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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 across the entire Microsoft 365 platform. Beyond the basics, this course dives deep into workspace customization, helping you personalize layouts, reorder channels, and fine-tune notifications for clarity and focus. You'll learn to create and manage teams and channels based on project roles, organizational structure, or visibility needs, while developing fluency with structured messaging tools, including threads, mentions, reactions, polls, and accessibility features. Gain confidence managing private chats and 1:1 communications, including escalations and voice/video transitions, and practice seamless file sharing and live document collaboration across teams. We'll walk through meeting scheduling via Outlook or Teams, hosting breakout rooms, webinars, and live events, and using whiteboards, recordings, captions, and transcripts for inclusive participation. The class also covers Teams' role as a cloud-based phone system, with instruction on call queues, voicemail, analytics, and routing. You'll unlock the power of custom tabs, Planner, OneNote, Forms, and third-party integrations to extend Teams' capabilities—and gain practical tools for channel moderation, tagging, and activity management. Finally, we'll ensure you're equipped to handle guest access, security, and organizational control, giving you full confidence to onboard new employees, coordinate remote teams, and scale company-wide collaboration with structure and clarity.

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