

IBM® Lotus® Symphony™ 1 Training Kit

Facilitator Guide

Notices

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Course Edition: 1.0

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IBM® Lotus® Symphony™ Training Kit

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About This Training Kit

Description

Summary description

The IBM® Lotus® Symphony™ 1 Training Kit was developed to give you the tools needed to facilitate training sessions and enable new users of Lotus Symphony. It is designed to offer training on the three Lotus Symphony products:

- IBM® Lotus® Symphony™ Documents
- IBM® Lotus® Symphony™ Presentations
- IBM® Lotus® Symphony™ Spreadsheets

Course format and duration

The training materials in this kit can be used to present enablement sessions in classroom or online environments.

- **Facilitator-led, classroom based:** The facilitator presents course materials to a group of students in a classroom or meeting room. The student materials provide extensive background information, procedural tables, and best practice tips. The Facilitator Guide provides instructions for setting up, preparing, and delivering the seminar.
- **Facilitator-led, e-learning:** The facilitator uses the tools of the e-learning or web conference environment to present course materials to a group of students in a live, online session. Course materials include presentation files for display, scripts for demonstrations conducted using the screen sharing tools, student materials, and facilitator materials.

This Facilitator Guide provides the instruction and information you need to install, prepare, and deliver the facilitator-led courses.

Audience

This course is designed for computer users who have basic understanding of spreadsheets, word processors or presentation applications. Some students may have extensive Microsoft Office skills but this is not a requirement.

Facilitator Guide

Description...*(continued)*

Prerequisites

To be successful in completing the workshops, students should have basic experience working with spreadsheets, word processors or presentation applications.

For most effective participation, students should have a computer, with Lotus Symphony products installed. This computer should be available where the student will participate in the training, either a classroom, meeting room or, if attending virtually, in their location.

Course Outline

This seminar is developed as nine one-hour modules which can be presented:

- As independent sessions
- Combined to present more comprehensive training events
- As one continuous training session, delivered in one and one half days.

Each Lotus Symphony product is addressed in 3 modules, each of which is targeted to a skill level:

- **Basics:** Content is designed to get users started using the simple functionality of the product.
- **Beyond basics:** Intermediate content is presented for users who have some experience with word processing, presentation, or spreadsheet applications.
- **Power user:** Advanced content designed for the experienced user who will take advantage of complex features and functionality.

Combining modules

You may select and present the learning modules that meet your organization's learning needs. Some delivery scenarios include:

- You present only the Lotus Symphony Documents modules if your organization will use that product only.
- You present the Basics modules first. Then, a few months later, when the organization has been using the applications, you lead sessions to present the Beyond Basics and Power User modules.
- Beyond Basic and Power User sessions are run periodically, for users who want to increase their product skills.

The following table shows some options for presenting content:

- By product
- By skill level

Lotus Symphony Documents	Lotus Symphony Presentations	Lotus Symphony Spreadsheets	
+ Basics	+ Basics	+ Basics	= Half-day course
+ Beyond Basics	+ Beyond Basics	+ Beyond Basics	= Half-day course
+ Power User	+ Power User	+ Power User	= Half-day course
= Half-day course	= Half-day course	= Half-day course	

Facilitator GuideCourse Outline... *(continued)*

The following table shows a sample agenda when the modules are presented in one, continuous, comprehensive training session.

Note: It is assumed that breaks will be taken during the time allotted to complete independent activities

Day one

Time	Module
9:00 – 10:00	Using IBM® Lotus® Symphony™ Documents: Basics
10:00 – 11:00	Using IBM® Lotus® Symphony™ Documents: Beyond Basics
11:00 – 12:00	Using IBM® Lotus® Symphony™ Documents: Power User
12:00 – 1:00	Lunch
1:00 – 2:00	Using IBM® Lotus® Symphony™ Presentations: Basics
2:00 – 3:00	Using IBM® Lotus® Symphony™ Presentations: Beyond Basics
3:00 – 4:00	Using IBM® Lotus® Symphony™ Presentations: Power User

Day Two

Time	Module
9:00 – 10:00	Using IBM® Lotus® Symphony™ Spreadsheets: Basics
10:00 – 11:00	Using IBM® Lotus® Symphony™ Spreadsheets: Beyond Basics
11:00 – 12:00	Using IBM® Lotus® Symphony™ Spreadsheets: Power User

Course Outline... *(continued)*

Approach

This seminar is designed for facilitator-led delivery in a classroom environment or using the tools of an e-learning environment, in a live, online session. This guide addresses the setup, preparation, and delivery tasks for classroom and e-learning delivery.

Each instructional unit is comprised of lessons, which contain instruction and guided practices. Facilitators use presentation software to present conceptual slides and introduce guided practices.

In the classroom environment, students complete the guided practices independently. In the e-learning environment, the facilitator can present the guided practices or use application sharing to invite students to participate. Optionally, the e-learning facilitator may assign practice activities to students for independent completion.

Student materials are provided which contain informational, procedural, and conceptual instruction.

Tips for delivery

Consider the following tips when leading a training session.

- Extend the first session by 30 minutes and use the time to help users download and install Lotus Symphony.
- Depending on your audience and the delivery environment (classroom or online) you may choose to deliver activities as demonstrations, guided activities, or independent activities.
- When delivering a demonstration or guided activity, pause to ask for questions and to ensure that students are on pace with you.
- When facilitating independent activity, be available to offer help and to answer questions.
- If certain Lotus Symphony features seem particularly applicable to your organization's use, lead a brief discussion on how your organization can best utilize the functionality. For instance, Lotus Symphony allows you to create document and presentation templates. You might ask the class participants how you will share templates created by team members.

Additional Information

For additional information and training on Lotus Symphony, navigate to the IBM Lotus Symphony web site. <http://symphony.lotus.com>

Click the Help tab to display the options shown in the following figure:



The following additional resources are available from this page:

- Tours: Media-based training and demonstrations on Lotus Symphony products.
- Demonstrations: Media demonstrations of common tasks
- Tutorial: Step-by-step instructions for completing specific tasks.
- Reference card: Reference information that can be downloaded and printed

In addition, you can download the *IBM® Lotus® Symphony™ Installation Guide*.



Product Information

Course Materials

Facilitator materials

The following tables list and describe the content of the facilitator materials.

Note: All guides are provided as pdf and source odf file formats.

Facilitator Guide

Filename	Document title
Y13001INST.pdf	Using IBM® Lotus® Symphony Facilitator Guide

IBM Lotus Symphony Student Guides

The student guides include the presentation handouts with speaker notes. In addition, the guides may contain a reference card for the Lotus Symphony product. There is one guide for each module

You may want to print this guide in case you need to reference page numbers when helping students find their place in the presentation.

The following table lists each of the student guides and filenames.

Filename	Document title
Y13001Documents_BasicsSTUD.pdf Y13001Documents_BasicsSTUD.odt	Using IBM® Lotus® Symphony™ Documents: Basics
Y13001Documents_BeyondBasicsSTUD.pdf Y13001Documents_BeyondBasicsSTUD.odt	Using IBM® Lotus® Symphony™ Documents: Beyond Basics
Y13001Documents_PowerUserSTUD.pdf Y13001Documents_PowerUserSTUD.odt	Using IBM® Lotus® Symphony™ Documents: Power User
Y13001Presentations_BasicsSTUD.pdf Y13001Presentations_BasicsSTUD.odt	Using IBM® Lotus® Symphony™ Presentations: Basics
Y13001Presentations_BeyondBasicsSTUD.pdf Y13001Presentations_BeyondBasicsSTUD.odt	Using IBM® Lotus® Symphony™ Presentations: Beyond Basics
Y13001Presentations_PowerUserSTUD.pdf Y13001Presentations_PowerUserSTUD.odt	Using IBM® Lotus® Symphony™ Presentations: Power User
Y13001Spreadsheets_BasicsSTUD.pdf Y13001Spreadsheets_BasicsSTUD.odt	Using IBM® Lotus® Symphony™ Spreadsheets: Basics
Y13001Spreadsheets_BeyondBasicsSTUD.pdf Y13001Spreadsheets_BeyondBasicsSTUD.odt	Using IBM® Lotus® Symphony™ Spreadsheets: Beyond Basics
Y13001Spreadsheets_PowerUserSTUD.pdf Y13001Spreadsheets_PowerUserSTUD.odt	Using IBM® Lotus® Symphony™ Spreadsheets: Power User

Facilitator Guide**Course Materials...(continued)****Facilitator materials...****IBM Lotus Symphony presentation files**

The following table lists each of the presentation files and filenames.

Filename	Document title
Y13001Documents_BasicsSHOW.odp	Using IBM® Lotus® Symphony™ Documents: Basics
Y13001Documents_BeyondBasicsSHOW.odp	Using IBM® Lotus® Symphony™ Documents: Beyond Basics
Y13001Documents_PowerUserSHOW.odp	Using IBM® Lotus® Symphony™ Documents: Power User
Y13001Presentations_BasicsSHOW.odp	Using IBM® Lotus® Symphony™ Presentations: Basics
Y13001Presentations_BeyondBasicsSHOW.odp	Using IBM® Lotus® Symphony™ Presentations: Beyond Basics
Y13001Presentations_PowerUserSHOW.odp	Using IBM® Lotus® Symphony™ Presentations: Power User
Y13001Spreadsheets_BasicsSHOW.odp	Using IBM® Lotus® Symphony™ Spreadsheets: Basics
Y13001Spreadsheets_BeyondBasicsSHOW.odp	Using IBM® Lotus® Symphony™ Spreadsheets: Beyond Basics
Y13001Spreadsheets_PowerUserSHOW.odp	Using IBM® Lotus® Symphony™ Spreadsheets: Power User

Note: To create a delivery guide, print the presentation files with speaker notes. Instructions to do this are on page 17.

Facilitator Guide**Exercise files**

Some modules include activities that require exercise files to complete. These files are included in this training kit.

The following table lists the exercise files used for each module:

Document title	Files used in this module
Using IBM® Lotus® Symphony™ Documents: Basics	Quarterly Report Start File.odt Quarterly Report – BasicsL2.odt
Using IBM® Lotus® Symphony™ Documents: Beyond Basics	Quarterly Report Beyond Basics.odt Wwcorplogo.png
Using IBM® Lotus® Symphony™ Documents: Power User	Annual Report with Tables.doc
Using IBM® Lotus® Symphony™ Presentations: Basics	wwcorp_3rdQT_presentation.odp wwcorp_std.odp final_exec_pres.odp
Using IBM® Lotus® Symphony™ Presentations: Beyond Basics	Quarterly Report_Beyond Basics.odp
Using IBM® Lotus® Symphony™ Presentations: Power User	Quarterly Report_Power User.odp
Using IBM® Lotus® Symphony™ Spreadsheets: Basics	Sales July to Dec – BasicsL2.ods
Using IBM® Lotus® Symphony™ Spreadsheets: Beyond Basics	TopSalesReport.ods TopSalesReport – BeyondL2.ods wwcorplogo.png
Using IBM® Lotus® Symphony™ Spreadsheets: Power User	TopSalesReport – PowerL1.ods

Course Materials...(continued)

Student materials

IBM Lotus Symphony Student Guides

The student guides include the presentation handouts with speaker notes. In addition, the guides may contain a reference card for the Lotus Symphony product. There is one guide for each module

The following table lists each of the student guides and filenames.

Filename	Document title
Y13001Documents_BasicsSTUD.pdf Y13001Documents_BasicsSTUD.odt	Using IBM® Lotus® Symphony™ Documents: Basics
Y13001Documents_BeyondBasicsSTUD.pdf Y13001Documents_BeyondBasicsSTUD.odt	Using IBM® Lotus® Symphony™ Documents: Beyond Basics
Y13001Documents_PowerUserSTUD.pdf Y13001Documents_PowerUserSTUD.odt	Using IBM® Lotus® Symphony™ Documents: Power User
Y13001Presentations_BasicsSTUD.pdf Y13001Presentations_BasicsSTUD.odt	Using IBM® Lotus® Symphony™ Presentations: Basics
Y13001Presentations_BeyondBasicsSTUD.pdf Y13001Presentations_BeyondBasicsSTUD.odt	Using IBM® Lotus® Symphony™ Presentations: Beyond Basics
Y13001Presentations_PowerUserSTUD.pdf Y13001Presenations_PowerUserSTUD.odt	Using IBM® Lotus® Symphony™ Presentations: Power User
Y13001Spreadsheets_BasicsSTUD.pdf Y13001Spreadsheets_BasicsSTUD.odt	Using IBM® Lotus® Symphony™ Spreadsheets: Basics
Y13001Spreadsheets_BeyondBasicsSTUD.pdf Y13001Spreadsheets_BeyondBasicsSTUD.odt	Using IBM® Lotus® Symphony™ Spreadsheets: Beyond Basics
Y13001Spreadsheets_PowerUserSTUD.pdf Y13001Spreadsheets_PowerUserSTUD.odt	Using IBM® Lotus® Symphony™ Spreadsheets: Power User

Course Materials...(continued)

Student materials...**Exercise files**

The following table lists the exercise files used for each module:

Module	File name
Using IBM® Lotus® Symphony™ Documents: Basics	Quarterly Report Start File.odt Quarterly Report – BasicsL2.odt
Using IBM® Lotus® Symphony™ Documents: Beyond Basics	Quarterly Report Beyond Basics.odt Wwcorplogo.png
Using IBM® Lotus® Symphony™ Documents: Power User	Annual Report with Tables.doc
Using IBM® Lotus® Symphony™ Presentations: Basics	wwcorp_3rdQT_presentation.odp wwcorp_std.odp final_exec_pres.odp
Using IBM® Lotus® Symphony™ Presentations: Beyond Basics	Quarterly Report_Beyond Basics.odp
Using IBM® Lotus® Symphony™ Presentations: Power User	Quarterly Report_Power User.odp
Using IBM® Lotus® Symphony™ Spreadsheets: Basics	Sales July to Dec – BasicsL2.ods
Using IBM® Lotus® Symphony™ Spreadsheets: Beyond Basics	TopSalesReport.ods TopSalesReport – BeyondL2.ods wwcorplogo.png
Using IBM® Lotus® Symphony™ Spreadsheets: Power User	TopSalesReport – PowerL1.ods

Preparing to Teach

Before the training session

A few days before you deliver the training session you should complete the tasks listed in the following table.

	Task	Procedure
<input type="checkbox"/>	1	Send participants an email that includes: <ul style="list-style-type: none"> ■ Instructions to download the Lotus Symphony applications from http://symphony/lotus.com ■ Reminder to bring a laptop computer to the session, so they can complete the activities. ■ Confirmation of session location and time. ■ Contact information so they can reach you if they have problems of questions. ■ Exercises file attachments for those activities that you will present in the session.
<input type="checkbox"/>	2	Confirm that the room, where you will conduct the training, has: <ul style="list-style-type: none"> ■ A projection system and the required cables for connecting your computer. ■ Internet access for the facilitator, used to demonstrate the Lotus Symphony Web site. <p>Note: If students download the Lotus Symphony applications prior to the training session, they will not need an internet connection.</p> <ul style="list-style-type: none"> ■ Enough seating for all participants.
<input type="checkbox"/>	3	Print student guides.
<input type="checkbox"/>	4	Print the speaker notes.

Printing speaker notes

Follow these instructions to print speaker notes from the presentation files.

Task	Procedure
1	Open a presentation file.
2	Click File->Print Preview..
3	In the tool bar, select Notes layout.
4	Click File->Print.
5	Click the printer Properties and change the page layout to Portrait.

Preparing to Teach...(continued)

Setting up the classroom

Before starting the workshop you should complete the tasks listed in the following table.

	Task	Procedure
<input type="checkbox"/>	1	Install the course files to your computer.
<input type="checkbox"/>	2	Connect your computer to a monitor or projector in the classroom or meeting room where you will deliver the session.
<input type="checkbox"/>	3	Display a few slides to ensure the projection system is functioning properly.
<input type="checkbox"/>	4	Practice switching your display between presentation and demonstration applications.
<input type="checkbox"/>	5	Ensure you have internet connection and can display the Symphony website. http://symphony/lotus.com
<input type="checkbox"/>	6	Distribute student guides and exercise files.

Preparing to teach

Consider these tips when preparing to teach these workshop modules.

- Familiarize yourself with the software.
- Review the training tours, demos and videos available on the <http://symphony/lotus.com> website.
- Practice presenting the module content, until you are comfortable with the concepts, vocabulary, and procedures.
- Practice completing the course activities.
- Review all the course modules, even if you don't plan to teach all the content. This will help you direct students when they ask questions that may be addressed in other modules.

■

Preparing to Teach...(continued)

Starting the session

Consider these tips when starting a training session:

- Welcome students and conduct introductions
- Poll your students to assess the experience level of each student.
- Review the session goals.
- Encourage questions and interaction.

Concluding the session

Consider these tips when concluding a training session:

- Promote follow-on sessions and poll participants to assess interest.
- Identify peer experts who have advanced skills and knowledge, who may be able to provide support.

After the session

If you are conducting enablement for your organization, consider these tips:

- Create a support site where users can post questions, tips, templates, and other information about using Lotus Symphony.
- Send an email to participants one to three weeks after the session to solicit questions, find out about usage, and identify additional enablement needs.
- Schedule additional sessions to present more advanced modules or additional Lotus Symphony application training.

E-learning Instructor Preparation

Additional tasks should be completed to prepare and deliver this course in a live, online session. This section lists some preparation tasks for preparing to teach online.

Presenting in a live session in an e-learning environment

Presenting a synchronous course online can be challenging. Always ensure that students can make the audio and online connections. You must manage multiple presentation tools, engage students interactively, respond to questions, and troubleshoot technical glitches — all in the restricted time frame of the scheduled class session.

Like most new tools, the online collaboration tools require training and practice. We recommend that you attend e-learning facilitation training for the e-learning tool being used for delivery and rehearse your class presentations and demonstrations. If using an IBM e-learning product, check <http://www.ibm.com/lotus/education> for information about e-learning facilitation training.

Preparation checklist

After the course has been set up in the e-learning environment (see the *E-learning Setup* section), you should:

- Rehearse the presentation.
- Reserve a conference services (do this if you will not use IP audio).
- Conduct a connection test with students.
- Review *Preparing to Teach an e-Learning Session*, in this section.
- Review *Delivering an e-Learning Session*, in this section.

E-learning Facilitator Preparation...*(continued)*

Rehearse the presentation

Create a test session. Test and rehearse:

- **Presentation materials:** Display each slide and practice delivering the content as scripted in the Facilitator Guide.
- **Screen sharing demonstrations:** This seminar requires you to perform several interactive demonstrations from your workstation. As with any course, you should rehearse these demos to ensure that they function well, you can access the required applications, and you can smoothly transition between the presentations and interactive demonstrations.

Reserve conference services

Course participants connect to the course session using a Web browser. The audio portion of the session can be heard from:

- **The speakers on the student's computer:** The session must be enabled for IP audio.
- **A telephone conference:** Students use their telephones to listen and participate in the session. A conference service is used to join all phone connections into a conference. If your organization does not have its own audio bridge facilities, you can make arrangements with a third-party vendor.

E-learning Facilitator Preparation...*(continued)*

Reserve conference services...

Information you provide

Whether you use internal or vendor-provided conference services, you will need to provide the following information:

- **Estimated number of participants:** It is always better to overestimate, just in case you have a few last-minute course registrants.
- **Origin of calls:** Calls that originate in another country or time zone may require different support or configuration on the part of the conference provider. You should identify this in advance.
- **Contact name and number prior to the conference:** If conference facility personnel need to confirm or modify arrangements, they will need to contact you.

Information you need

When you reserve the bridge facilities, you should confirm the following information. This information will be communicated to students prior to the first class:

- **Dial-in number for participants:** This is the phone number that students will dial.
- **International dial-in number (if needed):** Some conference providers will provide different dial-in numbers for international callers.
- **Conference reference name or number:** Some conference service providers connect callers to specific conferences. In these instances, the caller dials a central number and identifies the desired conference using a predefined conference number, title, or host (facilitator) name. The call is then connected to the appropriate conference.
- **Password:** Optionally, some providers may require a password for entrance into a restricted conference.
- **Support resources:** The conference provider may provide an additional phone number for participants to call if they are having problems connecting to the course.

E-learning Facilitator Preparation...*(continued)*

Conduct a connection test

There are several reasons why you should request students to test their ability to connect to the course — the least of which is to troubleshoot problems prior to the first class.

Create a live session and schedule it to occur about one week prior to the session. Invite students to join the session so that they can:

- Test connectivity to the server.
- Download any required applications or plug-ins.
- Become familiar with the online interface.

Preparing to Teach an e-Learning Session

Preparing the course materials

When you prepare to teach a classroom-based course, you review the course materials, rehearse demonstrations and presentations, and complete student exercises. Preparing to teach a live session requires the same preparation with a few additional tasks, including:

- **Rehearsing interactive demonstrations:** This course requires you to use the screen sharing feature to share demonstration media files. You should rehearse these interactive demonstrations several times.
- **Rehearsing transitions:** Several times during this course you are required to switch from presenting slides to using screen sharing.

Assisting the facilitator

This seminar requires you to manage several tasks simultaneously. You must display slides, demonstrate applications, and respond to questions, all while maintaining flow and continuity. In addition, you may need to help students manage their own display. For example, you may need to instruct a student on how to recover a floating course screen, scroll the display, or scale a window's image.

In addition, you must manage the pacing and interaction within the course; monitor electronic and verbal hand raising; compose, send, and evaluate questions and answers; and fill time as you wait for applications to display. You will also need to manage other, unscheduled events. For example, applications may crash, displays may freeze, or you may unintentionally close a window.

All these events require your attention. It may be unreasonable, especially at first, to manage the e-learning user interface while teaching the course materials.

Preparing to Teach an e-Learning Session...*(continued)*

Assisting the facilitator...

We strongly recommend, in addition to extensive preparation and rehearsal, that you recruit a colleague to assist in delivering this course, at least the first time you present it. Consider delegating the following roles and responsibilities:

- **Facilitator:** This person presents the content and performs the interactive demonstrations, paying attention to the flow and interaction of the course. The facilitator:
 - Displays each presentation page.
 - Performs and narrates the interactive demonstrations.
 - Responds to verbal questions.
 - Manages the session pacing.
- **User Interface (UI) manager:** This person manages the elements of the user interface. The UI manager:
 - Monitors the display on a separate machine to ensure that the facilitator narrative matches the refresh rate in the student browser.
 - Monitors the Participant List for raised hands.
 - Answers students questions regarding the UI and any problems they may be having with it.

You should rehearse each session with your partner and clearly define your roles and responsibilities regarding each element of the presentations and interactive demonstrations. Take a few minutes after each live session to review the things that did and did not work.

Preparing to Teach an e-Learning Session...*(continued)***Preparing your e-learning podium**

The e-learning delivery podium is very different from the classroom podium. You can deliver this course from any workstation with a browser. You should also examine the environment from which you deliver the class.

- **Review your setup.**
- Place a second computer next to your facilitator machine. Log on to this second machine as a student
Using the second student machine, you can monitor what the students are seeing; for example, how fast the refresh rate is.
- Use the fastest machine you can for interactive demonstrations. Waiting for a slow processor to perform your interactive demonstrations can be awkward.
- Invest in a high-quality telephone headset. Your students will be listening to you talk for hours at a time. Using a low-quality speakerphone or headset can be irritating to listeners.
- **Listen to your environment.**
- Turn off the ringer on your phone and disable call waiting.
- Disable voice paging on your phone, if you have this feature.
- Disable the intercom.
- Close the door (if you have one).
 - Inform your colleagues and office neighbors of class dates and times.

Preparing to Teach an e-Learning Session...*(continued)*

Preparing students

To prepare students, you should:

- **Invite students to attend a connection session** prior to the beginning of class. This allows students to:
 - Test their ability to connect to the session services.
 - Download any applications and plug-ins.
 - Get acquainted with the e-learning user interface.
- **Provide support:** Students in a distributed learning environment require several types of support:
 - **Technical support:** To help resolve connection issues.
 - **Content support:** To answer questions about the materials presented in class.
 - **Process support:** To assure them that their participation in class is appropriate.

Delivering an e-Learning Session

Beginning the class

Before you begin:

- **Display the opening slide and dial into the conference services** at least 15 minutes prior to the beginning of class. This will give students a chance to test their connections. Use the draw tools to enter the time at which the class will begin.
- **Arrange your workspace.**
- Clear the clutter on your desk; leave ample room for your Facilitator Guide, notes, documentation, and so on.
- Close any unused applications. They use valuable system resources.
 - Arrange the e-learning windows so that you can display all the required functions.

Delivering an e-Learning Session...*(continued)*

Pacing and interaction

Do the following:

- **Keep students engaged.** Two hours of watching a presentation can put even the most enthusiastic student to sleep. Add interaction where possible.
- **Survey your students,** either verbally or by sending an electronic question. Ask them about the level and pacing of your presentation. As with classroom-based audiences, some students will have more advanced experience and will benefit from less presentation and more demonstrations with verbal questions and answers. Others may require more remedial instruction. You may not know this unless you ask.
- **Share the demonstration.** When you share an application, as you do when you demonstrate, you may be able to pass control to volunteers who can complete tasks. Sharing the demonstration adds more activity in the class and helps to engage students.
- **Pause for discussion.** Ask your students to discuss the implications of a specific function or feature. Be aware that discussions take time and you may need to limit their scope and timing in order to stay within the session time.
- **Ask for volunteers.** Be aware that some adult learners prefer to observe and are uncomfortable when called upon to answer a question or perform an exercise. If you initiate discussion or share an application, ask for volunteers to electronically raise their hands. Then, select from those students.
- **Manage silence.** It is fine to pause your presentation to catch your breath or to wait for a slide to load. But remember that students have no visual contact with you. If you are silent for too long, they may think they have lost their audio connection. If you find that you are waiting a long time for an application to perform a function, ask for questions, initiate a short discussion, or review what you have done so far.

Delivering an e-Learning Session...*(continued)*

Managing the visual display

Consider these tips:

- Use the pointer tools to show bulleted list items.
- If you distribute student materials, refer to the pages often.
- Move your cursor slowly and deliberately.
Note: It is helpful to change the cursor style on your system, so it is easy for students to identify it from their own.
- Do not use shortcut keys to initiate functionality, unless it is part of the instructions. Student's cannot follow you when you press **ctrl-c** but they can follow you if you choose **Edit-Copy**.
- Close demonstrations when they are complete. Start new demonstrations from a neutral screen.



Training Kit Module Outlines

Using IBM® Lotus® Symphony™ Documents: Basics

Lesson 1: Introduction to IBM® Lotus® Symphony™ Documents

Topic A: Getting Started with IBM® Lotus® Symphony Documents

- What Is Lotus Symphony Documents?
- Exploring the Lotus Symphony Documents Interface
- Examining the Properties Sidebar
- Examining Preferences

Topic B: Creating Documents

- Creating Blank Documents
- Creating Documents from Templates

Topic C: Opening Existing Documents

- Opening Lotus Symphony Documents
- Opening Other Document Types
- Opening Recently Accessed Documents

Topic D: Entering Text into Documents

- Default Typing Features
- Displaying Nonprinting Characters
- Copying and Pasting Text
- Moving Text
- Changing Text and Paragraph Properties
- Adding a Page Break

Topic E: Naming and Saving Documents

- The Save As Command
- The Save Command
- Saving Files in Other Formats
- Exporting Documents to PDF Format

Topic F: Finalizing Documents

- Using the Spell Check Feature
- Using Print Preview
- Printing Documents

Lesson 2: Incorporating Lists and Tables in Documents

Topic A: Working with Lists

- Defining List Types
- Creating Lists
- Formatting Lists

Topic B: Working with Tables

- Creating Tables
- Formatting Tables
- Splitting and Merging Cells
- Adding and Removing Rows and Columns

Using IBM® Lotus® Symphony™ Documents: Beyond Basics

Lesson 1: Formatting Documents

Topic A: Specifying Page Properties

- The Lotus Symphony Documents Page Properties Sidebar
- Page Layout Properties
- Page Background Properties
- Page Header and Footer Properties
- Page Border Properties
- Column Properties
- Footnote Properties
- Numbering Pages

Topic B: Using Styles

- Style Tips
- Applying Styles
- Creating Styles
- Modifying Styles

Lesson 2: Adding Visual Elements to Documents

Topic A: Using Charts

- Chart Types
- Adding and Formatting a Chart
- Modifying an Existing Chart

Topic B: Adding Graphics and Shapes

- Adding a Graphic from the Gallery
- Adding a Graphic from a File
- The Graphic Properties Sidebar
- The Drawing Toolbar
- Adding Lines and Shapes
- The Shape Properties Sidebar

Using IBM® Lotus® Symphony™ Documents: Power User

Lesson 1: Working with Large Documents

Topic A: Working with Large Documents

- Importing a File
- Exporting a File
- Inserting Calculations in a Document
- Inserting Footnotes or Endnotes
- Creating a Table of Contents
- Creating an Index
- Securing a Document
- Installing and Using Plug-Ins

Topic B: Collaborating on Documents

- Recording Changes
- Accepting and Rejecting Changes
- Using Comments
- Merging Document Versions
- Performing a MailMerge

Topic C: Using Navigator

- Navigate Through a Document
- The Form Navigator

Using IBM® Lotus® Symphony™ Presentations: Basics

Lesson 1: Introduction to IBM® Lotus® Symphony™ Presentations

Topic A: Getting Started with IBM® Lotus® Symphony™ Presentations

- What is Lotus Symphony Presentations?
- Exploring the Lotus Symphony Presentations Interface
- Examining the Properties Sidebar
- Examining Preferences

Topic B. Creating, Opening, and Saving Presentations

- Creating a Blank Presentation
- Creating a Presentation from a Template
- Opening an Existing Presentation
- Saving a Presentation
- Exporting a Presentation

Lesson 2: Modifying Pages in IBM® Lotus® Symphony™ Presentations

Topic A. Modifying Text

- Adding Bullet and Numbered Lists
- Inserting Symbols or Special Characters
- Inserting a Text Box
- Applying Presentation Styles
- Changing Text Properties
- Dragging Text to a New Location
- Finding and Replacing Text

Topic B. Working with Views

- Page View
- Outline View
- Page Sorter View
- Notes View

Topic C. Working with Pages

- Inserting a New Page
- Duplicating an Existing Page
- Reordering Pages
- Deleting Pages
- Hiding Pages

Lesson 3: Delivering an Pages in IBM® Lotus® Symphony™ Presentations Screen Show

Topic A. Finalizing a Presentation

- Page Transitions
- Animating Page Transitions
- Creating Notes Pages
- Checking Spelling

Topic B. Delivering a Screen Show

- Running a Screen Show
- Printing a Presentation
- Exporting a Presentation

Using IBM® Lotus® Symphony™ Presentations: Beyond Basics

Lesson 1: Formatting a Presentation

Topic A. Formatting Slides

- Setting Page Properties
- Applying Slide Layouts
- Changing Color Schemes
- Adding Headers and Footers

Topic B. Using Templates

- Importing a Template
- Applying a Template
- Saving a Presentation as a Template

Lesson 2: Adding Tables and Charts

Topic A. Adding Tables

- Creating a Table
- Inserting and Deleting Rows and Columns
- Changing Row Height and Column Width
- Merging or Splitting Cells
- Formatting Tables

Topic B. Adding Charts

- Inserting a Chart
- Editing Charts
- Formatting Charts

Topic C. Adding Graphics and Shapes

- Adding a Graphic from the Gallery
- Adding a Graphic from a File
- The Graphic Properties Sidebar
- The Drawing Toolbar
- Adding Shapes and Lines
- Animating Text with Graphical Effects

Using IBM® Lotus® Symphony™ Presentations: Power User

Lesson 1: Customizing a Presentation

Topic A. Customizing a Presentation

- Slide Masters
- Modifying Slide Masters
- Creating a Custom Screen Show
- Installing and Using Plug-ins

Topic B. Working with Objects and Layers

- Editing Bitmap Graphics
- Converting Objects
- Animating Graphical Objects on Pages
- Layers
- Inserting a Layer
- Moving Objects to Layers
- Hiding and Showing a Layer
- Locking a Layer

Using IBM® Lotus® Symphony™ Spreadsheets: Basics

Lesson 1: Introducing IBM® Lotus® Symphony™ Spreadsheets

Topic A. Getting Started with IBM® Lotus® Symphony™ Spreadsheets

- What is Lotus Symphony Spreadsheets?
- The Lotus Symphony Spreadsheets Interface
- The Properties Sidebar
- Examining Preferences
- Creating a Spreadsheet
- Creating a Spreadsheet from a Template
- Opening an Existing Spreadsheet
- Saving a Spreadsheet

Topic B. Adding Content to A Spreadsheet

- Enter Data
- Insert and Edit Notes
- Rotating Text
- Writing Multi-line Text
- Inserting Special Characters
- Formatting Text
- Displaying Formulas or Values
- The Formula Bar
- Copying Formulas
- Filling Cells Instantly
- Calculating in Lotus Spreadsheets

Lesson 2: Formatting and Printing an IBM® Lotus® Symphony™ Spreadsheet

Topic A. Formatting Cells

- Inserting and Deleting Rows, Columns, and Cells
- Selecting Multiple Cells
- Merging and Splitting Cells
- Cell Borders
- Changing Row Height or Columns Width

Topic B. Formatting Numbers

- Numbers with Decimals
- Number Formats
- Formatting Numbers as Text
- Using Rounded Off Numbers
- Highlighting Negative Numbers
- Changing Currency Format for Cells

Topic C. Printing a Spreadsheet

- Basic Print Options
- Printing Rows or Columns on Every Page
- Printing Sheet Details
- Printing Multiple Sheets

Using IBM® Lotus® Symphony™ Spreadsheets: Beyond Basics

Lesson 1: Formatting and Protecting IBM® Lotus® Symphony™ Spreadsheets

Topic A. Specifying Page Formatting

- Page Style
- Page Borders
- Page Background
- Headers and Footers
- Freezing Rows or Columns as Headers

Topic B. Formatting Sheets

- Creating Sheets
- Renaming Sheets
- Copying or Moving Sheets
- Deleting Sheets
- Navigating Through Sheet Tabs
- Rotating Sheet Columns and Rows

Topic C. Protecting Cells and Sheets

- The Instant Corrections Property
- Protecting Sheets and Cells

Lesson 2: Adding Content and Visual Elements

Topic A. Entering Values and Formulas

- Calculating with Dates and Times
- Calculating Time Differences
- Entering Fractions
- Entering a Number with Leading Zeros
- Applying Sort Lists
- Applying Filters
- Entering Matrix Formulas

Topic B. Using Charts

- Creating a Chart
- Formatting Charts
- Modifying a Chart's Display
- Using a Lotus Symphony Spreadsheet Chart in a Lotus Symphony Document

Topic C. Adding Graphics and Shapes

- Adding a Graphic from the Gallery
- Adding a Graphic from a File
- The Graphic Properties Sidebar
- The Drawing Toolbar

Using IBM® Lotus® Symphony™ Spreadsheets: Power User

Lesson 1: Working with Advanced Calculations Tools

Topic A. Working with Advanced Calculation Tools

- DataPilot Tables
- Consolidating Data
- Solving Equations
- Applying Multiple Operations
- Defining Validity for Cell Contents
- Lotus Symphony What If

Topic B. Using References

- Naming Cells
- Relative Addressing
- Absolute Addressing
- Referencing a Cell in a Different Sheet

Topic C. Collaborating on Spreadsheets

- Tracking Changes
- Adding Comments
- Accepting or Rejecting Changes
- Spreadsheet Navigator



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