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Supporting and mentoring teachers remotely

9 April 2020

Aims

- explore the challenges of managing a remote teaching team
- consider practical strategies for maintaining cohesion, motivation and quality assurance
- identify ways of promoting remote teacher development



Challenges

Challenges

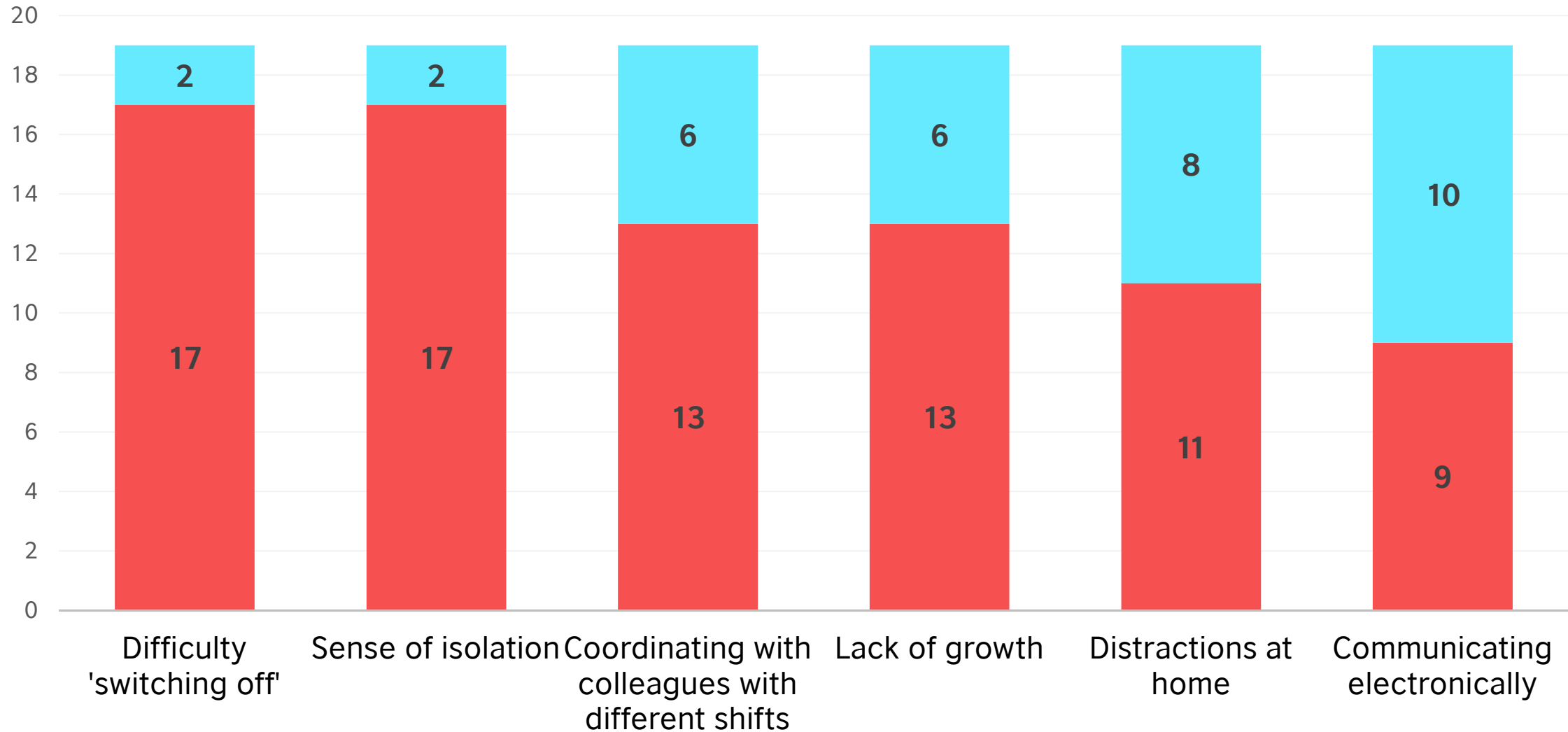
What are the top challenges of managing a remote teaching team?

1. Lower productivity, as a result of distractions at home.
2. Teachers feeling cut-off / isolated from the team.
3. Coordinating with colleagues with different working hours.
4. Replacing the face-to-face communication with electronic means.
5. Teachers have difficulty 'switching off', blurring of work and time off, due to flexible hours.
6. Teachers feel a lack of career opportunities or growth.



Challenges remote teachers face

■ Challenging ■ Not challenging



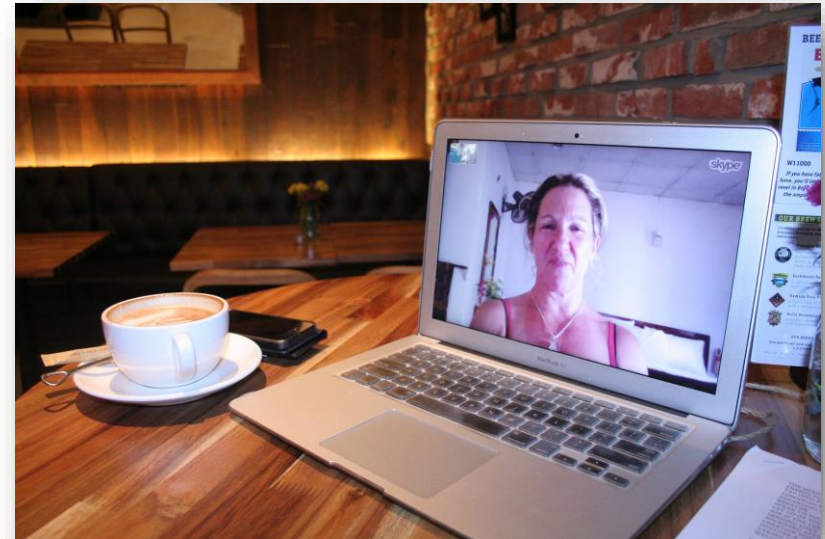
Solutions: Building a 'remote first' culture

Communicate frequently, using multiple channels

Schedule regular 'catch-ups' to avoid calling only when something goes wrong.

Use video-conferencing, social media, phone calls and other tools, in addition to email.

Try out various technological tools and monitor their effectiveness for your team.

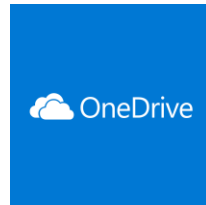


Communication and collaboration tools used

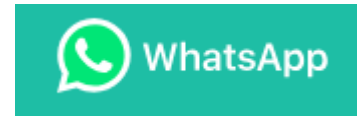
Video conference



File sharing



Social



Surveys and quizzes



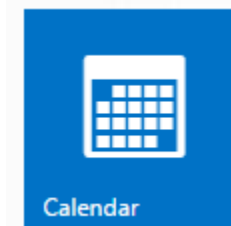
Email



Screencasting



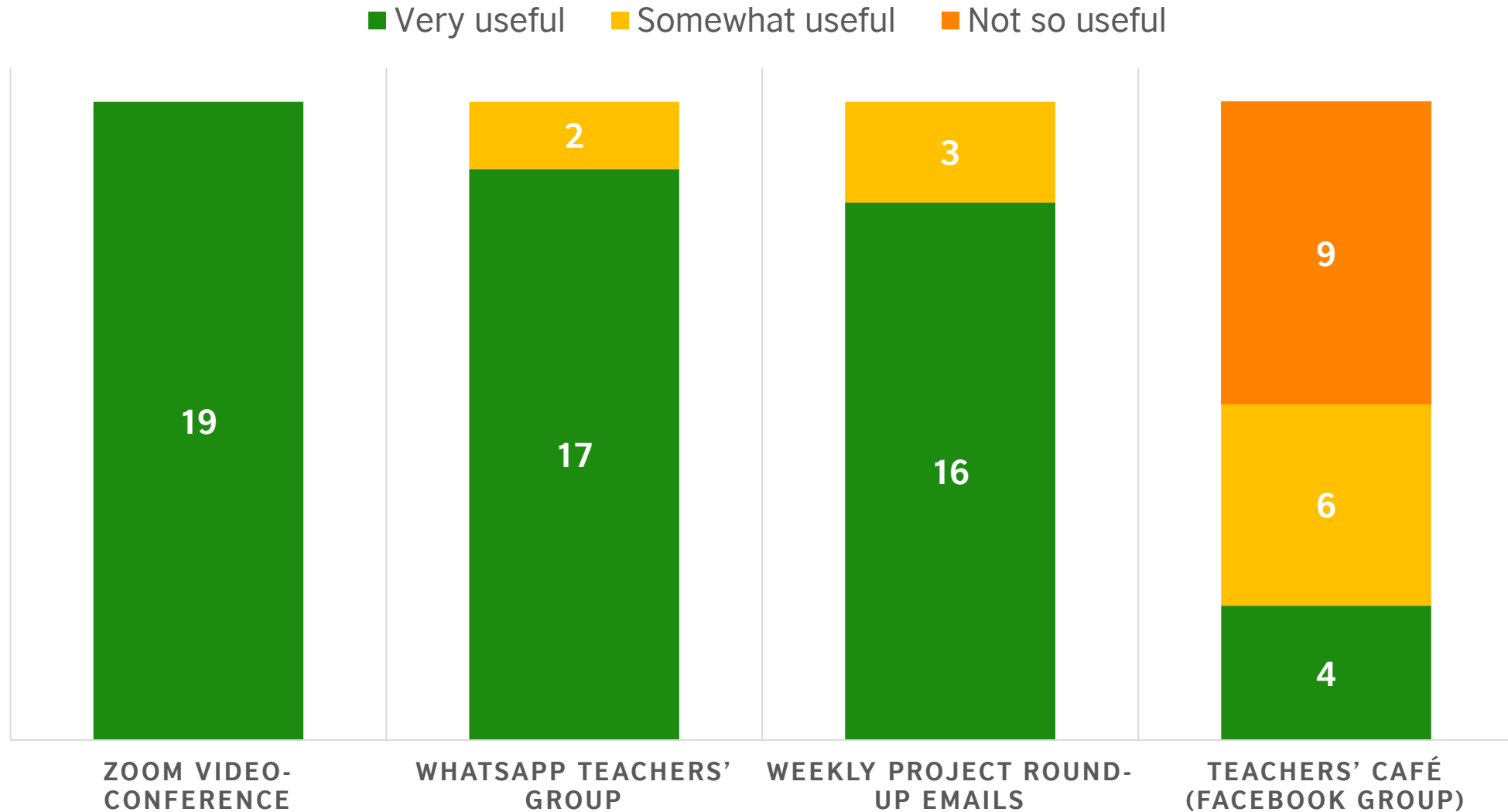
Scheduling



Newsletters



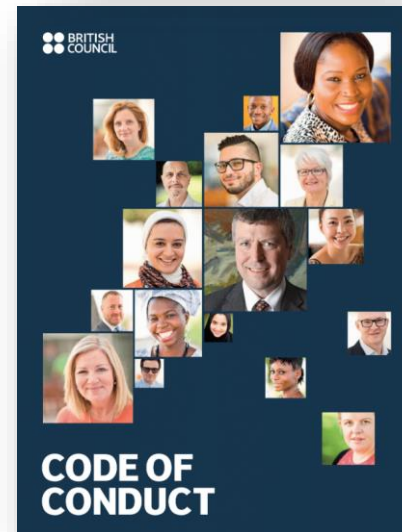
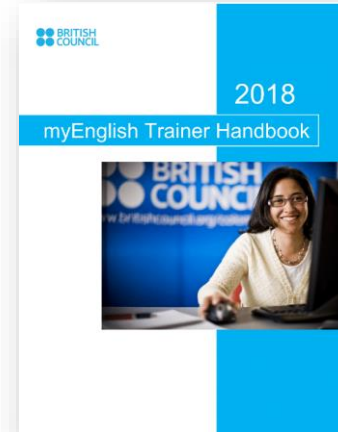
How useful have you found the following resources?



Write down or record most information

‘For organizations, the single biggest difference between remote and physical teams is the greater dependence on writing to establish the permanence and portability of organizational culture, norms and habits.’

- Inventiva, 2018



BRITISH COUNCIL **myEnglish Teacher SLA**

This document is a useful checklist that outlines your responsibilities for teaching myEnglish courses. Deadlines are fixed; communicate any delays to your manager immediately. All course material referenced (guidelines / policies, assessment and report templates) is in the Dropbox.

Time	Action
Two weeks before course	<input type="checkbox"/> Access the course website as teacher. <input type="checkbox"/> Access your Zoom (pro) account and check OC Zoom links for course. <input type="checkbox"/> Test your home internet, headphones and mic on Zoom. <input type="checkbox"/> Download course material. <input type="checkbox"/> Check you are issued backup internet dongle / request from Ops. <input type="checkbox"/> Read the Trainer Handbook. <input type="checkbox"/> Double-check and block off important course dates (OC, moderation, reports due, declared holidays).
One week	<input type="checkbox"/> Familiarise yourself with course content (topics, online activities, units)

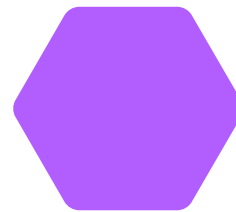
Invest in relationship building and create a community for your team

'Try to connect with colleagues often even if it is virtually or a phone call.'

'Look for other interests outside work and connect with colleagues 1-to-1 e.g. films, books etc.'

'Build rapport with and stay in touch with colleagues. Now with WhatsApp it's much easier.'

'Consciously "hang out" with colleagues even if only over video calls.'



Provide training and guidelines on remote working

- **Remote working guidelines**
tips on work environment, equipment, workstation layout, health and safety, time management, remote teaching
- **Help videos (via screencasting)**
for logging into systems remotely, website access and accessing technical support
- **Easy Step Guides**
for key areas like using new systems, completing reimbursement claims etc.



CLOCKWORK

A CROWD SOURCED TIME MANAGEMENT GUIDE BY MYENGLISH TEACHERS



Home working and remote teaching guidelines

Using these guidelines



This quick guide is aimed at online or blended learning teachers, who are required to work from home on a regular basis and teach classes remotely. It contains important considerations about home working and remote teaching, along with a self-assessment of each area. It is your responsibility to ensure that you complete the self-assessment and report to your

manager if you face any issues.

Remember...

- ☑ Communicate frequently, using multiple channels.
- ☑ Write down, or record, most information.
- ☑ Invest in relationship building and create a community for your team.
- ☑ Provide training and guidelines on remote teaching and working from home.
- ☑ Actively promote remote teacher development

'Though working remotely gives flexibility, structure the day with a regular routine in order to maximise productivity.'

'Set up a home-office to focus and avoid distractions. I keep my family informed about when I'm available and when I'm not.'

'Switch off notifications on phone/computer so you don't get pulled back after hours.'

'Use opportunities available to build a connection with different team members.'

'I dress like I would to an office.'

Teacher development

CPD: What do teachers need?

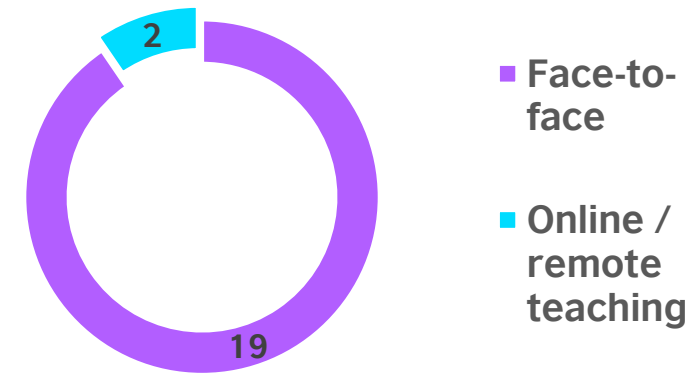
“I have discovered you need to be accountable and responsible, pro-active about learning more about the technology, and following up with everyone involved. You need to collaborate and you have to be prepared for the new dimensions that will be added as a result of the difference in the teaching medium.”

Teaching Skills + Soft Skills

Actively promote remote teacher development

- Design a remotely-delivered In-Service Teacher Training (INSETT) programme, synchronous and asynchronous
- Conduct remote teacher induction and training
 - Blended Learning Teacher Training Scheme: 10-week intensive training included e-moderating course, live INSETT sessions, peer observation of online classes, teaching practice, remote working support, and mentoring
- Regularly highlight professional development opportunities
- Agree on remote teacher observation procedures

Prior teaching Experience



What are specific classroom challenges?

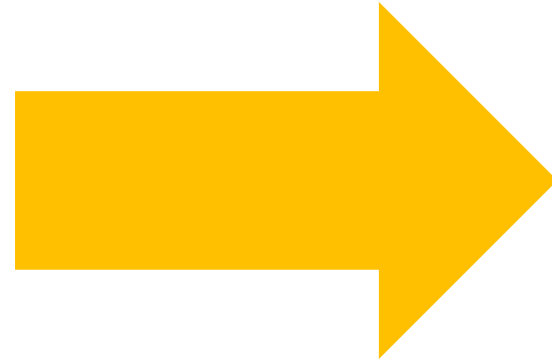
Perceived

Dealing with tech. issues

Motivating learners

Managing interaction

Rapport with learners



Actual

Dealing with tech. issues

Motivating learners

Managing interaction

Dealing with poor performance

Speaking/pronunciation activities

CPD: Teaching skills

What resources did our teachers find most useful to help them develop?
(highest rated first)

- **Formal Course**
- **People**
- **Videos**
- **Articles / Blogs**
- **Social Networking**
- **Resource books**
- **MOOCs**



CPD: Some useful resources

Books

- 'Teaching Online' (Hockly/Clandfield)
- 'Teaching Online: A Practical Guide' (Ko)
- 'Digital Tools for Teachers' (Peachey)

Articles/Blogs

- teachingenglish.org.uk
- <http://www.emoderationskills.com>
- <https://nikpeachey.blogspot.co.uk>
- <http://www.designingforlearning.info>

Videos

- Conference & webinar recordings (e.g. Teaching English, OLLREN, IATEFL)
- Recordings of others' classes
- INSETT recordings
- Zoom help guides

CPD: Soft skills

What soft skills did our teachers need to develop in order to work online successfully?

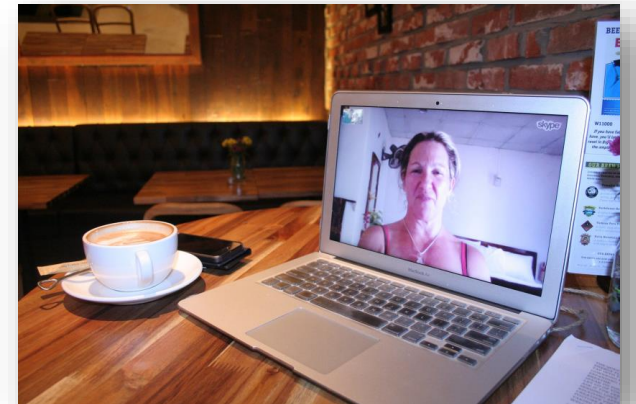
technical skills

adaptability

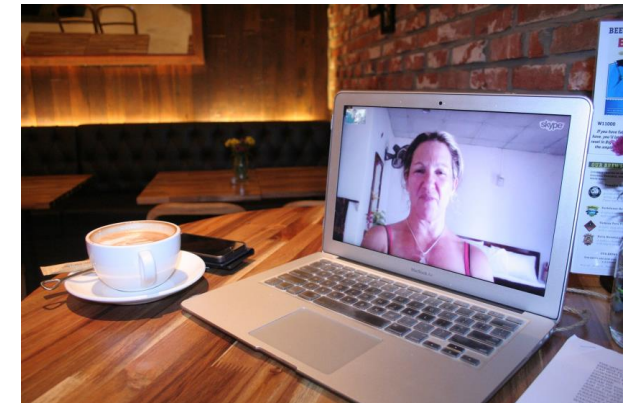
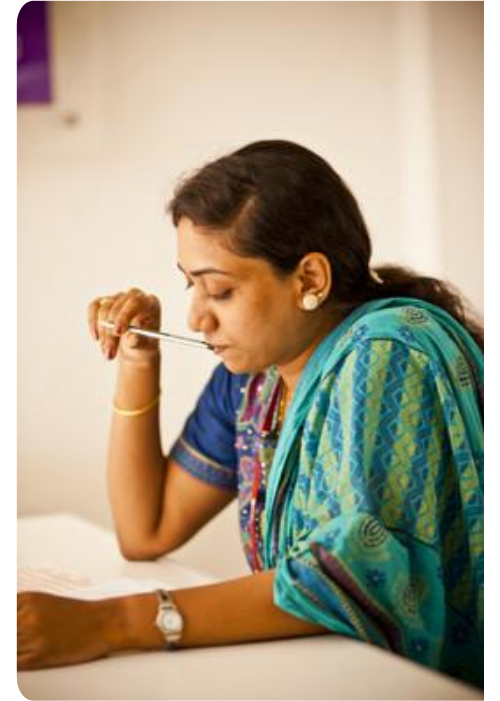
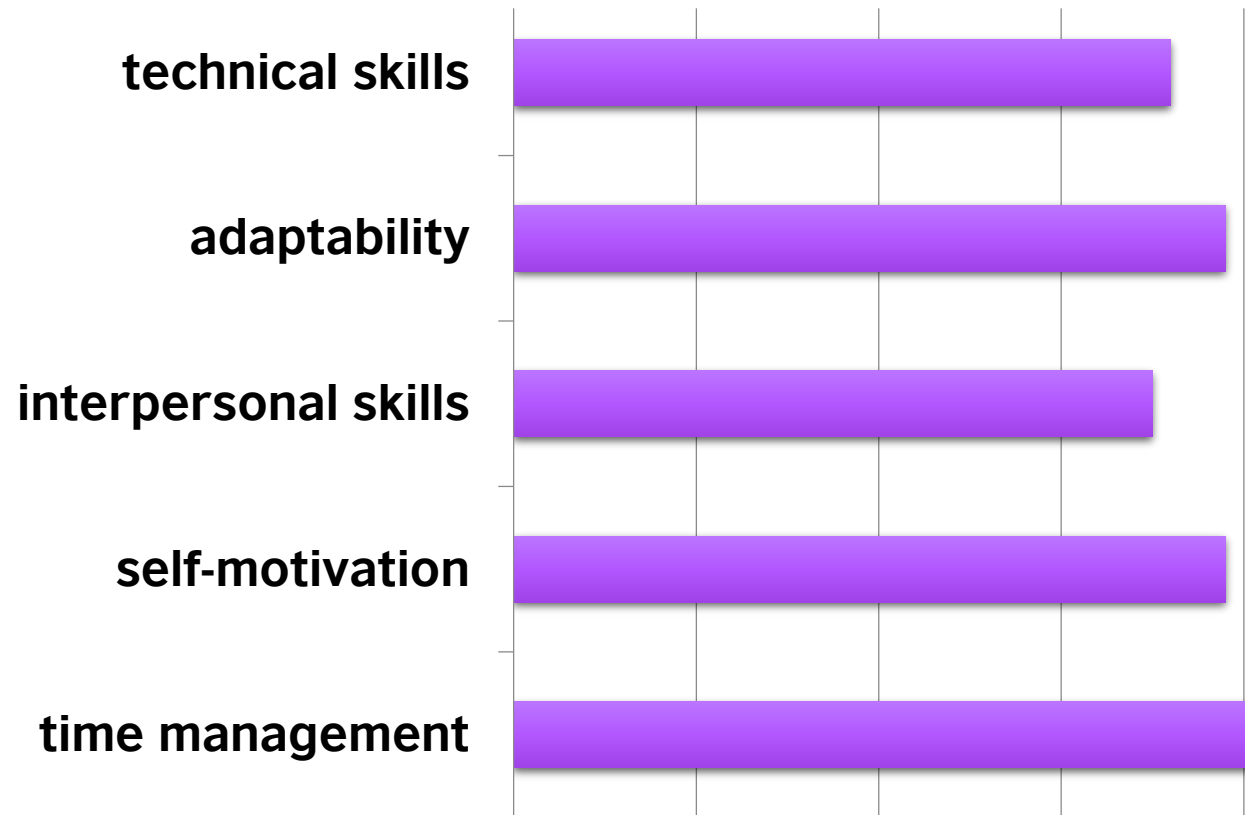
interpersonal skills

self-motivation

time management



CPD: Soft skills



Advice from our teachers

“Start your journey as a learner to truly appreciate the challenges your learners will face.”

“Be focused, organised, flexible and professional.”

“Try and find parallels with your current teaching style and online modes... There is a counterpart or equivalent to almost every aspect of classroom teaching online as well. Occasionally better.”

“Manage time well”

“Watch as many lesson recordings as possible (yours or another teachers) to understand ways to make your teaching more effective.”

Professional growth through teaching online

More opportunities and choice

- “...can **shape education for the future.**”
- “...better **access to a lot more students.**”
- “...**better/ diverse working opportunities.**”

Better work skills

- “...become **more organised, time-management** has improved.”
- “...built **rapport** with the people I work despite living in a different city.”
- “...I am **adaptable** and **prepared to learn** in different ways anywhere.”

Deeper understanding of learners

- “...helped me understand the concept of **being in a community** as a teacher as well as a learner and how important it is.”

CPD Toolkit

Classroom Skills Toolkit

- Managing Technology
- Motivating learners
- Managing online interaction
- Dealing with poor performance
- Speaking/pronunciation activities

Soft Skills Toolkit

- Time management
- Adaptability
- Self-motivation
- Technical skills
- Interpersonal skills

Formal (Paid) Courses

- People
- Videos
- Articles / Blogs
- Social Networking
- Books
- MOOCs

Thank you