

# Online Video-Based Training for AU Staff



## Benefits:

- Video can be used straight to staffs' computers or phones wherever they are.
- Video allows information to be shared quickly and is very cost-effective.
- Videos can help staffs visualize how something may work, show information that's difficult to explain, and engages them through sight and sound, which can be more enjoyable and memorable.

## Steps to Do to Launch the Training Video

- Step 1. Choose a topic for your video
- Step 2. Decide on the type of video (role-playing)
- Step 3. Create the storyboard and script
- Step 4. Record and Edit the video
- Step 5. Upload and share the video



This video-based training program is aimed to train the staffs of the following offices the key phrases that are commonly used over the phone.

- Office of Human Resources Management
- Office of the University Registrar
- Office of Financial Management
- Office of Information Technology Services
- University Library
- Office of Policy, Planning and Quality Assurance (OPPQA)



- ❖ The format of this video-based training is a role-play .
- ❖ The script is prepared by Business English lecturers.
- ❖ Zoom application is used to record the video.
- ❖ The video clip and the PowerPoint slides are uploaded on Office 365 and distributed by HRM.
- ❖ The test is prepared on Google Forms.



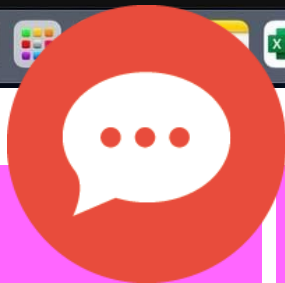
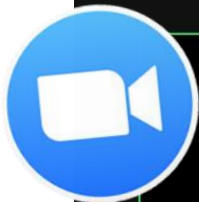
## Advantages:

1. Improves on-the-job training
2. Increases engagement
3. Promotes peer-to-peer learning
4. Allows learners to consume content quickly and easily
5. Improves knowledge retention

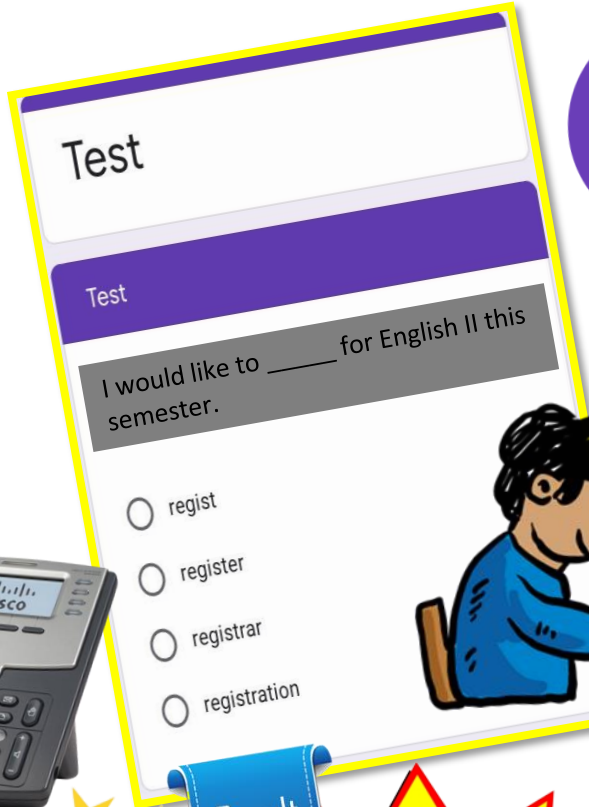


# zoom

Zoom Meeting



THEODORE MARIA  
SCHOOL of ARTS



Let's Just  
Speak

English



## Telephone Conversation:

- Answering the phone
- Introducing yourself
- Asking to speak with someone
- Asking who's calling
- Putting someone on hold

- Telling someone the person is not available
- Leaving and taking a message
- Dealing with wrong number
- Dealing with telephone problems