

## Tips for Conducting Computer Demos and Walkthroughs

Although demonstrations/walkthroughs are very effective techniques, they can be tricky to pull off. Trainees mentally process material at different speeds. Here are some guidelines for presenting effective computer walkthroughs and demonstrations.

- **Getting trainee attention for a demonstration:**

If you want to get everyone's attention during a demonstration, you may ask them to make a fist and put it in front of their keyboard and lower their screens on top of their fist so the computer does not go to sleep or shut down.

- **Move slowly and break down demonstrations:**

During a demonstration, remember that you know the system a lot better than the trainees do. This may cause a tendency to move more quickly through the screens, resulting in some trainees not keeping up with you. Also the more you can break down key functions within the system, the better. Try not to overwhelm trainees with too long of a demonstration or use demonstrations that cover all system features/capabilities which are not linked to the training objectives to be covered.

- **Clearly announce each keystroke/mouse click and point out locations on the screen:**

An example would be "Move your cursor to the address field" or "Now press the Enter key." This helps to address both the audio and visual learner. In addition to announcing that you are going to click, describe where it is. For example, "Click on the Execute icon which is the green checkmark at the top of the screen." Also physically point out its location by walking to the screen and pointing it out, using a pointer, or by moving the mouse icon on the screen.

- **Follow the Trainer's Guide:**

Note that many participants may be using the training materials provided to them to follow along. So it is important to remain consistent. Also try not to ad lib, attempting what you have not tested out previously. This often leads to problems and drags down the class.

- **Constantly look for student feedback and avoid too much "point and click" training:**

If a trainee looks confused, stop and ask if there is anything you can clarify. If possible, quickly walk around the room to ensure everybody is in sync. Also, remember that immediate feedback is more constructive than withholding feedback until later.

Also it is important to ensure that participants do not "zone out" through an excessive amount of point and click training. It is very easy for participants to miss key design principles of a portal/website when they are busy focusing solely on navigation. Be sure to ask a number of "why", "when", and "how" questions during the training to test for understanding of the underlying system framework you are demonstrating.

- **Give timely and relevant feedback:**

When giving feedback, do NOT focus on the individual. For example if a few class participants continue to have difficulty completing a guided practice due to an uncomfortable level with their computer skills, emphasize the key is the understanding of the underlying principles. Perhaps a neighbor could assist with the navigation portion of the website?