



Amy Castro
LEADERSHIP & TEAM DEVELOPMENT

Online Training & Live Virtual Learning

- 1. Online/Virtual learning courses.** These courses are hosted by Amy on Ruzuku.com. [She has several classes available online currently.](#) Any of her other course offerings can be loaded on this platform as well. These classes include:
 - a. Video lessons
 - b. Handouts
 - c. Activities
 - d. Other resources
 - e. Interaction with Amy and other participants via a chat-forum
 - f. Ability to track each participant's progress and completion of the program
 - g. Customization capabilities (they can be branded with your logo, etc., and can be your "Online Learning University."
- 2. Live, interactive online classes (webinars or multi-day programs).** [These are live, instructor-led programs on Zoom.us for up to 200 participants.](#) Programs can be 1-2-hour webinars, half or full-day programs with breaks, or multi-day programs. These classes include:
 - a. Live, real-time training with Amy
 - b. The ability for the instructor to be seen by participants during the course, along with PowerPoint and/or video presentation
 - c. The ability for participants to SEE, HEAR, AND INTERACT WITH EACH OTHER if they have a camera and microphone on their computers or phones
 - d. Breakout rooms for small and large group discussion between participants (basically the same as having them work in small groups in a live, in-person workshop)
 - e. The ability for participants to interact via polls and chat window
 - f. The ability to RECORD ALL SESSIONS, if desired, to allow participants to review the program later
 - g. The ability to track attendance for the program
- 3. Hybrid programs- that combine live, online interaction with participants and instructors along with self-paced online training. This approach combines all the benefits and features of #1 and #2 above.**
 - a. Participants receive access to online learning (#1 above) on a specific date and have a certain # of days to complete each module of the online course.
 - b. Participants meet live with Amy (#2 above) to discuss content learned, share ideas on how they can apply what they've learned, and for Amy to answer any questions they have.
 - c. Next module is released on the next scheduled date and process repeats until course is complete.

TESTIMONIALS

Amy's virtual programs are just as fantastic as her in-person programs. She's engaging, energetic, and gets people interested and involved. Activities give participants the opportunity to share their input with Amy and each other in breakout groups and in the main session. Her expertise and enthusiasm come right through your computer screen and allows your staff to learn without leaving the office. I highly recommend Amy's virtual programs as a convenient, cost saving option to in-person training and seminars.

– Renu Bonner – Molly Maid International

Amy presented an excellent virtual workshop on "Maintaining good customer relationships in difficult times" for our participants from across the country. Her practical, interactive approach with a great way to engage the audience and helped us to identify action items they can implement right away to maintain and continue to develop relationships with clients. We received excellent feedback from the workshop participants and we look forward to having Amy back in the future for another virtual program!

– Anhlan Nguyen – Executive Director, Lyceum Global