



If you are a Microsoft 365 user, you might be wondering how to make the most of the tools and features that are available to you. Microsoft 365 is a powerful and versatile platform that can help you work more efficiently, collaboratively, and creatively. But to unlock its full potential, you need to have the right skills and knowledge. M365 training can help you learn how to use the various apps and services that are part of the M365 suite, such as Outlook, Word, Excel, PowerPoint, Teams, SharePoint, OneDrive, and more. You can also discover how to integrate them with each other and with other external tools to create seamless workflows and solutions.



## MICROSOFT TEAMS TRAINING

### Introduction to Microsoft Teams

A very basic and simple presentation of Microsoft Teams and its 5 main sections regarding navigation and where to start your daily tasks.

This is a beginner session. Agenda can be modified according to your need

- Navigate the interface of Microsoft Teams
- Locating your settings and your profile
- Search section and key features
- Organise your workspace
- Send your first chat
- Locate your file repository

### Organising teams and channels in Microsoft Teams

Now that we know the basic of Microsoft Teams it is time to divide and conquer. This session will focus on understanding our workspace and how to effectively organise it for a better coordination and collaboration on projects.

- Understand the difference between teams and channels
- Learn how to create your first team or how to join an existing one
- Structure your team with channels and collaborate effectively
- Types of channels and their structure

### Types of meetings inside Microsoft Teams

Things have evolved since the last time you organised a meeting in Microsoft Teams. Today, Microsoft Teams offers 5 different types of video conferences, and it will get even better in time. This session will focus on:

- Learn about the different types of video conferences and when to use what
- Create your meeting and customise it according to your need
- Interactive tools inside meetings
- Leverage breakout rooms inside meetings
- Resources available before, during and after the meetings

### Microsoft Teams Meetings Enhancers

We always think of ways to make our meetings more interactive and effective so that our colleagues can land a message, share ideas and collaborate effectively. This training session is designed to teach you about the features available in your Teams meetings that can make a difference

- Organise your meetings with breakout rooms
- Poll your audience during meetings
- Present like a pro with PowerPoint Live
- Collaborate with Whiteboard
- Backgrounds, filters and avatars

### Communication and Collaboration inside Microsoft Teams

Now that you understand Microsoft Teams a little bit better, let's learn about the different ways to communicate and collaborate around the platform. Understanding when to have a large team communication and when to keep it private among a specific group of individuals is key. The same goes for files as well, by learning in what spaces they need to be shared. This training will focus on:

- Chat vs channels-what is the difference
- Organise your chat space with 1:1 conversations and group conversations



### Get started with Microsoft Teams Telephony

If you ever heard the term Microsoft Teams Phone, it refers to the cloud-based phone services that enables your users to make audio and video calls outside of your organisation. It integrates nicely with Microsoft Teams and is available on a variety of devices that your users are already working with: laptops, desktops, tablets and even phones. The objective of this training sessions is to teach the users how to:

- Customise call settings and configure your voicemail
- Organise your contacts
- Access your call history
- Utilise call forwarding options
- Dial-in option for meetings

## Integrating Apps in Microsoft Teams

Microsoft Teams is more than a simple application. It is a platform that allows organisations to integrate other applications and tools, in order to enable their users to increase their productivity and reach their project goals. During this training we will show you the variety of applications you have inside of Microsoft Teams and how to interact with them

- Find and navigate your apps library
- Customise your navigation menu
- Integrate applications in your workspaces
- Install and uninstall apps

## What is new in Microsoft Teams

Microsoft Teams is in continuous development. This training session will evolve with it to make sure it highlights the latest features available in Teams at the tip of your mouse, so that you can always be on top of your game with tips, shortcuts and work accelerants

- Learn about the latest shortcuts to improve your workday
- Explore new features in every section of Teams(char, channels, meetings, contacts)
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## Microsoft Teams Live Events-Organiser Experience

This training will give you a comprehensive understanding of live events in Microsoft Teams, which are designed to assist your organization in broadcasting video and meeting content to a wide audience. The goals of this training are:

- To learn how to create and design a live event on Microsoft Teams
- To get ready to produce and present
- To understand the best practices to maintain participant engagement
- To maximize your learning experience as an attendee

## Work Remote/Hybrid with Teams,M365 and Viva tools

Teams is a comprehensive collaboration solution that provides everything you need for productivity in one location: meetings, calls, chat, familiar apps, and business process workflows. It's the place where you collaborate to accomplish tasks.

- Comprehend the concept of hybrid work
- Stay connected and collaborate in a hybrid work setting
- Manage personal wellbeing with Viva Insights
- Simplify and streamline work tasks
- Embrace the hybrid meeting experience

# MICROSOFT 365 TRAINING



## M365 Cloud Storage-OneDrive vs. SharePoint-

We hear the term cloud storage a lot when it comes to M365, but what is the hype really about? Well, it is the most secure place you can keep your files within your organisation, allowing flexible movement between different workspaces. Whether you are working on a personal project or a group project, with cloud storage you can access all your files , anytime from any device. The purpose of this training session is to:

- Learn what cloud storage available in M365 and where it integrates
- Understand the difference and connection between OneDrive and SharePoint Online
- Integration of Cloud services in Microsoft Teams
- File management; access and edit your files from any device
- Real-time collaboration

## Cloud Storage: OneDrive for Business

We are all sometimes running out of storage space and wish there was a better way to manage our digital life. Well, look no further than OneDrive, the cloud service that does it all! OneDrive lets you store, sync, and share your files across all your devices, with just a few clicks. You can also access your files offline, collaborate with others in real time, and enjoy advanced security features. OneDrive is the ultimate cloud service for anyone who wants to be productive, organized, and happy. During this training you will:

- Learn to navigate the OneDrive platform for desktop and online
- The purpose of using OneDrive for Business
- Learn the different way that files can be stored, organised and edited
- Manage the access of your documents

## Introduction to SharePoint Online

The purpose of this course is to teach the users how to effectively navigate the interface of SharePoint Online, find relevant information and most importantly , learn how to store and access documents within the organisation across different teams and groups. During this training we will:

- Access SharePoint Online and navigate the interface
- Learn the SharePoint structure
- Access a teams' site and all of it's resources
- Understand M365 groups
- Customise a teams site
- Store and manage files

## Elevate your SharePoint Online Skills

Now that we have learned the basics around what SharePoint Online is , it is time to deep dive into more advanced features regarding more detailed access control as well as architecture. During this training we will focus on:

- Understanding the different types of sites that exist on SharePoint Online
- Plan and create a site(team site or communication site) from scratch
- Edit the look of your site using web parts
- Control access to sites and resources at a more detailed level
- Site analytics and usage

## Introduction to Microsoft Lists

If you love organising your data so that it can be accessed across other M365 platforms like Teams and SharePoint, then this session is for you. Microsoft Lists is the smart way of tracking your data in M365 allowing you to better setup events, classify assets or even keep a record of any issues happening internally in your teams. This training is designed to :

- Navigate the interface of Microsoft Lists
- Create and share your first list
- Manage control to your list
- Integration with Microsoft Teams and SharePoint Online

## Introduction to Microsoft Planner\*

The M365 package offers an application for pretty much every digital need you and your organisation might have. Microsoft Planner is here to help you build and organise your projects in an easy and visually compelling way. Manage tasks, attach files and more to make sure that every project participant knows exactly at what stage the plan is and what the responsibilities are. This training session focuses on:

- Access and navigate the Microsoft Planner interface
- Create and organise your first plan
- Assign tasks to project participants
- Elaborate on tasks with integrated tools
- Integration with M365(Teams, SharePoint)

## Introduction to Microsoft Bookings

Microsoft Bookings is designed to help your users organise and track appointments and calendars, all in one space. Bookings also allows you to organize and oversee both virtual and physical meetings for your staff and clients. This training session has as objectives the following:

- Understand the Microsoft Bookings functionality
- Access and navigate the interface
- Create your first booking page
- Organise your staff
- Learn how to customise the experience for your customers
- Integration with Microsoft Teams

## Introduction to Microsoft Forms

Have you ever wanted to create a survey, quiz, or poll in minutes? Do you like to get instant feedback from your audience? If you answered yes to any of these questions, then you need to learn Microsoft Forms! Microsoft Forms is a powerful tool that lets you create and share forms with ease. This course focuses on the following:

- Access and navigate Microsoft Forms
- Create your first survey and customise it to your need
- Share and collect responses
- Control the access to your form
- Analyse the data collected and decide what you want to do next with it

## Introduction to Microsoft Outlook Level 1\*\*

Whether you want to manage your emails, schedule your appointments, or organize your contacts, this training course will teach you everything you need to know. You'll discover how to set up your account, customize your preferences, and use the most popular features of Outlook.

- Access and navigate the interface of Microsoft Outlook
- Customise your profile and preferences
- Create and edit your emails
- Use accelerants and features to manage and organise your emails even better
- Create and send your meeting invites

## Introduction to Microsoft Outlook Level 2\*\*

Now that we learned the basics, it is time to dive deeper and explore a couple more options that could help us increase our productivity further. The training teaches you how to use advanced features such as rules, categories, flags, and search tools. The default agenda focuses on:

- Email responses and delays
- Learn how to delegate access to your emails and meetings
- Create rules to organise your space
- Customise the layout of your mailbox
- Categories and task management
- Let Copilot draft your emails before sending

## Introduction to Microsoft Excel

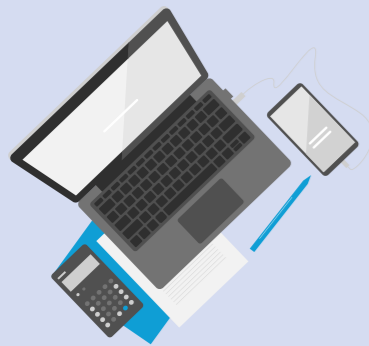
Microsoft Excel allows users to organise, format and calculate data in a spreadsheet. This session is designed for beginners who have little or no experience with Excel. A sample document will be shared with you during the session if you wish to follow along. This training session focuses on :

- Navigate the interface of Microsoft Excel
- Use templates to start working with your data
- Customise and personalise your options
- Create your first table and chart from scratch
- Learn some of the basic formulas
- Tips and tricks to accelerate your interaction with data

## Take Your Microsoft Excel Skills to the Next Level

Now that you've mastered the basics, it's time to explore more advanced techniques for working with data in Excel. A sample file will be provided during the session for hands-on practice. This training will cover:

- Formatting tables and creating effective charts
- Using conditional formatting to apply dynamic rules
- Understanding and applying data validation
- Expanding your knowledge of formulas and functions
- Creating and customizing pivot tables for data analysis



## Introduction to Microsoft PowerPoint

Microsoft Power Point is a powerful tool for creating and delivering presentations. In this introductory training session, you will learn the basics of Power Point, such as how to create slides, add text, images, animations, transitions, and charts. You will also learn how to customize your presentation with themes, layouts, and design options. By the end of this session, you will be able to create a professional-looking presentation that engages your audience and communicates your message effectively.

- Navigate the interface of Power Point and customise your preferences
- Access templates to create your first presentation
- Create your first presentation deck
- Use design ideas and customise your slide with different tools
- Share and collaborate with others

## Microsoft Word Level 1

Microsoft Word allows you to create, modify, view, work together, and share files swiftly and effortlessly. Begin by learning how to navigate through Word, create influential documents, and review your content with simplicity. The goals of this course are:

- Navigate the interface of Word
- Get started with ready created templates
- Use a variety of formatting and layout options to express your ideas
- Utilize AI-powered review features
- Share and collaborate effectively



## Microsoft Word Level 2

We continue to explore more features surrounding our favourite application designed for writing compelling documents. This training focuses on features that help you structure and organize your document further or even prepare it for bulk mailing. This session highlights:

- Enhance the design of your pages with themes, fonts and watermarks
- Create a table of contents and update
- Compare parts of your document and entire documents
- Mail merge
- Make use of Researcher to bring information into your document
- Secure your file with

## Introduction to Microsoft One Note\*

Microsoft OneNote is a digital note-taking application that serves as a comprehensive platform for storing all your notes, research, plans, and data. It offers an easy way to organize and share your notes, and its search functionality allows you to locate crucial information swiftly. During this training session we will explore the following:

- Navigation within OneNote and organizing content across notebooks, sections, and pages.
- Learning to amalgamate various types of content.
- Gaining an understanding of how to create a notebook and format notes.
- Utilizing OneNote to structure meeting notes.
- Configuring OneNote for collaborative work.

## Introduction to Microsoft To Do

This course provides insights on how to simplify task management by enabling you to access your to-do list from any location, establish a smart and customized daily planner, and share lists with team members. The objectives are:

- Comprehend the applications and integrations of To Do
- Customize the To Do experience by examining settings
- Discover how to utilize List as an intelligent daily planner
- Understand how to leverage smart lists
- Learn how to maintain focus by setting steps, deadlines, and reminders
- Learn how to categorize and share task lists with others



## Introduction to Microsoft Visio for the Web

Visio for the web is a cloud-based diagramming tool that enables users to create, edit, and share professional diagrams directly from a browser. It's ideal for flowcharts, org charts, network diagrams, and more—no installation required.

Training will cover:

- Navigating the Visio for the web interface and understanding key features
- Creating and customizing diagrams using templates and shapes
- Collaborating in real-time and sharing diagrams via OneDrive or Teams
- Inserting data visualizations and linking shapes to data sources

## Introduction to Microsoft Updates App

The Updates app in Microsoft Teams streamlines status reporting by allowing users to create, submit, and manage updates directly within Teams. It's perfect for recurring check-ins, project tracking, and team alignment—all in one place.

Training will cover:

- Creating and scheduling update requests for individuals or teams
- Submitting updates with structured templates and customizable fields
- Tracking responses and analysing update trends over time
- Integrating Updates with Teams channels and notifications

## Get started with the Approvals App in Teams

The Approvals app in Microsoft Teams allows users to create, manage, and track approval requests directly within Teams. It simplifies decision-making workflows by centralizing approvals across chats, channels, and integrated apps.

Training will cover:

- Creating and sending approval requests within chats and channels
- Reviewing, responding to, and tracking approval statuses
- Customizing approval templates to suit different workflows
- Integrating Approvals with Microsoft Power Automate for advanced scenarios

## Get started with Microsoft Stream

Microsoft Stream is a secure video platform that allows users to record, upload, manage, and share videos across Microsoft 365. It's ideal for training, communications, and collaboration—fully integrated with Teams, SharePoint, and OneDrive.

Training will cover:

- Recording and uploading videos using Stream on SharePoint
- Sharing videos across Teams, OneDrive, and SharePoint
- Adding chapters, transcripts, and interactivity to videos
- Managing permissions, privacy settings, and compliance
- Embedding videos in PowerPoint, Viva Engage, and other apps



## Introduction to Microsoft Loop

Microsoft Loop is a collaborative workspace that brings together people, content, and tasks across Microsoft 365. It enables real-time co-authoring with flexible components that stay in sync across Teams, Outlook, Word, and more.

Training will cover:

- Understanding Loop components, pages, and workspaces
- Creating and collaborating on Loop content in Teams and Outlook
- Using Loop to organize ideas, track tasks, and manage projects
- Syncing content seamlessly across Microsoft 365 apps
- Best practices for real-time collaboration and productivity with Loop

# MICRSOFT POWER PLATFORM TRAINING



## Introduction to Power BI Service

Microsoft Power BI Service is a cloud-based business analytics service that enables you to create and share interactive dashboards and reports with your colleagues and clients. In this introductory training session, you will learn how to connect to a data source, create visualizations and publish your work to the Power BI Service in your desired workspace. By the end of this session, you will have a solid foundation of the Power BI Service and its capabilities.

- Navigate the interface of Power BI Service
- Understand the various spaces available on the platform and their purpose
- Learn about data sources and connect to a data source
- Create your first report
- Customise your report and publish
- Create a dashboard

## Introduction to Power BI Desktop

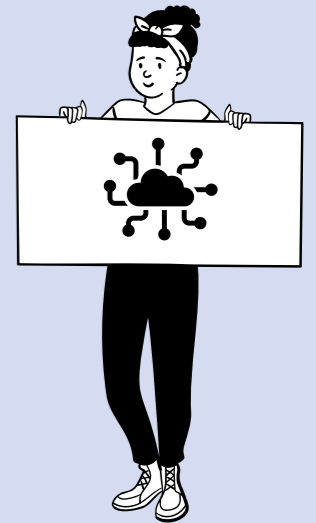
Power BI Desktop is a powerful data analysis and visualization tool that allows you to connect to various sources of data. Very similar to the Power BI Service but with the desktop application you can transform and model your data, and make use of more features exclusive to the desktop application. This session will explore:

- Navigate the interface of Power BI Desktop
- Learn and understand the variety of data connectors
- Connect to a source and model your data
- Utilise Power query Editor
- Format your report with themes
- Publish report to Power BI Service

## Get started with Power Platform In Microsoft Teams

If you have participated in previous session for Microsoft Teams, you will know by now about the integration capabilities. The entire Power Platform is available inside your hub for work all you need to do is learn and explore it's potential. This training session will showcase how the 4 applications in the Power Platform connect in Microsoft Teams

- Create your first application and deploy it to a team
- Create automations to simplify your daily tasks with power Automate templates
- Create your first bot with Power VA and AI
- Integrate compelling reports inside your team channels to make smart decisions



## Introduction to Power Automate

Microsoft Power Automate is a cloud service that allows you to automate and optimize business processes across various systems, desktop apps, and websites. It also provides templates for common scenarios, such as approvals, notifications, and data collection, or you can create your own flows from scratch. You can share your flows with others in your organization or run them manually as needed. This sessions has as objectives the following:

- Navigate the interface of Power automate and learn about triggers and actions
- Learn about the different types of flows and connectors
- Create a flow from a template
- Create a flow from scratch and share with others

## Introduction to Power Apps

Microsoft Power Apps is a low-code platform that allows users to create custom applications for various business needs. With Power Apps, you can build apps that connect to data sources, automate workflows, and integrate with other Microsoft products. You can also customize your apps with advanced features, such as AI components, custom connectors, and logic expressions. The session has objectives the following:

- Navigate the interface of Power Apps and learn the components
- Learn about connectors and build your first canvas app
- Use formula references to customise your app's commands
- Share your application with others and control the permissions

## Introduction to Power Virtual Agents

Microsoft Power Virtual Agents is a cloud-based platform that allows anyone to create and deploy powerful chatbots without coding or AI expertise. With Power Virtual Agents, you can easily build conversational agents that can engage with your customers, employees, or partners across multiple channels, such as websites, mobile apps, Microsoft Teams, or social media. This training will show you how to :

- Navigate the interface of Power VA and learn about the components
- Create your first bot using existing topics and nodes
- Create your own topics and customise your bot according to your need
- Test your bot before releasing to the users
- Share your bot within other platforms and channels

# MICROSOFT VIVA TRAINING



## Introduction to Viva Insights\*

Viva Insights is a Microsoft app that helps you improve your productivity and well-being at work. It analyses your work patterns and provides personalized insights and suggestions to help you focus, collaborate, and balance your time. With Viva Insights, you can reduce distractions, prioritize your tasks, and achieve your goals more effectively. The training objectives are:

- Navigating Viva Insights in Microsoft Teams
- Explore the different sections and understand how you can organise your time
- Book focus time for learning or targeted projects
- Explore Viva integration in Outlook and your monthly digest emails

## Introduction to Viva Learning\*\*

Viva Learning is a new platform that helps you learn new skills and stay up to date with the latest trends in your industry. With Viva Learning, you can access curated content from Microsoft, LinkedIn, and other trusted sources, all in one place. You can also discover relevant courses, track your progress, and share your achievements with your colleagues and managers. This training will highlight:

- Explore the Viva Learning experience in Microsoft Teams
- Discover content relevant to your field of expertise
- Search, bookmark and organise your content by topic and provider
- Share your findings with colleagues via channels and chats

## Introduction to Viva Engage

Microsoft Viva Engage represents a fresh and improved version of the existing Yammer Communities app for Microsoft Teams. It introduces novel features that promote interpersonal connections, facilitate the discovery and sharing of knowledge, encourage self-expression, and cultivate a sense of community in the workplace. During this training session you will :

- Access and navigate Viva Engage inside Microsoft Teams
- Join, create and engage communities
- Create interactive posts to reach people within your organisation
- Learn how to manage communities
- Control access, delegate and manage notifications

\*Please note that both **Viva Insights** and **Viva Learning** can be showcased from both the perspective of a user or the perspective of a manager. Let us know who your target audience is so we know how to position the product during the training.

# WINDOWS AND ACCESSIBILITY TRAINING

## Windows 11 Accessibility and Modern Desktop

Microsoft's modern desktop for Windows 11 brings the best on how to manage content, maintain security, and enhance speed and productivity using the latest features in Microsoft 365, Edge, and Windows 11. All of this combined with unbeatable accessibility features designed to help you achieve your goals. This training session is designed to highlight:

- Enhance work efficiency by gaining knowledge about new productivity tools across Windows, Edge, and Microsoft 365 apps
- Utilize the smart capabilities of Microsoft Search to locate information
- Comprehend the update process for Windows and Office
- Employ new security tools for better protection of data and devices
- Experience improved teamwork and collaboration using the Microsoft 365 Cloud tool

## Accessibility in M365

Microsoft 365 apps integrate smoothly with assistive technologies and accessibility configurations on a majority of devices. Furthermore, certain apps provide inherent Ease of Access settings and Learning Tools to enrich the reading and writing experiences for individuals of all skill levels. Accessibility Checkers, Accessible Templates, Autogenerated Alt-Text for images and Captions for audio are available in the Microsoft 365 apps to make it easier for everyone to make their emails, documents, presentations, and meetings more inclusive. This session highlights:

- Explore accessibility features across Word, Outlook, Excel and Edge
- Create accessible content and presentations in Power Point
- Utilise accessibility features when streamlining your work in Microsoft Teams



# MICROSOFT 365 COPILOT

## Introduction to M365 Copilot

Microsoft 365 Copilot is an AI-powered assistant that helps users work more efficiently across Word, Excel, PowerPoint, Outlook, Teams, and more. It turns natural language prompts into powerful productivity tools embedded across the M365 suite.

### Training will cover:

- Overview of Microsoft 365 Copilot and its capabilities across apps
- Using natural language prompts to generate content and insights
- Real-world use cases in Word, Excel, PowerPoint, Outlook, and Teams
- Best practices for working securely and effectively with Copilot
- Understanding licensing, data privacy, and responsible AI usage

## Introduction to Copilot in Microsoft Teams

Copilot in Microsoft Teams uses AI to streamline meetings, chats, and collaboration by summarizing conversations, generating content, and surfacing key insights. It helps users work smarter and faster.

### Training will cover:

- Using Copilot to summarize meetings and generate meeting notes
- Asking Copilot to draft messages, action items, and recaps
- Extracting key takeaways and decisions from chats and threads
- Leveraging Copilot during live meetings for real-time assistance
- Understanding privacy, data security, and responsible use of AI in Teams

## M365 Copilot in Outlook

Copilot in Outlook enhances productivity by using AI to draft emails, summarize threads, and suggest replies—helping users communicate more effectively with less effort. It's seamlessly integrated into the Outlook experience for faster, smarter email management.

### Training will cover:

- Drafting professional emails with Copilot suggestions and tone adjustments
- Summarizing long email threads to quickly understand key points
- Using Copilot to generate quick, relevant replies and follow-ups
- Organizing and prioritizing emails with AI-powered insights
- Understanding data handling, privacy, and ethical AI use in Outlook

## Microsoft 365 Copilot in Power Point

Copilot in PowerPoint helps you create compelling presentations faster by turning ideas into slides, rewriting content, and designing layouts with ease. It leverages AI to enhance storytelling and save time right within PowerPoint.

### Training will cover:

- Using prompts to generate presentations from outlines or documents
- Rewriting, summarizing, and enhancing slide content with Copilot
- Applying design suggestions and formatting for visual impact
- Creating speaker notes and presentation summaries automatically
- Tips for collaborating and iterating on presentations with AI assistance

## Microsoft 365 Copilot in Word

Are you ready to boost your productivity in Word even more? Now that you're familiar with Word's basics, discover how Copilot's AI capabilities can help you create, edit, and enhance documents faster and smarter.

### Training will cover:

- Generating and rewriting content using natural language prompts
- Summarizing long documents for quick insights
- Improving writing style, tone, and clarity with AI suggestions
- Creating outlines, tables of contents, and structured documents
- Collaborating efficiently with real-time AI assistance