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VIRTUAL-CLASS WEBINARS | ON-DEMAND VIDEOS | ON-SITE CLASSES

MICROSOFT 365 TEAMS
WEBINAR+VIDEO+ONSITE | ALL VERSIONS
SUPERCHARGE COLLABORATION & PRODUCTIVITY

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Unlock the full power of Microsoft Teams in Supercharge Collaboration & Productivity—a hands-on, instructor-led course designed to help professionals streamline teamwork, centralize communication, and master hybrid workflows using the entire Teams platform. This course delivers real-world training on every major aspect of Teams—from structured chat and file collaboration to video conferencing, custom integrations, phone systems, and enterprise-ready security. You'll learn how to create and manage project-driven teams and channels, host effective meetings with tools like breakout rooms and recordings, co-author Office documents, automate workflows with Power Automate, and replace legacy phone systems with Teams Calling. Whether you're onboarding new employees, coordinating remote teams, or scaling company-wide collaboration, this class shows you how to transform Teams into your organization's communication backbone.

MICROSOFT TEAMS OVERVIEW & INTERFACE TOUR

- Understand Teams as a digital collaboration hub within Microsoft 365
- Compare web, desktop, and mobile interfaces
- Navigate core areas: Chat, Teams, Calendar, Calls, Files, and Apps

CUSTOMIZING YOUR WORKSPACE & NOTIFICATIONS

- Personalize layout with pinned apps and custom settings
- Pin, hide, and reorder teams and channels for clarity
- Configure notification settings by activity type or priority

CREATING & MANAGING TEAMS AND CHANNELS

- Create teams from scratch or Microsoft 365 groups
- Assign roles, permissions, and add internal/external members
- Organize channels by project, function, or visibility (standard vs. private)

STRUCTURED MESSAGING & COMMUNICATION TOOLS

- Post messages, reply in threads, and format conversations
- Use @mentions, reactions, emojis, and polls for engagement
- Leverage inline translation and accessibility features

PRIVATE CHATS, ESCALATIONS & 1:1 COMMUNICATION

- Start, manage, and escalate private or group chats
- Edit, save, forward, or delete chat messages
- Instantly switch from chat to voice/video call

FILE SHARING & LIVE DOCUMENT COLLABORATION

- Upload files to channels, chats, or OneDrive
- Co-author Office files in real time with version history
- Share content securely with guests or external contacts

SCHEDULING & MANAGING TEAMS MEETINGS

- Schedule meetings via Teams or Outlook calendar integration
- Use "Meet Now," add meeting tabs, and manage invitees
- Integrate whiteboards, meeting notes, and recordings

HOSTING BREAKOUT ROOMS, WEBINARS & LIVE EVENTS

- Configure breakout rooms for workshops or subgroups
- Use live captions, recordings, and auto transcription
- Conduct webinars and broadcast events at scale

ADVANCED CALLING & TEAMS PHONE SYSTEM

- Use Teams as a cloud-based phone system with call queues and auto attendants
- Manage voicemail, transfers, and routing rules
- Explore analytics and usage reports for call performance

TABS, APPS & MICROSOFT 365 INTEGRATIONS

- Add Planner, OneNote, Forms, and custom tabs
- Integrate third-party tools and use Connectors for external feeds

CHANNEL MODERATION, TAGGING & ACTIVITY MANAGEMENT

- Set up moderation rules and manage member permissions
- Use tags for grouped mentions and follow specific topics
- Stay updated with Activity feed filtering and keyboard shortcuts

SECURITY, GUEST ACCESS & ORGANIZATIONAL CONTROL

- Manage guest access policies and team-level permissions
- Understand data retention, compliance, and sharing restrictions
- Secure communication channels and access from mobile or browser