

CURRICULUM OUTLINE

Remote Team Training: Microsoft Teams Introduction (SESSION ONE)

VERSION 1.0 (8/2020)

Overview This Microsoft Teams Introduction workshop is geared toward all staff within DHS, who utilize and lead meetings through the Microsoft Teams platform, to empower them with the use of the Microsoft Teams platform or best practices in facilitating remote meetings, with a special focus on using the platform for remote team collaboration.

Audience This training is intended for DHS tele-workforce leaders who facilitate online meetings with Teams.

Goal The goal of this workshop is to prepare meeting facilitators for better collaboration and team engagement during remote work meeting through the use of the Microsoft Teams platform.

Objectives of Training

- Explain team and channel creation best practices. Plan organization of Teams and their respective channels.
- Describe document and screen sharing best practices. Use Teams for screen-sharing, document collaboration. Examine the pros/cons of creating files in Teams vs Sharing files "on screen"
- Illustrate integrated communication in Teams, including how to post, comment on shared files, and save comments for later viewing, and actionable feedback.

Instructional Methods

- Instructor-led discussion
- Remote team and individual activities

Materials Needed

- Access to internet
- Microsoft Teams Login
- Laptop or Desktop (preferably with audio and video capabilities)
- Microsoft Teams Application (suggested)
- Collaboration files (to be used during the workshop)

Instructional Time 60 Minutes

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	WORKSHOP COMPONENT	TIME
Workshop Introduction	<p>Discussion: Introduction of trainer and training objectives. Introduction to MS Teams call controls. [2 min]</p> <p>Learner Ice-breaker Activity: “If you could be anywhere else right now, where would it be?” [3 min]</p> <p>Interaction: Remind learners of call controls and have them raise and lower hand, framing in communication standard of raised hands for questions. [2 minutes]</p> <p>Interactive Teams Poll: “Why Teams?” [3 Min] How MS Teams can increase engagement, activate collaboration, and help us address the challenges of working remotely.</p>	10 min
Teams & Channels	<p>Discussion: Microsoft Teams best practices. [5 minutes] Overview of MS Teams organization. Walk through platform basics. Demonstrate creation of teams and channels.</p> <p>Learner Activity: Organizing a Team Each participant creates a team, adds a channel, and invites the workshop facilitator and one other person to the channel. [10 minutes]</p>	15 min
Document Collaboration	<p>Discussion: Sharing and Collaborating on Documents [5 minutes] Demonstrate the use Screen-sharing to compare / contrast screenshare with collaboration. Demonstration of the “files” function within Microsoft Teams including collaboration. Also demonstrate how one can use browser to multitask.</p> <p>Learner Activity: Learners edit and collaborate on a shared document, making comments on obvious needs for document. [10 minutes]</p>	15 min
Group Communication	<p>Discussion: Group Communication in Teams [5 minutes] Quick overview on the different channels for communication. Using Teams to communicate with other team members, both in real-time as well as asynchronously. Overview of chat, posts, and notifications. Demonstrate use of calendars (including synch with MS Outlook) and how calls are started within teams.</p> <p>Learner Activity: Demonstrate Group Communication [5 minutes] Learners create an announcement using emoticons and gifs. Learners also send a direct chat notification to the person ‘below’ them in the list of participants. Learners create a meeting and invite members to the meeting.</p>	10 min
	<p>Learning Objectives Review / Q&A [5 minutes] Workshop Evaluation (Link distributed through email and Teams group)</p>	10 min

Internal Outline for PPT creation

INTRO:

- **Discussion [2 min]:**
 - Introduction of trainer and training objectives. 1 min
 - Objectives 1 min
 - Explain team and channel creation best practices. Plan organization of Teams and their respective channels.
 - Describe document and screen sharing best practices. Use Teams for screen-sharing, document collaboration. Examine the pros/cons of creating files in Teams vs Sharing files "on screen"
 - Illustrate integrated communication in Teams, including how to post, comment on shared files, and save comments for later viewing, and actionable feedback
- **Learner Ice-breaker Activity [3 min]:** "If you could be anywhere else right now, where would it be?"
- **Introduction to MS Teams call controls. [2 min]**

Potential Poll:

Potential of running through training and see what they are familiar with and what they are not as a poll [raised hands](?)

By ~~raise of hands~~, who is very familiar with:

Creating Teams

Creating channels

Commenting on Documents

Collaborating on Documents

- **POLL or DISCUSSION [3 minutes]**
 - What is MS Teams & How can we use it - OR Interactive TEAMS poll [3 min]
 - A place to meet and collaborate remotely with
 - Video Conferencing
 - Project Management
 - File organization and collaboration
 - Multiple tools in a single platform
 - Context : Use data to frame the discussion/poll

1. Teams and channels

Team and channel creation best practices. Showing the importance of forethought in the creation and organization of Teams and their respective channels.

Discussion: [5 minutes] Microsoft Teams best practices.

Overview of MS Teams organization. Walk through platform basics. Demonstrate creation of teams and channels.

- What are Teams?
 - Containers for organizing information related to a particular group or topic
 - Channels are sub groups of that topic
 - They exist to not only delineate meeting members and agendas, but to communicate in context of a group or project.
- Intro To Teams & Channels
 - Teams are the meta idea – the top tier for a group or project
 - Channels are discrete parts of that group or project
 - Note: you do not have to create a team for each meeting, rather organize your teams and channels based on groups that will meet and collaborate regularly.
 - Channels allow you to:
 - Organize assets for groups
 - Keep history of communication
- Best Practices
 - Think AHEAD
 - Plan your groups
 - Files may be moved
 - Chat and posts cannot
 - How granular will your team need to be

Learner Activity: [10 minutes] organizing a Team

Each participant creates a team, adds a channel, and invites the workshop facilitator and one other person to the channel.

ACTIVITY: Create a team with two channels – invite people to the channel. Delete Team

2. DOCUMENT COLLABORATION

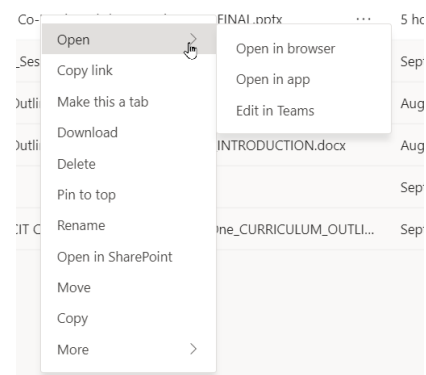
Discussion: [5 minutes]

Sharing and Collaborating on Documents

Demonstrate the use Screen-sharing to compare / contrast screenshare with collaboration. Demonstration of the “files” function within Microsoft Teams including collaboration. Also demonstrate how one can use browser to multitask.

Intermediate FILES organization, creation, editing

- Share your screen when you need control
 - Good for when showing items to team
 - Good when charting
- Collaborate on documents
 - All pitching in
 - Brainstorming
 - Want to leave comment later
- File Right Click {see screenshot}
- Where to open files:
 - In app seems to be faster
 - Keeps you focused and in the window
 - In browser
 - Allows you to multitask
 - Stay in meeting and
 - view files (open in sharepoint)
 - Edit file (open in App)
- File organization
 - Make a tab
 - Move – remember organization of teams
 - Pin to top



Activity [10 minutes]:

- Learners edit and collaborate on a shared document, making comments on obvious needs for document. [10 minutes]

3. Integrated communication in Teams

Discussion [5 minutes]: Group Communication in Teams

Quick overview on the different channels for communication. Using Teams to communicate with other team members, both in real-time as well as asynchronously. Overview of chat, posts, and notifications. Demonstrate use of calendars (including synch with MS Outlook) and how calls are started within teams.

- Calls – you're on one
- Calendar is communication – same as Outlook
- Comment v. Chat on shared files
 - Note: comments stay when moving or downloading.
- CHAT
 - Single
 - Save chats for later viewing and actionable feedback.
- Taking notes
 - Get a scribe

- Posts
- Announcements and @teams **strike?**

Learner Activity Communication [5 minutes]: Demonstrate Group

- Learners create an announcement using emoticons and gifs. Learners also send a direct chat notification to the person 'below' them in the list of participants
- Activity: Create an announcement about 2021, make it important, Add GIF,