

Microsoft Training Schedule

RSVP with the links below to ensure credit for attending one of the Microsoft Training Session

*Schedule subject to change

Event Title	Date	Time	RSVP*
Power Apps	Tuesday September 07, 2021	12:00 PM-01:00 PM	RSVP
Windows	Tuesday September 14, 2021	04:00 PM-05:00 PM	RSVP
Outlook	Tuesday September 21, 2021	12:00 PM-1:00 PM	RSVP
Planner	Tuesday September 28, 2021	04:00 PM-05:00 PM	RSVP
Yammer	Tuesday October 05, 2021	12:00 PM-01:00 PM	RSVP
M365 Overview	Tuesday October 12, 2021	04:00 PM-05:00 PM	RSVP
Teams	Tuesday October 19, 2021	12:00 PM-01:00 PM	RSVP
Creating Accessible Content	Tuesday October 26, 2021	04:00 PM-05:00 PM	RSVP

Last Updated on 8/30/2021

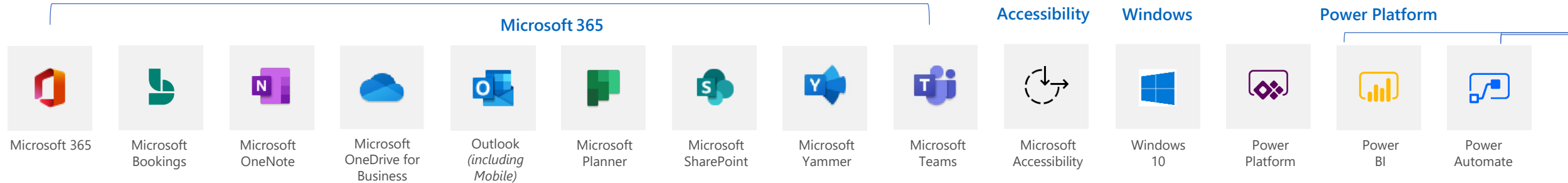
Microsoft Store

Customer Success Training Catalog



Overview

The Customer Success Training program is focused on experiential and tailored learning built for employees who are looking to achieve more with Microsoft technology. The Microsoft Store team partners with the customer to understand their unique needs and strategic goals. Experienced Microsoft trainers create an interactive learning environment focused on hands-on collaboration which drives excitement, discovery, and knowledge around the power of the Microsoft Solutions. Training sessions are conducted at the customer site or virtually delivered via Microsoft Teams.



Microsoft Teams

Microsoft Teams—the hub for teamwork in Microsoft 365— can help your employees work together seamlessly. Teams is built for the different ways people work today, fostering a new level of creativity and collaboration.

Microsoft Teams L100

**For users with no prior experience using Microsoft Teams.*

This course is designed as an introduction to Microsoft Teams that will demonstrate the value of the tool and give attendees all they need to get started working in their first Team. Attendees will learn how to set up a Microsoft Team, including how to configure team and personal settings. In addition, the course will help users understand how to navigate across requested modalities (desktop, mobile, online) to experience key application features and understand how Microsoft Teams fits into the Microsoft 365 family of products to support collaboration and productivity workflow.

Microsoft Teams L200

**For users with experience using Microsoft Teams.*

This course is designed to build on existing Microsoft Teams knowledge to establish best practices and etiquette across available apps. Attendees will get an overview of power user features, including how to extend the Microsoft Teams platform with third-party applications, add-ins and bots. In addition, the course will provide strategies and scenarios to help attendees streamline communication, manage settings and design effective workspaces to support collaboration. In addition, best practices for event management will be shared including pre-event, live event and post-event guidance.

Microsoft Teams Firstline Workers L100

**For firstline workers who are typically mobile first.*

Microsoft Teams training for firstline workers will give users a mobile-first look at using Teams to access all the information they need to do their jobs each day and understand how to communicate effectively and securely with their colleagues. Attendees will understand Teams navigation (both desktop and mobile), including user scenarios for better understanding. In addition, the course will help attendees understand how to replace old processes with Shifts, Announcements and Tasks. In addition, best practices for communication will be shared including using private chat, activity feed and search.

Microsoft Teams Higher Education L100

**This course explores use cases for educational institutions.*

This course was designed with education-specific use cases such as assignment management, OneNote Class Notebook, creating on-demand lectures and meetings with Microsoft Stream, and using apps and Bots in Teams. The training will highlight key accessibility features to ensure everyone stays digitally engaged. Attendees will understand the difference between Teams for Classes, Professional Learning Communities, Staff Members, and Other roles. In addition, we will explore the content library and collaboration space, integration of apps and bots to get more out of the workspace (e.g. Polls, Forms).

Microsoft 365

Microsoft 365 is the productivity cloud that brings together best-in-class Office apps with powerful cloud services, device management, and advanced security.

Microsoft Bookings L100

**Using Bookings as an app within Teams is recommended*

Microsoft Bookings gives you a faster alternative to time-consuming and repetitive scheduling tasks while optimizing organizational resources. Bookings allows people to delight customers and clients and can be customized to meet the needs of your organization. Attendees can expect to learn how to create a business within the Bookings application, understand how to create and customize services, and manage staff and customers. In addition, the course will include integration with Microsoft Teams, and provide a walkthrough of the customer and staff journey during a virtual booking as a real-world example.

Microsoft Planner L100

**While the Planner course can stand on its own, it is recommended to be taken with the Microsoft Teams course.*

Microsoft Planner makes it easy for teams to create new plans, organize and assign tasks, share files, chat about what you're working on, and get updates on progress. Planner allows teams to work together effortlessly by organizing your projects visually in an easy to use application that works across all your devices. Attendees will discover how to create a new plan, assign tasks, update tasks and project status. The course includes user scenarios such as how to organize workstreams into different views, so everyone knows who is working on what. In addition, we will explore use cases for Planner, and using the mobile app to manage tasks on the go.

Microsoft OneNote L100

OneNote is a digital notebook for capturing and organizing content across your devices. Users can jot down ideas, keep track of notes, clip from the web, make to-do lists, and draw and sketch ideas. This course shows attendees how to navigate OneNote and use it to organize content into notebooks, sections, and pages. Attendees will learn best practices for bringing content together effectively, using pen-enabled devices, and guidance on how to share personal and shared notebooks for collaboration. Attendees will get first-hand experience with OneNote across all modalities including desktop, mobile and online for access to their notebooks, regardless of location.

Microsoft SharePoint L100

**This course is often combined with the SharePoint Online or Windows 10 courses to offer a more complete view of the advantages of moving to a Modern Desktop.*

SharePoint Online is a cloud-based service that helps organizations share and manage content to empower teamwork, find information, and collaborate across the organization. This course focuses on SharePoint team sites- internal sites that connect teams to the content, information, and applications they rely on every day. In addition, attendees will understand how to share and work together, transform repetitive processes, engage with the resources they need, and harness their collective knowledge. Attendees will learn how to manage permission for secure document storage and collaboration.

Microsoft OneDrive for Business L100

**This course is often combined with the SharePoint Online course or the Windows 10 course to offer a more complete view of the advantages of moving to a Modern Desktop.*

OneDrive for Business and Microsoft 365 make it easy to access, share, and collaborate on files from anywhere. OneDrive is available for mobile, web, and desktop allowing users to have access to all their files and enabling seamless collaboration no matter which device. In addition, files are stored securely to provide protection from malicious attacks or accidental deletions. Attendees will learn everything they need to get started saving, sharing, and collaborating on files.

Microsoft Yammer L100

Yammer is a collaboration tool that helps you connect and engage across the company. This enterprise social networking tool helps employees start conversations, share knowledge, and build communities internally for improved cross-team collaboration and alignment. This course will demonstrate how to navigate Yammer on both desktop and mobile, while sharing best practices for engaging in open and dynamic communication across the organization. In addition, we will explore use cases for Yammer (e.g. crowdsourcing knowledge, building communities, sharing ideas across workgroups, and polling) and understand how Yammer differs from Microsoft Teams.

Microsoft Outlook and Outlook Mobile L100

Microsoft Outlook allows employees to work efficiently with email, calendar, contacts, tasks, and more—together in one place. Microsoft 365 integration adds the capabilities to share attachments from OneDrive, book conference rooms, and track RSVPs. Outlook Mobile offers an even easier way to get connected and organized by bringing Outlook to iOS and Android. This course will explore modern features across desktop and mobile experiences including how to use modern attachments to collaborate on files. In addition, attendees will learn tips and tricks to be productive and connected—at home, on the go, and everywhere in between.

Microsoft 365 Accessibility

There are no limits to what people can achieve when technology reflects the diversity of everyone. Our products and services are designed for people of all abilities. Microsoft 365 Accessibility training is available for a range of users including vision, hearing and neurodiversity. Attendees can expect to learn how to set up and navigate the settings within Windows 10 and Microsoft 365 desktop applications including Microsoft Teams.

Microsoft 365 Accessibility: Blind and Low Vision L100

Learn accessibility tools and features for people who are blind, color blind, or have low vision. Examples include tools to help users distinguish colors more easily by adjusting the contrast and using filters, using Tell Me voice commands to quickly access commands in several Microsoft 365 and using Maps in 3D sound to build richer awareness of their surroundings to become more confident navigating new environments.

Microsoft 365 Accessibility: Deaf and Hard of Hearing L100

For those who are hard of hearing, have hearing loss, or have deafness, our specialized features can provide solutions including closed captioning, mono sound, and live call transcription. In addition, the course will include practical tips such as adding captions to multimedia presentations, adjusting the color, size and transparency to fit each users' specific needs, notifications, and how to use the Ease of Use Center to set up visual notifications over sounds.

Microsoft 365 Accessibility: Neurodiversity L100

Innovative tools such as dictation and Windows Hello sign-in can make the digital world more accessible for those who live with dyslexia, seizures, autism, or other cognitive differences. In addition, the course will include practical tips to help users remove distractions by reducing animations and turning off background images, change the taskbar location for improved organizational efficiency and how to use fonts that are easier to read for people with dyslexia.

Microsoft Windows

Windows 10 enables users with a personal, productive and secure operating system on powerful and modern devices.

Windows 10 L100

**This course is often combined with the SharePoint Online or Windows 10 courses to offer a more complete view of the advantages of moving to a Modern Desktop.*

This course will offer a brief introduction to Windows 10, explore navigation, and provide an open forum for users to ask questions and understand more about the transition to a modern desktop. Windows 10 provides a robust set of built-in and third-party accessibility features to enable users to set up how they interact with their screen, express ideas, and get work done.

Microsoft Power Platform

The Microsoft Power Platform is more than the sum of its parts. Connect them together—and to Microsoft 365, Dynamics 365, Azure, and hundreds of other apps—and build end-to-end business solutions.

Microsoft Power BI L100

**This course an introductory course within Microsoft Business Applications. Prerequisites: Familiarity with Excel and access to the Power BI Service.*

Power BI is a collection of software services, apps, and connectors that work together to turn unrelated sources of data into coherent, visually immersive, and interactive insights. Power BI lets you easily connect to your data sources, visualize what's important and share with other users in your organization. Once you get started with Power BI, users will be able to connect and transform your data into dynamic reports and dashboards. This course will provide an overview Power BI and how its services and applications work together. Attendees will gain an understanding of the building blocks of a Power BI dashboard and how to connect a data source to begin visualizing data.

Microsoft Power Apps L100

**This is an introductory course within Microsoft Business Applications. Prerequisites: Familiarity with Excel and access to the PowerApps service.*

Power Apps allow everyone to implement custom and powerful business solutions. It is a no-code/low-code platform for building apps that builds off concepts like formulas in an Excel. It enables business users with little background in coding to solve business problems by implementing custom and powerful business solutions. This course will teach attendees the basic elements of Power Apps and help them get started by building their first Canvas app. Attendees will learn how to build apps firsthand by exploring several hands-on exercises. In addition, attendees will learn how PowerApps integrate with other Microsoft products and services such as Power Automate, SharePoint Online, and Microsoft Teams.

Microsoft Power Automate L100

**This is an introductory course within Microsoft Business Applications. Recommended to be delivered in a series with Power Apps.*

Power Automate helps organizations boost productivity, quickly and securely automate processes, and put intelligent workflows to work. You can connect to more than 220 services and manage data in the cloud or on-premises. Power Automate empowers people with knowledge of business processes to create repeatable flows that lead into actions and perform the process for them or their team. This course will provide an overview of the basic elements of Power Automate, including an overview of the different types of flows and how to create flows from a template or from scratch. In addition, attendees will learn how to create multiple types of flows and integrate them with existing systems and applications such as Microsoft Teams.

Customer Success Training Education Catalog

Microsoft Store



Customer Success Training Overview

Microsoft Customer Success Training (CST) sessions are taught live by Microsoft associates—wherever you are. The Microsoft Store team delivers curated training for Microsoft products and technologies, working with your organization to ensure that training objectives align to your organization goals. Attendees participate on their devices, working in the app, along with instructors as they display Microsoft 365 features, navigation and collaboration tools.



Microsoft
365



Microsoft
Teams



Microsoft
OneNote



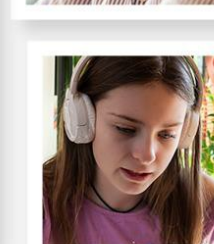
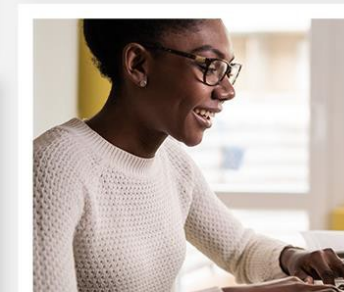
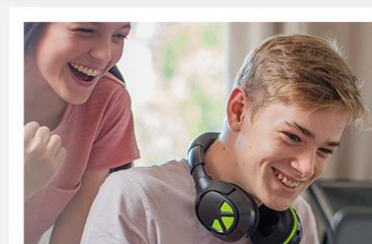
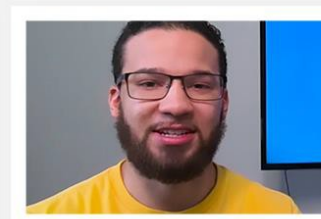
Microsoft 365
Accessibility



Windows 10



Microsoft
Edge



Microsoft Innovative Educator (MIE)

In addition to CSTs, we offer MIE training as a great way for educators to earn professional development credit and pave the way for better learning and student outcomes. There is a full library of resources available on the [Microsoft Educator Center](#) and below are examples of the most relevant themes based on hybrid learning needs:

- Remote Learning with Teams for Education
- Teaching STEM with Minecraft and MakeCode
- Social & Emotional Learning (SEL)

MIE



Microsoft
Innovative
Educator

Community and Student Training



STEM &
Coding



Remote
Learning



Creativity



Community



Museums



Travel

Current Education Training Offerings: Microsoft Teams

Microsoft Teams for K-12 Education (Level 100)

Attendees will learn core elements of Microsoft Teams, including how to navigate different types of Teams, collaborate with built-in OneNote Notebooks, and create, assign, and assess homework and quizzes within Teams.

Objectives:

- Learn about the core elements of Microsoft Teams
- Understand how to navigate different types of Teams and OneNote notebooks
- Explore how to create and manage virtual class meetings
- Learn how assignments can be created, graded, and returned to students in Teams

Microsoft Teams Meetings for Educators (Level 100)

Learn best practices for meetings in Microsoft Teams to improve student instruction and engagement. Educators will learn Teams navigation and integration with other Office applications to increase comfort and competency in running online and hybrid classes.

Objectives:

- Get an overview of Microsoft Teams
- Understand the basics of Microsoft Teams meetings and its capabilities
- Learn how to schedule and create meetings in Teams
- Explore key features in Microsoft Teams meetings for holding meetings and classes
- Recognize that Microsoft Teams can be customized for groups and institutions

Microsoft Teams for Higher Education (Level 100)

Higher Education faculty and staff will learn core elements of Microsoft Teams, including how to create and use Class Teams; collaborate efficiently with internal colleagues and external partners through chat, calls, and meetings.

Objectives:

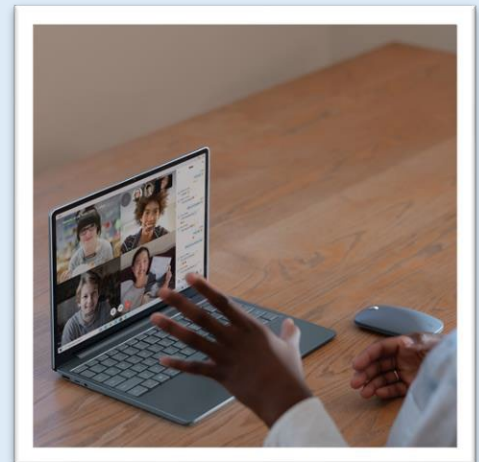
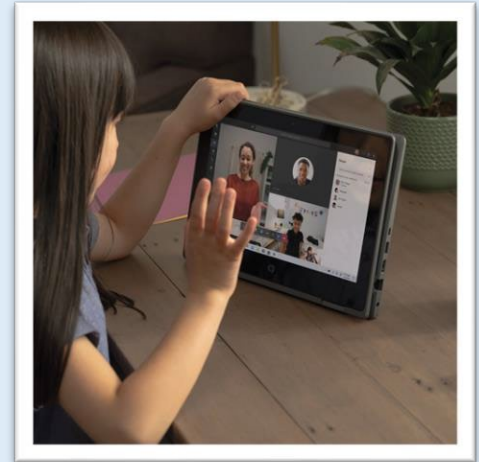
- Learn about the core elements of Microsoft Teams
- Understand how to use Class teams to create collaborative learning environments
- Explore how to create and manage virtual class meetings and live events
- Learn how assignments can be created, graded, and returned to students in Teams

Microsoft Teams Breakout Rooms (Level 100)

Virtual breakout rooms are the latest innovation in Microsoft Teams. With breakout rooms, Educators can break groups into separate meeting rooms for small group collaboration or 1:1 instruction, while using application like OneNote or whiteboard in breakout rooms.

Objectives:

- Discover how to set up breakout rooms in a Microsoft Teams meeting
- Understand how to manage breakout rooms as the meeting organizer
- Explore the participants' experience of breakout rooms
- Learn how to bring breakout room participants back to the main meeting



Current Education Training Offerings: Microsoft 365 & Minecraft: Education Edition

Microsoft 365 6-12 Education (Level 100)

Learn about Microsoft 365 education tools and how they come together in Teams. This course is geared to educators teaching grades 6-12, who are engaged remote teaching and learning.

Objectives:

- Get to know the tools of Microsoft 365 Education and how to create engaging and interactive learning experiences
- Understand how to build a streamlined and collaborative learning environment that connects students with their peers and empowers deep learning
- Learn how to keep students engaged in active, inclusive, and self-directed learning, helping them build 21st-century skills and get ready for their future
- Learn about tools for providing personalized feedback and transparent assessment of students' work and how to incorporate the student voice

Microsoft Teams Assignments and Assessments for Education (Level 200)

Microsoft Teams for Education includes functionality that enables educators to create, assign, collect, and grade assignments from within Teams and track student work from the Grades tab. Using Forms-based assessments help educators save time grading, enabling them to use data-driven insights to connect and clearly communicate with students and parents.

Objectives:

- Using Microsoft Teams for Education Assignments and Grades
- Designing rubrics in Microsoft Teams Assignments
- Accessing Forms in Teams to create, share, and review assessments
- Sharing Forms quizzes, polls, and surveys with a few students or multiple classes
- Creating automatically graded assessments and collecting and visualizing evaluation data
- Using Education Insights to surface data that helps identify student engagement, progress, and areas of concern

Microsoft 365 K-5 Education (Level 100)

Learn about Microsoft 365 education tools and how they come together in Teams. Maintaining simplicity and consistency allows primary-age students to have positive learning experiences, whether in school or at home online.

Objectives:

- Get to know the tools of Microsoft 365 Education and how to create engaging and interactive learning experiences
- Understand how to set up a safe space for students to connect, explore, create, and learn with simplicity and consistency
- Explore ways to keep students engaged with interactive assignments and the consistent use of digital tools
- Learn about tools to help assess students' work and provide encouragement and personalized feedback

Teaching with Minecraft (Level 100)

Minecraft: Education Edition is a game-based learning platform that builds skills, unleashes creativity, and engages students in collaboration and problem-solving. This course shows how to navigate in Minecraft and access a wide range of lessons plans, mapped to grade level and curriculum standards in a variety of subjects. We'll also touch on specific features designed for the classroom including accessibility options, assessment tools, and other settings.

Objectives:

- Discover classroom resources and communities on the Minecraft Education Edition website
- Learn to manage settings and worlds within Minecraft: Education Edition
- Utilize in-game tools to create interactive lesson-based gameplay
- Create in-game assessments and provide feedback to students

Microsoft OneNote Class Notebook (Level 100)

Learn about using OneNote to organize your lesson plans and course content in your own digital notebook. With a personal workspace for every student, a content library for handouts, and a collaboration space for lessons and creative activities, OneNote for Education empowers students to create their best work.

Objectives:

- Learn how to create and set up a OneNote Class Notebook in Teams
- Optimize lesson planning and gathering materials within Class Notebook by embedding content
- Explore how OneNote Class Notebook enables collaborative student learning
- Encourage class collaboration in the Collaboration Space with live co-authoring, drawing and digital ink tools, with the ability to see individual students' contributions
- See how OneNote Class Notebook allows visibility into student learning and real-time feedback by embedding Forms quizzes and other assessments and private 1:1 feedback within Student Notebooks

Microsoft Accessibility in Education: Inclusive Learning Tools (Level 100)

Learn to make every learning environment accessible for students of all abilities and needs. This introductory course teaches attendees about Microsoft's Inclusive Learning Tools including seven steps to make learning more accessible.

Objectives:

- Learn about the importance of meeting the needs of all learners.
- Recognize why accessibility in the classroom is important.
- Explore the four main categories of Inclusive Learning Tools available.
- Review seven steps to making learning more accessible.