



## WorkingSm@rt®

MICROSOFT  
+ Teams

### Who Should Attend:

Workgroups and teams including those who work in a Microsoft Teams environment.

### Format:

- 2 x 4-hours, instructor-led online session
- Group follow-up coaching
- One-on-one personal coaching session with a skilled facilitator

### What's Included:

- **Comprehensive Learning Guide and Resource Manual:** Individual Virtual Learning Guide with training content to refer to, whenever you want.
- **Ongoing Support:** WorkingSm@rt Helpdesk, no matter where you work.
- **Learning Link:** Our monthly productivity e-newsletter to keep you updated

### Related Training:

- WorkingSm@rt with Microsoft Outlook
- WorkingSm@rt with Microsoft OneNote

## Effective teamwork, collaboration, and communication

We all work with and through other people. Doing so in a Lean and efficient manner is vital to business success. Technology has a key role to play in achieving effective teamwork but only if it is deployed in a 'process led' way. The Working Sm@rt training suite ensures technologies are deployed to support processes. For Microsoft Teams, this can have seismic business benefits, including:

- Reduced Cycle time for decision making and other key processes
- Elimination of push communication models (e.g. emails)
- Reduction of Meeting times
- Increase in Knowledge Sharing

### This course will help you:

- Work effectively as a team
- Apply business processes & structure to MS Teams
- Learn how team players need to behave to deliver shared goals on time
- Use other 365 apps to help teams sidestep duplication of work, missed information or continuous distractions
- Have clear IT Guidelines for MS Teams to avoid unintentional misuse, or even bewilderment

*Priority*®

A Better Way To Work

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# Detailed Synopsis:

## WorkingSm@rt using Microsoft Teams



### Effective teamwork, collaboration, and communication

- Is your team communicating effectively to get projects done on time?
- Can't find important documents when you need them?
- Ineffective meetings eating up your day?
- Difficulty collaborating across multiple team tools?
- Silos between teams causing productivity issues?
- Want to raise team engagement and maturity level?

Our WorkingSm@rt with Microsoft Teams course will lift your teamwork to new levels.

At some point, every team feels a disconnect in collaboration and communication, but if it's a lot of the time, then you and your team need a road map to improve the process and get better results.

Whether you're a department, loosely knit work group or existing team, this workshop will take you through an important set of processes and tools to develop essential team skills.

#### Part 1:

This part will introduce the concepts of being in a team and identify the positives and negatives of working with others. This is important so when using Teams to be more efficient, we only amplify the positives. We will also discuss the results of the pre-course questionnaire in relation to current team practices.

#### Part 2:

We next discuss the capabilities of Microsoft Teams and where it fits in with others applications.

#### Part 3:

In this section, we show how to build or modify existing teams in a 'process led' manner. We discuss the importance of governance and behaviour guidelines.

#### Part 4:

We learn how to use Microsoft Teams in a manner that benefits all team members so they collaborate and communicate more effectively.

#### Part 5:

Next we look at how to manage group tasks and how to link to other shared or personal work systems without duplication. This includes a subsection on effective file sharing and controls in the Teams environment.

#### Part 6:

We then look at using Microsoft Teams' online meeting functionality and how it can be harnessed to make online interactions as efficient as possible.

#### Part 7:

The final section is Deployment - and involves taking 'real life' customer processes and mapping them to a Teams environment. Using specially designed templates, we identify the key metrics to capture the potential productivity benefits that centralisation could achieve.



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