
microsoft Teams

PROGRAM OVERVIEW:

During this session, facilitators will be up-skilled in Microsoft Teams. The skills and knowledge acquired are sufficient to be able to understand how best facilitation practices in MS Teams and engagement strategies are utilised to perform tasks critical in day-to-day training and productivity. Particular focus will be given to the communicative and collaborative aspects of Microsoft Teams & Webinars when engaging with Students.

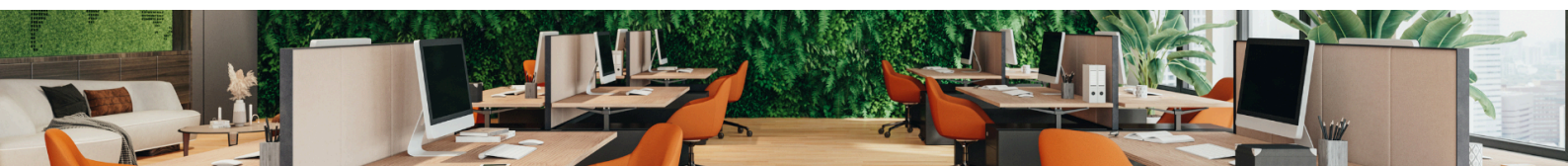
KEY LEARNING OUTCOMES:

At the completion of this course, you should be able to:

- Understand why Microsoft Teams and how it can be utilised
- Customise and utilise Channels for ease of use
- Have productive conversations & chats
- Know how to collaborate on files
- Provide a shared note-taking experience with OneNote
- Create and have engaging polls & surveys with Microsoft Forms
- Use Microsoft Lists for lesson plans and content
- Schedule a Meeting, Webinar or Live Event and know the difference
- Know how to perform productive & accessible lessons during Teams Webinars
- Share content during Webinars such as PowerPoint Presentations
- Engage the audience with interactive Whiteboards
- Use Breakout rooms for small interactive brainstorming sessions
- Create and share Recordings & Transcripts

WHO SHOULD ATTEND?

- This course is designed for those that have a basic understanding of Microsoft Teams and are working with Microsoft Teams communication & collaboration tools. This course is for facilitators of training, looking at getting an overview of Microsoft Teams features to assist with best practice learning goals.



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DURATION:

- 1 day
- 2 x half days

PROGRAM PREREQUISITES:

This course assumes a basic knowledge of Microsoft Teams. Having familiarity with at least some of the primary applications of the Microsoft Office suite e.g., Word, Excel, PowerPoint, and competence using Outlook, or equivalent experience would be advantageous. It would be beneficial to have a general understanding of personal computers and internet browsers.

TOPICS:

Introduction to best practice for Microsoft Teams facilitation session

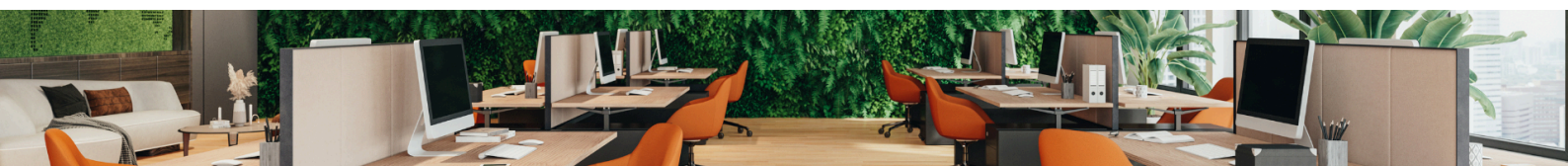
- Welcome to Country
- Introduction
- Session expectations
- 'How to' guidelines
- Feedback

Managing content and tasks with Lists

- Create lesson plans and content with Lists using templates
- Sharing Lists in Teams
- Add, edit, or delete items in Lists
- Lists views
- Have a conversation about a list item
- Provide access to a list in Team

Best Practice with Microsoft Teams

- Why Microsoft Teams?
 - Benefits
 - Memberships & Roles
 - Etiquette
- Navigation and Settings Menu
- More Options
 - Changing Notifications
 - Changing Settings
 - Using the Help Center



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Productive Conversations & Private Chat

- Best practice re productive conversations & private chat
 - @mention someone
 - Add a subject headline, bullet points etc
 - Messaging extensions
 - Conversations vs private chat, group chat and rename a group chat
 - Send an email from Outlook to Teams & Teams to Outlook
 - Emailing conversations
 - Muting conversations & chat
- Searching & filtering in Microsoft Teams
- Bookmarking conversations
- Keyboard Shortcuts

Working and Collaborating on Files

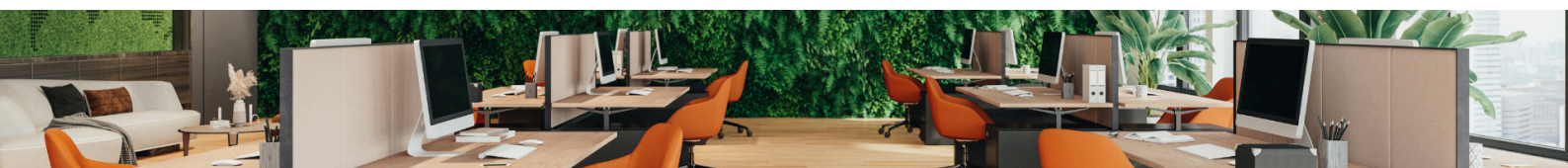
- SharePoint and Microsoft Teams
- Shared files
- Working with tabs and pinning documents
- Co-Author & Collaborate on a document
- Comment on a File
- Conversations around a file
- Private Chat whilst working on files
- Open files to desktop
- Limitations & best practice

Note-taking with OneNote

- Adding and Using OneNote
- Insert Outlook meeting details for notetaking
- Working with sections, pages & note containers
- Shared content creation
- Easy dictation
- Drawing & ink to shape for Whiteboarding experience
- Sending or sharing OneNote pages with others

Surveys & Polls with Microsoft Forms

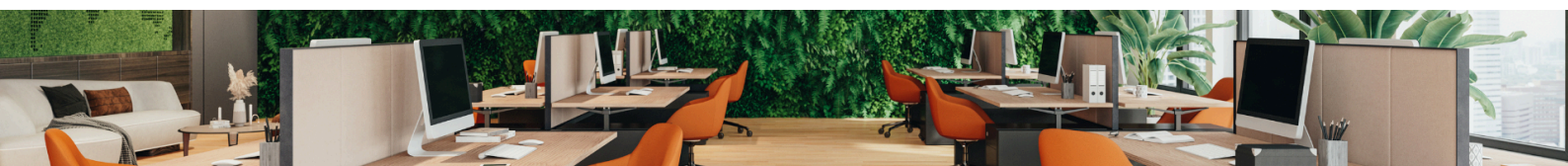
- What is Forms
- Create a new Form online – Survey, Quiz, Poll
- Add a picture or logo to a form header
- Change a form theme
- Add question types
- Copy a form
- Preview a form
- Share types
- View & analyse the results
- Create a poll in Conversations
- Create a poll in Microsoft Teams Meetings/Webinars



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Schedule & Conduct best practice Webinars for Facilitators

- What's the difference between Meetings, Webinars & Live Events
- Setting Up Webinars (vs Outlook, Teams Calendar, Channel, Meet Now)
 - Set participant registration & customise the registration form
 - Optional Presenters
 - Understanding Meeting Options & best practiced for:
 - Lobby
 - Recordings
 - Attendee Camera / Microphone
 - Chat / Reactions / CART
- Joining A Meeting
 - Best practice audio & video setting
 - Using the lobby
 - Adjusting Backgrounds
- People Pane
 - Mute / All
 - Lock the Meeting
 - Pinning vs Spotlighting
 - Promote or Demote Attendees
 - Remove uninvited attendees
 - Request attendees join the meeting
- Understanding Views for Inclusion
- Emoticons & raising hands for engagement
- Using Chat & reply to Chats
- Chat App Extensibility for interaction
- Adding Loop Components to ideate, create, and make decisions together
- Sharing Desktop vs screens
 - Including sound
 - Giving others control of the Desktop
 - Take control of others Desktop
- Presenter modes and background, best practice and limitations
- PowerPoint Live vs share a PowerPoint presentation
 - Understand the Presentation Screens
 - PowerPoint Live benefits & limitations
 - Annotation for Presenter or Students
 - Translation
 - Cursor View
 - Prevent participants from moving through slides
- Share content from camera (Physical Whiteboards)
- Conduct & Manage Polls
- Record a meeting & managing recordings
- Transcripts & Captioning
- Attendance reports / download
- Meetings on the go from Mobiles & different features available
- Leave vs end the Meeting
- Where do you find Meeting content?
- Keyboard Shortcuts



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Microsoft Teams Breakout Rooms

- Create breakout rooms before webinar vs during webinar (or meeting)
- Assign people to breakout rooms manually vs automatically
- Name and rename breakout rooms
- Setting Options
 - Assign Managers / Moderators
 - Setting time limits
- Start using the breakout rooms
- Interact with breakout room participants
- Take Control of breakout rooms
- Send announcements
- Move participants & ask to join
- Close breakout rooms / leave rooms & resume
- Where to find Breakout Room content post webinar / meeting?

**Note: Breakout Room experience is partial Seminar as students will be participants only not facilitators during the exercise due to already being in a Teams Meeting/Webinar.*

