

Gympass

How to create the best experience for Live classes



Summary

The ideal live class in **4 steps**

1

Get ready before
the class

2

Open with enthusiasm

3

Keep people engaged
in the class

4

Close with style inviting
people for the next time

Introduction

To our fitness partners:



Almost 8 years ago we created Gympass with a clear mission to defeat inactivity, supporting our partners and corporate clients **to be successful.**

We are living an unprecedented crisis that will **reshape the world.**

The Wellness and Fitness industry will change and we will be on your side to **reinvent our business**, keep all jobs and support our members.

If you have any questions about how to add live classes on Gympass platform, access the **FAQ.**

So we have brand new digital solutions that will allow you to **keep generating revenue** and maintain a strong relationship with your community as a **personal trainer, gym or studio.**

Here you will find valuable tips to provide the **best online live class experience ever!**



Cesar Carvalho


Gympass CO-Founder and CEO


1


Get ready before the class





Check the best practices


 Find the best location, **with no distractions**. Avoid having people on the same room.


 Provide the right atmosphere for your class experience, if it's Yoga make sure to create a clean and relaxing environment, for example!

 **Use a computer** to see the audience better. Put it in the best position so people can see you as well.

 Check your internet connection, audio and video.

 Log in to Zoom in advance to test everything!

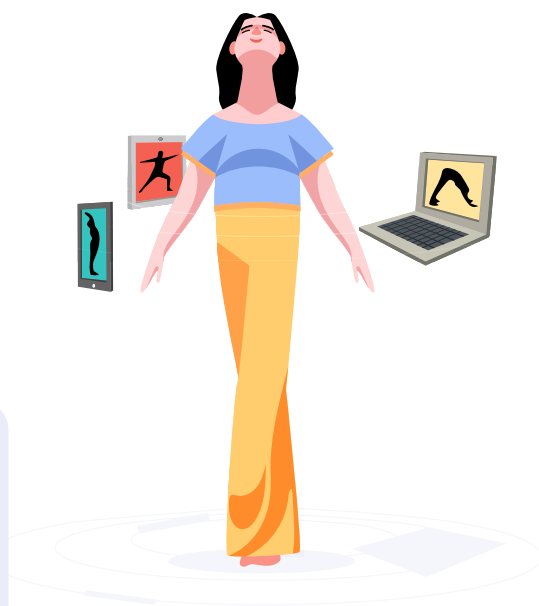
 Take **everything you'll need in advance** (water bottle, equipment, charger cable for the computer, notes etc...)

 **Prepare the workout plan** in advance to make sure the class goes seamless.



You can even think about getting pro and create a simple home studio following these **tips**.

Learn how to use Zoom to broadcast your live class



We suggested using Zoom to have the best experience, since the tool allows you to share your screen while seeing the users. It provides good technical support, allows you to create and share private links, has a free version and is the top of the market for remote sessions.

Zoom is a remote conference software, which has the ability to go into webinar mode.

Sign up for Zoom using this link and follow the steps to create an account and download Zoom in your computer > Create an account by setting a login and password > Select a **Zoom package** if the free version is not enough for your goals > Once it's done, you'll need to login with your credentials > Once on Zoom, schedule and create a Zoom meeting > Copy the meeting link to be share with the audience via Gympass platform

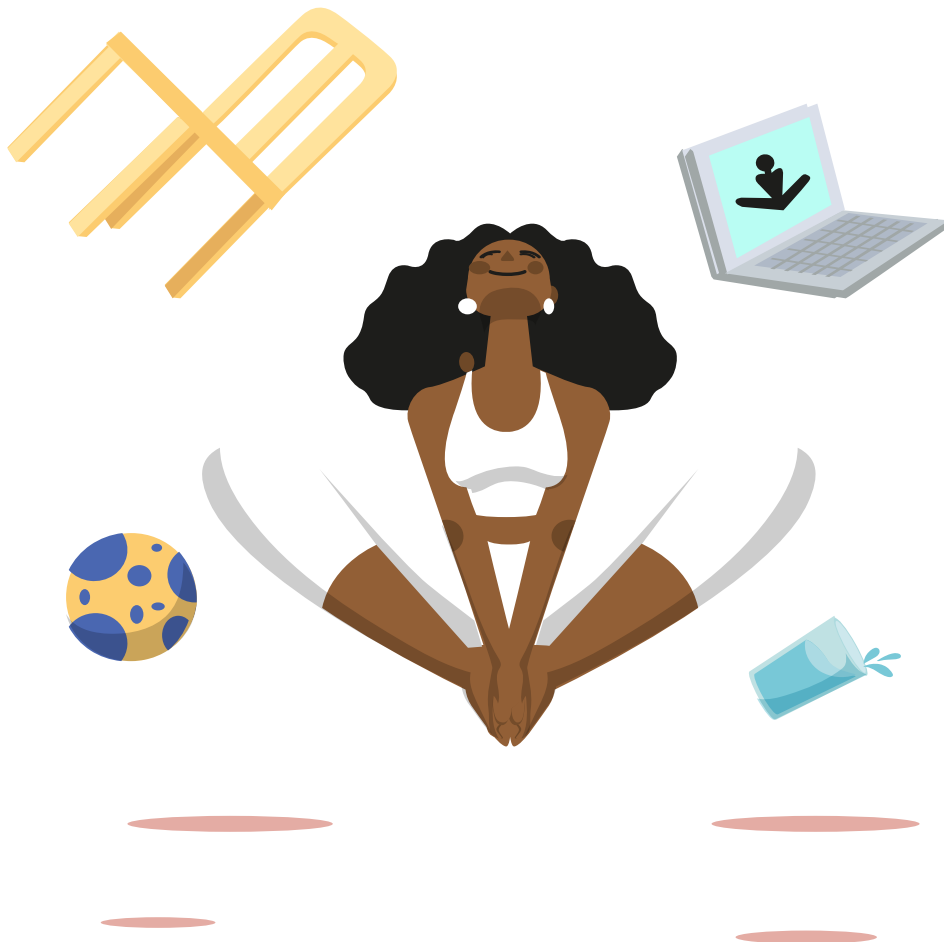
Head over to their **pricing page** for more information on attendee limits, video lengths, etc. and select a package that suits your needs. The free version allows you to receive 100 participants for a 40min call, unlimited times. (May not be enough depending on your class duration!). From the Professional package you have 24 hours duration, so we strongly recommend hiring this version for your comfort! The prices vary between \$0 and \$20 a month.

Check the Zoom official page for more information, FAQ and support.

Learn how to use Gympass Class schedule



[Click here](#) to see how to create the class and add the Zoom link through Gympass platform.



2 Open with enthusiasm

🕒 Be on time

👋 Introduce yourself

💪 Ask the user their objectives (it helps break the ice!)

📝 Try to collect information about the audience (if they're beginners, experts, etc, if they're trying this for the first time...)

Present briefly the exercises and the class agenda so users can know what to expect


🙏 Ask people to stretch before starting! They're at home so they probably didn't have the time to warm up or just forget about it





3 Keep people engaged during the class


Put your energy on communicating with users all the time! Communication is the key to engage users during a live session. It's better to concentrate on communicating with them instead of doing the entire workout together.

 Try to not lose the eye contact


 Don't use your phone for personal things while they're doing the workouts


 Don't stop sharing your video, so they can always have you as a point of reference


 Use a timer to guide them during the class period


 Give constantly and individual feedback by calling them by their names


Correct movements and posture whenever it's necessary, that's why it's important to keep your attention on them


 You can use an exercise library to show the movements/exercises so you'll be free to use your energy to communicate with them

 It's a social thing! Motivate them to encourage each other, ask them to keep their mics open if it's possible

 Make sure everyone is with their cameras turned on, so you can all see each other during the whole class

 Remind them to drink water during the class and constantly check if they're doing ok

 Put some music on to make the class more fun and motivational! But make sure that it's not louder than your voice. Spotify open playlists are the best solution to avoid problems with copyright!

 Be creative! Times like this allow us to be creative and explore new possibilities. For example, feel comfortable to offer thematic classes if you want to or to build a workout plan that can be done with the kids and etc...

4 Close the class with style inviting people for the next time

👏 Congratulate all the users for the time together! It's not easy to be engaged with a live workout, so recognize their effort and the great job!

📢 Share spoilers about your next class and what they can achieve if they follow your program, so they can choose you instead of other instructors

📝 Ask them to suggest topics for the next class

👏 Motivate them to share and recommend the experience, and to rate the class and instructor

👏 Say that you're expecting to see them next time!



To Recap...

We know it was a lot of information!

To make it easier, we strongly recommend you to rely on the next page to keep in mind the best practices for a successful live class!

 **You can share, print and send to your employees...** 

1

Get ready before the class

Find the best location (no distractions!) to have the class, with a good internet connection using a computer connected to Zoom.

It's good to have the workout prepared in advance and check how many users you'll have in the class.

Be on time and try to join a few minutes earlier, welcoming each person.



2

Open with enthusiasm

Introduce yourself to the users and ask each person a couple of questions about their fitness level, personal goals, equipment, and of course, their names!

Make sure to share the class plan from the beginning and let them know what to expect!



3

Keep people engaged in the class

Keep the connection with each person during the entire class, by making eye contact, constantly calling them by their names and giving individual feedback about movements, posture and engagement. Be present!

4

Close with style inviting people for the next time

Make sure to say thank you to all the attendees for their participation! Motivate them to share their experience in their social media and with colleagues. Give them a spoiler about what to expect for the next class and when it's happening, mention you'll be waiting for them!



Gympass, we'll succeed if
you succeed.

Together for our industry!

**Thank
you**

Gympass