team.

If your team has decision-making authority, is highly specialized, or is viewing a webinar on content that is familiar to them, prepare questions based on the specific content or the circumstances on your campus. For example, if budget is top of mind for your school and you view a Finance webinar, you could ask your team to respond to the content in terms of a specific challenge you're facing (e.g., "What do you think about applying Tactic X to our high instructional costs? Do you think it would work?")

Alternatively, if your team is learning content that is unfamiliar to them, leverage general prompts, such as the following:

- *What suggestion or idea would you most like to see implemented on our campus? Why?*
- *What was most surprising to you in the webinar? Why?*
- *What point or tactic most resonated with you? Did any comments or suggestions in the content seem especially important for our campus to pursue?*
- *If we were going to implement one of these ideas tomorrow, where do you think we should start? Who else would we talk to on campus to do this? Can you think of any peer institutions who have done something similar?*
- *What other questions do you have? What additional information would we need from colleagues, EAB, or other organizations to help us address this topic?*

You can also encourage your team to **bring their own reflections to the meeting** by selecting a few of the questions above and asking them to write a few thoughts before the virtual meeting. If you're concerned about engagement or participation, consider beginning the meeting by requiring every team member to share a response.

If your team isn't in regular contact (e.g., you supervise a team that is not able to perform their usual duties remotely, such as custodial staff or student workers), consider also taking some time during the meeting **to touch base with each of your employees**. Ask each person to share one thing they're doing to entertain themselves, a weird experience, or something similar. This helps fend off isolation and helps the team stay knitted together, and increasing evidence suggests it is a crucial part of making remote work successful.

- 5. If you felt the content was useful, you can dive deeper into related topics and resources by utilizing the links at the bottom of the webinar page; searching [EAB.com](https://www.eab.com); or contacting your Strategic Lead at EAB for suggestions. (If you're not sure who your Strategic Lead is, please contact your manager or department head.) We're also happy to arrange a call with one of our experts to discuss the material in more depth.**