**Trainer’s Guide: Getting Started with Skype**

Timeline: 20 minutes for the training and questions/answer session

Audience: Office Based Employees

Format: Instructor-Led

Objectives:

* Describing what skype is.
* List and describe some of the important features of Skype.
* Be able to install Skype, create an account, add contacts, and start a conversation.

Materials:

* Skype 101 PowerPoint
* Skype 101 Outline and Summary Handouts
* Pens or pencil for each participant

Preparation:

* Make sure that the designated training room has enough chairs and tables for the agents.
* Make sure the projector and screen are set up and displaying the correct PowerPoint presentation.
* Make sure you have filled in your personal information on the PowerPoint presentation.
* Make sure to have enough summary handouts and writing utensils for each agent.

Presentation of Training Content – Session Guide:

1. **Introductions 3 minutes**

Welcome all participants and make sure everyone has a summary handout and writing tool. Introduce yourself. Ask participants to introduce themselves. Click the remote so the PowerPoint will advance to the “Purpose/Objective” slide. Briefly explain the purpose of the training.

Suggestion on how to do this: Today’s training will focus on getting started with Skype. By the end of the session, you should be able to: describe what skype is, list and describe some of the important features of Skype, and be able to install Skype, create an account, add contacts, and start a conversation.

1. **Skype Introduction 3 minutes**

Check to see how familiar your participants are already with Skype or similar programs before launching into a brief overview of what Skype is. Click the remote so the PowerPoint will advance to the “What is Skype” slide. Briefly explain what Skype is.

Suggestion on how to do this: How many people have used Skype, Google Hangouts, or Instant Messenger? For those of you that have, please give me a few moments to share what Skype is for those that have not used it or a similar program. Skype is a software program that works on multiple devices that allows you to communicate through text, voice, or phone calls with others on your contact list.

1. **Important Features to Use Overview 5 minutes**

Click the remote so the PowerPoint will advance to the “Important Features of Skype” slide. Briefly explain the Screen Sharing, Call Recording, and File Sharing features.

Suggestion on how to do this: Skype has a lot of different features. Today we will cover three that should be very useful to you. Need to hold a conference with a coworker in a different state to explain a project you are working on? You can utilize Skypes Screen Sharing. This feature will allow you to show your screen to your co-worker and you can in real-time show them what they need to know. Have a third co-worker that needs the same information but is not available at the same time. Use the Call Recording feature to record your screen share with your first co-worker and then use the File Sharing feature to send the recording to your third co-worker.

1. **How to Get Started Using Skype 5 minutes**

Click the remote so the PowerPoint will advance to the “How to Get Started Using Skype” slide. Announce before you play the video that the steps shown in the video are on the Skype 101 Outline and Summary Handouts. Play the video that will walk through how to install Skype, create an account, add contacts, and start a conversation.

1. **Closure and Question/Answer Session 4 minutes**

Click the remote so the PowerPoint will advance to the “Closure” slide. Thank those present for attending. Ask if anyone has any questions.