

knowitinc

# Microsoft User Training Sessions

ON-SITE OR ONLINE

DerekFBradshaw



## Expert Microsoft User Training

### Designed to Close the Skills Gap and Unlock Productivity

#### Boost Productivity and Efficiency

Help your teams fully utilise the Microsoft software they use daily with expertly crafted, engaging, and practical training sessions delivered by me, Derek F Bradshaw, founder and lead trainer at *knowitinc*.

With over 30 years of experience and having been a Microsoft Certified Trainer, Microsoft Office Applications Master and Microsoft Master Trainer, I specialise in closing IT user skills gaps for organisations worldwide.

My sessions are instructor-led, available live online or in-person, and designed to upskill users of all levels—from beginners to experienced "experts."

I've trained staff and trainers at Microsoft Gold Solution Providers, top-tier organisations like Auldhouse/Lumify, PD Training, and New Horizons, as well as local governments in Australia and New Zealand. I've also trained internationally for companies and governments wanting help to make their teams become more knowledgeable, faster, more efficient, and more engaged in their work.

## About the Training

**Delivery Options:** Sessions can be held live online or in-person at your location, anywhere in the world.

**Customisation:** Training is fully tailored to suit your organisation's needs. Speak with me to design sessions that address your team's specific challenges.

**Public Sessions:** Join highly engaging live online sessions. Check the schedule at [www.knowitinc.com](http://www.knowitinc.com).

## Why Choose knowitinc?

- Proven track record of delivering training that works.
- Decades of experience training individuals, teams, and trainers across industries.
- Designed to close skills gaps quickly and effectively, with immediate productivity gains.

Join the thousands of attendees who've left my sessions feeling empowered, confident, and ready to work smarter - not harder.

I hope to see you or your team in a session soon!

Sincerely,  
**Derek F Bradshaw**  
Founder & Lead Trainer  
knowitinc



Email me to connect



Find out more about me

## Crucial Training Sessions

### The Essentials for Every Microsoft User

I've developed concise, powerful 2-hour sessions specifically designed to close the most common Microsoft skills gaps—those that hinder productivity and efficiency in every organisation using Word, Excel, and Windows.

These sessions consistently deliver “lightbulb moments” for both novice and experienced users, often eliciting feedback like:

*"Why wasn't I taught this years ago?"*

*"This is life-changing!"*

Staff often become training advocates, spreading enthusiasm across their teams. If you're serious about boosting productivity and efficiency, these sessions are a must.

## Essential Training Sessions

### Comprehensive Learning for All Levels

These full-day (approximately 6-hour) sessions cater to beginner, intermediate, and advanced users.

Whether your team needs foundational skills or advanced techniques, I can design a program to meet their needs.

## Pricing

- **2-Hour Sessions:** \$250 + GST per attendee
- **6-Hour Sessions:** \$400 + GST per attendee

### Private Group Training:

- Minimum of four attendees per session
- Travel and accommodation costs may apply for on-site training outside Melbourne, Australia

### Public Training:

Visit [www.knowitinc.com](http://www.knowitinc.com) for details and pricing.

## Key points on pricing, attendee numbers and more:

1. Sessions can be conducted online via Microsoft Teams, or on-site at your arranged place.
2. Online sessions require a minimum of 4 attendees unless it is a publicly scheduled training session.
3. On-site sessions require a minimum of 4 consecutive days booked, and a minimum of 4 attendees per session.
4. On-site sessions outside of Melbourne Australia incur travel and accommodation costs.
5. Ideal attendee numbers for on-site training depend on the session booked. Please work with me to confirm. For some sessions there is an ideal number of no more than 12 attendees, but others can accommodate larger groups for example, Microsoft 365 Overview sessions can be conducted in much larger seminar style numbers. Exceptions may apply, this is not a set rule, so do please speak to me if you require more numbers per session.
6. Online sessions have no real limit beyond the limits afforded by Microsoft Teams. It's not unheard of to have over 100 attendees on the same Microsoft 365 Overview session.
7. Please work with me to schedule dates that work best for your training. I'm happy to pencil ranges of dates to consider and contact you should anyone else come asking for any dates we have pencilled.

Prices quoted above are correct as at 1 November 2024 and are subject to change without notice and will likely be going up soon, so hurry to take advantage of this amazingly unbelievable price! Please always check with me to confirm pricing.

[See next page for the list of training sessions ...](#)

# Training Sessions

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# CRUCIAL TRAINING - FOR EVERYONE

## Skills Booster Training – Windows, Word, Excel, PowerPoint

**These sessions are expertly crafted to close skills gaps that every organisation or company has if they use Windows, Word, Excel or PowerPoint.**

A crucial set of 4 training sessions to bring users of all experience or skill levels together to catchup on essential skills to boost their productivity before exploring further training.

Every user of Word, Excel, PowerPoint and Windows should do these training sessions to catchup on timesaving and effective skills they have no doubt missed in the years they have used these applications.

**Pick any or combine all 4 sessions to boost your skills to new productivity and efficiency heights!**

Ideal for users who skipped a Level One session or anyone wanting to do things faster, more efficiently and with less headaches - regardless of what level they are at or how many years they have been using these products.

Every user will boost their skills.

Pick up what was missed along the way and work better in your day.

### Durations:

Each session is approx. 2 hours.

### Cost per session:

**Only \$250+GST per attendee.**

Pick any of the 4 transformative sessions for just \$250 each!

Life changing training - see what [others have said](#) after attending.

### Jump to details for:

[Windows Skills Booster](#) | [Word Skills Booster](#) | [Excel Skills Booster](#) | [PowerPoint Skills Booster](#)

## Windows Skills Booster

Everyone thinks they know how to use Windows because they've done it for years. True. But they've also probably wasted years too. Come spend 2 hours with me and claim back some of that wasted time you didn't know you were spending. Everyone will pick up some timesaving tips and how to work smarter on this one!

- Discover on screen tools you've missed
- Use the Start Button quicker
- Taskbar Tips
- Use Jump Lists
- Find Files, Settings and Apps
- File Explorer Tips
- Use Action Center
- Airplane Mode and WIFI
- Night Light
- Sign Out/Log off, Switch User
- Sleep, Restart, Shut Down
- Multitasking
- Use Task View
- Snap and Manipulate Windows

[View more crucial training on the next page...](#)

## Word Skills Booster

Every Word user would be doing themselves a massive favour by attending this training session. Others have reported it to be life changing within the first 20 minutes!

Decade long user or new to Word, you cannot miss this if you are serious about using Word and not wasting time whilst doing it.

Every organisation should book this training for any employee that touches Microsoft Word.

- Discover on screen tools you've missed
- Ribbon and Quick Access Toolbar Tips
- How to create a new line vs a new paragraph correctly!
- The crucial difference between Lines & Paragraphs
- The important difference between Grammatical Paragraphs and Word Paragraphs
- How lines vs paragraph impact formatting
- Navigation and Selection Tips
- Bullets and Numbering
- Multi-Level Numbering
- Introduction to Styles
- Why you want to use the Navigation Pane
- Quickly create a Table of Contents
- Introduction to Templates

### Jump to:

[Windows Skills Booster](#)

[Excel Skills Booster](#)

[PowerPoint Skills Booster](#)

[View more crucial training on the next page...](#)

## Excel Skills Booster

If you've ever used Excel, you must get on this training now! Whether you've used it for months, years or decades, you will learn things that will leave you wondering how you've managed all along!

If you use Excel – book this course.

- Discover on screen tools you've missed
- Ribbon and Quick Access Toolbar Tips
- Navigate quickly in Excel
- Introduction to Range Names
- Moving and Copying Data
- Spell Check
- AutoFill feature tips
- Discover the power of Flash Fill
- Introduction to PivotTables
- Discover Quick Analysis

**Jump to:**

[Windows Skills Booster](#)

[Word Skills Booster](#)

[PowerPoint Skills Booster](#)

[View more crucial training on the next page...](#)

## PowerPoint Skills Booster

A 2-hours training session designed to increase the skills of any PowerPoint users. Designed to help attendees obtain a better understanding of how PowerPoints works, to enable them to better create and present their presentations.

- Welcome and Objectives
- Introduction to PowerPoint Interface
- Creating and Organising Slides
- Text and Content Insertion
- Running a Show
- Slide Layout and Design Principles
- Slide Masters Basics
- SmartArt and Charts
- Intro to Transitions and Animations
- Multimedia and Interactivity Basics
- Customising Presentations
- Creating Custom Shows
- Collaboration and Sharing your Presentation
- Presenting better with Coach

### Jump to:

[Windows Skills Booster](#)

[Word Skills Booster](#)

[Excel Skills Booster](#)

[View more crucial training on the next page...](#)



## Excel - Calculation Basics

The essential primer on how to perform calculations in Excel.

Learn to perform basic calculation, use constants in your calculations, use functions, understand the basis of errors and track where numbers in your spreadsheet are coming from.

### Prerequisite

Attendees must already be familiar with working in Microsoft Windows or macOS. Experience with email and or other Microsoft Office applications like Word, Excel or PowerPoint is an advantage.

### Topics

**Duration:** Approx. 2 hours

- Create Basic Calculations
- Understand the importance of BODMAS
- Learn basic function syntax
- Write SUM, AVERAGE, MAX, MIN and COUNT formulas
- Use AUTOSUM, AUTOAVERAGE, AUTOMAX, AUTOMIN
- Discover AUTOSUM Tips
- Use AutoFill
- Relative vs Absolute references [F4]
- Copying and Pasting Formulas
- Copying and Pasting Values
- Understand Error Types
- Introduction to Formula Auditing
- Tips on essential continued learning resources

[View more crucial training on the next page...](#)

## Excel Lists and PivotTables

Grasp the critical rules and useful tools required to manage your lists and Excel. Then learn to transfer your data collection into data analysis by converting your lists into PivotTables and PivotCharts.

### Prerequisites

Participants are expected to have a basic understanding of Excel and its core functionalities or have attended the Excel Calculation Basic training. Familiarity with basic calculations, spreadsheet navigation, data entry, and basic formatting will be beneficial. This course is designed for users of all levels, making it suitable for beginners eager to learn, or long time Excel users looking to work better with their lists of information and grasp how to create PivotTables and PivotCharts.

## Topics

**Duration:** Approx. 2 hours

### Lists

- What is a List?
- Lists Creation Rules
- Sort Data in Lists
- Filter Data in Lists
- Add Subtotals to Data in Lists
- Apply Conditional Formatting
- Why and when to use the Format Table feature
- How and when to unFormat as Table

### PivotTables

- What is a PivotTable and when to use them
- Create a PivotTable
- Filter a PivotTable
- Modify a PivotTable
- Refresh a PivotTable
- Change a PivotTable's Data Source
- PivotTable Format Options
- Insert and Format PivotTable Slicers
- Link Slicers to Multiple PivotTables
- Create a PivotChart

[View more crucial training on the next page...](#)

## Excel - Formulas and Auditing

An enriching 2-hour course designed to elevate your Excel skills beyond basic calculations.

Delve into the world of formulas beyond the basic SUM, AVERAGE, MIN, MAX formulas, and gain essential techniques to create, audit, and understand more advanced formulas like IF, AND, OR functions and how to insert any function into your spreadsheet.

Uncover Excel's error detection tools, and learn to easily keep an eye on values cross multiple sheets. You will also discover the Goal Seek tool that allows you to change the answer you get from a calculation or formula to one you would rather see instead.

Don't miss out on this opportunity with expert trainer Derek F Bradshaw from knowitinc.com and broaden your Excel knowledge and skills!

### Prerequisites

Participants are expected to have a basic understanding of Excel and its core functionalities or have attended the Excel Calculation Basic training. Familiarity with basic calculations, spreadsheet navigation, data entry, and basic formatting will be beneficial. This course is designed for users of all levels, making it suitable for beginners eager to learn, or long time Excel users looking to refine their formula skills.

### Topics

**Duration:** Approx. 2 hours

#### Formula Techniques

- Using logical functions (IF)
- Nesting functions for complex calculations (AND, OR)
- Using the fx button to insert functions
- Additional Resources for learning more functions

#### Formula Auditing Tools

- Tracing precedents and dependents
- Evaluating formula errors and understand error types
- Using the Watch Window to monitor cell values dynamically
- Changing the answer to a calculation or formula using Goal Seek

By the end of this course, you'll understand how to create Excel formulas, conduct formula audits, and watch numbers update in other sheets with ease. Don't miss this opportunity to boost your Excel expertise – sign up now and take the first step toward becoming an Excel formula master!

[View more crucial training on the next page...](#)

## Microsoft 365 Overview

An essential session for any organisation with or getting Microsoft 365 to run for all users.

Book this session for a well-rounded introduction to what Microsoft 365 is, including a high-level explanation of the apps included.

A must-do for all places that have deployed or are considering deploying Microsoft 365 to their users!

Let users know what is in Microsoft 365, so they can best decide which apps will boost their teamwork and help them be more productive.

This overview can be hands on with each user at a laptop/computer, or demo style without laptops/computers with users encouraged to look at the mobile versions of some of the apps during the session.

### Prerequisite

Attendees must already be familiar with working in Microsoft Windows or macOS. Experience with email and other Microsoft Office applications like Word, Excel or PowerPoint is an advantage.

### Topics

**Recommended Duration:** Approx. 1 Day (6 Hours)

This session will provide an overview of Microsoft 365 and an explanation of the following Microsoft 365 applications and features:

- To-Do
- Delve
- Lists
- Planner
- Forms
- Power Automate
- Whiteboard
- One-Note
- OneDrive
- SharePoint
- Teams
- Loop
- Stream
- Sway
- Power BI

ASK ABOUT BOOKING OR CUSTOMISING THIS SESSION FOR YOUR TEAM: [INFO@KNOWITINC.COM](mailto:INFO@KNOWITINC.COM)

[View more crucial training on the next page...](#)

## Microsoft OneDrive & SharePoint File Management

### Unlock the Power of OneDrive and SharePoint for Seamless File Management

Join this essential 2-hour session designed for organisations utilising or planning to utilise OneDrive and SharePoint for efficient file management. This training provides a comprehensive overview of how to leverage these powerful tools to enhance collaboration and productivity.

Book this session to gain a thorough understanding of OneDrive and SharePoint File and Folders, including practical tips for managing them. Perfect for teams looking to streamline their workflows and ensure secure, organised access to documents. You will learn how to:

- Navigate and utilize OneDrive and SharePoint interfaces
- Manage file sharing and permissions
- Sync files across devices for seamless access
- Collaborate in real-time with colleagues

This hands-on training can be conducted with each user at a laptop/computer, or in a demo style without laptops/computers, encouraging users to explore mobile versions of the apps during the session.

*This session focuses on file management only and does not touch on site, page or library creation in SharePoint.*

### Prerequisite

Attendees must already be familiar with working in Microsoft Windows or macOS. Experience with email and or other Microsoft Office applications like Word, Excel or PowerPoint is an advantage.

### Topics

**Recommended Duration:** Approx. 1 Day (6 Hours)

This session will provide an overview of Microsoft 365 and an explanation of the following Microsoft 365 applications and features:

#### OneDrive

What is OneDrive  
Create Documents and Folders in OneDrive  
Share Documents and Folders  
Sharing Permissions  
Unshare  
Document Versions  
Copy or Move Documents to SharePoint  
The OneDrive App

#### SharePoint

What is SharePoint  
Work with Libraries  
Create Documents and Folders  
Check Out and Check In Documents  
Share Documents and Folders  
Sharing Permissions  
Unshare  
Send a link to a document  
Document Versions  
Create Library Views  
Collaborative Editing  
Create a link/shortcut in OneDrive to a SharePoint location

# Microsoft Teams Training Sessions

I offer a flexible Microsoft Teams 100 series of training sessions, which includes a comprehensive 1-day [Microsoft Teams – 100: Essentials](#) training session and multiple 2-hour feature-specific sessions to accommodate specific needs and time constraints.

For a thorough Microsoft Teams understanding, consider the 1-day [Microsoft Teams – 100: Essentials](#) training session complemented by any additional 2-hour sessions for more in-depth knowledge on specific topics as required.

Or break your learning into 2-hour sessions by beginning with [Microsoft Teams 101: Fundamentals](#) and complimenting with additional 2-hour sessions in the series if time constrained and requiring more flexibility.

## Ideally:

Book the **Teams 100 session and the Teams 103 session** for your team to give rounded training on teams. That's about a day and half a of training. Trust me, it is the best track to get your people to learn about Teams.

If you can't afford to have the team out for a day and half, then book **Teams 101 to 106 (2 hour each)** to effectively get them the same training spread out over a period of time. It's a nightmare to manage though.

**Trust me, go with Teams 100 and Teams 103 and get it done in a day and half with everyone there** talking about the same thing and learning the same stuff together.

**Teams 101 to 108 are great as public sessions** where people can pick and choose the areas they want to focus on.

Organisations and governments have also run them to great effect internally when offered as sessions spread over the duration of a week or more, enabling attendees to schedule required training with ease.

[Speak to me](#) about this and more options including session customisation to make training possible at your place.

## Available Microsoft Teams Training Sessions:

<a href="#">MICROSOFT TEAMS – 100: ESSENTIAL</a>	15
<a href="#">MICROSOFT TEAMS – 101: FUNDAMENTALS</a>	16
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## Microsoft Teams – 100: Essential

This session gives a good well-rounded introduction to Microsoft Teams and imparts essential knowledge for all users of Microsoft Teams.

This session is part of the Microsoft Teams 100 series, which includes this comprehensive 1-day Microsoft Teams – 100: Essentials training session and multiple 2-hour feature-specific sessions to accommodate specific needs and time constraints. For a thorough Teams understanding, consider this session complemented by any 2-hour session for more in-depth knowledge on specific topics as required, or forgo this session for the 2-hour sessions in the series if required.

### Prerequisite

Attendees must already be familiar with working in Microsoft Windows or macOS. Experience with email and or other Microsoft Office applications like Word, Excel or PowerPoint is an advantage.

### Topics

**Recommended Duration:** Approx. 1 Day (6 Hours)

#### Introduction

- What is Microsoft Teams?
- Tour the Teams Screen
- Work with status indicators
- Team themes
- Application settings
- Notification settings

#### Private Chats

- Start Chat
- Add people to Chat
- Chat emoji and text formatting
- Convert chats to meetings

#### Create, Join or Leave a Team

- Create a team
- Private vs Public Teams
- Add members and owners
- Add external people to Teams
- Join a Team
- Leave a Team

#### Working with Team Channels

- Create channels and Manage channels
- Channel favourites
- Start Conversations
- Reply to conversations
- Save conversations
- Use @ mentions

#### Working with Files

- Share files
- Real-time collaboration

#### Integrations

- Adding Tabs to a Channel
- Working with Apps in Teams

#### Finding Content in Teams

- Feed filter
- Search for chats
- Search for files
- Search for people

#### Extras

- Use Search and /Commands
- Delete Channels and Teams
- Get Help
- Use the Desktop and Mobile apps

#### Please note:

Due to time constraints from the wealth of Teams features and the need to allow group discussions, we often run out of time to cover certain topics like Meetings extensively during this session.

We are happy to customise any of our sessions to meet your requirements, and we also run a Microsoft Teams training session specific to [Meetings](#) if required.

**See the next few pages for the 2-hour feature specific sessions as a great accompaniment or alternative to this Microsoft Teams - 101: Essential session.**

**ASK ABOUT BOOKING OR CUSTOMISING THIS SESSION FOR YOUR TEAM: [INFO@KNOWITINC.COM](mailto:INFO@KNOWITINC.COM)**

## Microsoft Teams – 101: Fundamentals

This session is perfectly designed to help teams understand what Microsoft Teams is and to get them started on their journey learning Microsoft Teams.

This session is part of the Microsoft Teams 100 series, which includes a comprehensive 1-day Microsoft Teams – 100: Essentials training session and multiple 2-hour feature-specific sessions to accommodate specific needs and time constraints. For a thorough Teams understanding, consider combining this session with other 2-hour sessions in the series or opting for the Microsoft Teams – 100: Essentials training, complemented by any 2-hour session for more in-depth knowledge on specific topics as required.

### Prerequisite

For Live Online sessions, attendees must be able to join the session via the video conferencing solution being used for the sessions. We prefer Microsoft Teams, but speak to me if you have a preferred solution instead. Experience with email or other Microsoft Applications is an advantage.

### Topics

**Recommended Duration:** Approx. 2 Hours

- What is Microsoft Teams?
- Tour the Teams Screen
- Work with Status Indicators
- Searching in Teams
- / commands
- Keyboard Shortcuts
- Teams Settings
- Notification Settings
- Using Chat including Tips and Tools
- Scheduling Meetings from a Chat
- About Loop Components
- Teams Mobile App
- Getting Help

ASK ABOUT BOOKING OR CUSTOMISING THIS SESSION FOR YOUR TEAM: [INFO@KNOWITINC.COM](mailto:INFO@KNOWITINC.COM)



## Microsoft Teams – 102: Posting and Chatting

This session gives a good well rounded overview of how to communicate privately or in a Team Channel via chat messages, channel posts, announcements in Microsoft Teams.

This session is part of the Microsoft Teams 100 series, which includes a comprehensive 1-day Microsoft Teams – 100: Essentials training session and multiple 2-hour feature-specific sessions to accommodate specific needs and time constraints. For a thorough Teams understanding, consider combining this session with other 2-hour sessions in the series or opting for the Microsoft Teams – 100: Essentials training, complemented by any 2-hour session for more in-depth knowledge on specific topics as required.

### Prerequisite

Attendees must already be familiar with working in Microsoft Windows or macOS.

We recommend that attendees should also have attended or viewed either our Microsoft Teams - 100: Essentials or Microsoft Teams - 101: Fundamentals sessions to get the most out of this sessions.

Experience with other Microsoft Office application like Word, Excel or PowerPoint is also an advantage.

For our Live Online sessions, attendees must be able to join the session via the video conferencing solution being used for the sessions. We prefer Microsoft Teams, but discuss with us if you have a preferred solution instead.

### Topics

**Recommended Duration:** Approx. 2 Hours

- When to communicate privately or in a Team
- Send messages and start conversations
- The Number One mistake when communicating in Team Channels and how to avoid it
- Reply to messages and conversations
- Send important or urgent messages and conversations
- Format messages and conversations
- Send announcements
- Send conversations or announcements to multiple Teams and Channels at once
- React to messages and conversations
- Edit messages and conversations
- Delete messages and conversations
- Save messages and conversations
- View Saved messages and conversations
- Un-save messages and conversations
- Find messages and conversations
- Get and send links to conversations

ASK ABOUT BOOKING OR CUSTOMISING THIS SESSION FOR YOUR TEAM: [INFO@KNOWITINC.COM](mailto:INFO@KNOWITINC.COM)

## Microsoft Teams – 103: Meetings

This session gives a good well rounded overview of how to create and hold one-on-one or group meetings in private Chats or Team Channels that include video, audio, chat messages, screen sharing, video backgrounds, meeting notes and recording, whiteboards and more in Microsoft Teams.

This session is part of the Microsoft Teams 100 series, which includes a comprehensive 1-day Microsoft Teams – 100: Essentials training session and multiple 2-hour feature-specific sessions to accommodate specific needs and time constraints. For a thorough Teams understanding, consider combining this session with other 2-hour sessions in the series or opting for the Microsoft Teams – 100: Essentials training, complemented by any 2-hour session for more in-depth knowledge on specific topics as required.

### Prerequisite

Attendees must already be familiar with working in Microsoft Windows or macOS.

We recommend that attendees should also have attended or viewed either our Microsoft Teams - 100: Essentials or Microsoft Teams - 101: Fundamentals sessions to get the most out of this sessions.

Experience with other Microsoft Office application like Word, Excel or PowerPoint is also an advantage.

For our Live Online sessions, attendees must be able to join the session via the video conferencing solution being used for the sessions. We prefer Microsoft Teams, but chat to us to be able to use your preferred solution instead.

### Topics

**Recommended Duration:** Approx. 2 Hours

- Invite team members
- Invite external guests
- Meet Now
- Invite people before or during meetings
- Schedule future Meetings
- Meet in a channel
- Meet in a Private Chat
- Set Meeting Options
- Join a meeting
- See meeting Participants
- Dial others into a Meeting
- Have a Meeting call you on your phone if you have audio issues on your computer
- Get and send a Meeting invite links
- Share your screen
- Share your desktop
- Give, request and revoke access to a shared screen
- Stop sharing a screen
- Share a specific application window
- Share and present a PowerPoint file
- Stop participants jumping ahead during a PowerPoint presentation
- Share and collaborate on a Whiteboard
- Save and access the Whiteboard
- Chat in a Meeting
- See the chat after the Meeting
- Raise your hand in a Meeting
- Control your audio
- Mute and unmute your mic or audio
- Check and change audio settings
- Mute everyone's mic or audio
- Show or hide your video feed
- Check and change video settings
- Turn off everyone's video
- Pin and unpin participants video to the meeting space
- Fit the participants video to the frame
- Swap from your computer to your phone and back again
- Additional Meeting Control

ASK ABOUT BOOKING OR CUSTOMISING THIS SESSION FOR YOUR TEAM: [INFO@KNOWITINC.COM](mailto:INFO@KNOWITINC.COM)

## Microsoft Teams – 104: Manage Teams and Channels

This session gives a good well rounded overview of how to create Teams and Channels and configure the various Team and Channel settings in Microsoft Teams.

This session is part of the Microsoft Teams 100 series, which includes a comprehensive 1-day Microsoft Teams – 100: Essentials training session and multiple 2-hour feature-specific sessions to accommodate specific needs and time constraints. For a thorough Teams understanding, consider combining this session with other 2-hour sessions in the series or opting for the Microsoft Teams – 100: Essentials training, complemented by any 2-hour session for more in-depth knowledge on specific topics as required.

### Prerequisite

Attendees must already be familiar with working in Microsoft Windows or macOS.

We recommend that attendees should also have attended or viewed either our Microsoft Teams - 100: Essentials or Microsoft Teams - 101: Fundamentals sessions to get the most out of this sessions.

Experience with other Microsoft Office application like Word, Excel or PowerPoint is also an advantage.

For our Live Online sessions, attendees must be able to join the session via the video conferencing solution being used for the sessions. We prefer Microsoft Teams, but discuss with us if you have a preferred solution.

### Topics

**Recommended Duration:** Approx. 2 Hours

#### TEAMS

- How to have a Team created
- Pin Teams for greater visibility
- Hide and show Teams
- Join Public Teams
- Invite people to a team
- About Team codes
- Get and send links to Teams
- Rename a Team
- View the settings of a Team
- Add a Team picture
- See Owners, Members and Guests of a Teams
- Change Owners to Members and vice versa
- Remove Team Owners, Members and Guests
- Disable Emoji, Gifs and Stickers in a Team
- Manage Team Member and Guest permissions
- Other Team settings
- Archive a Team
- Delete a Team
- Restore a Deleted Team

#### CHANNELS

- Create Channels in a Team
- Create Private Channels in a Team
- Control Channel visibility
- Hide and Show a Channels
- Pin Channels for greater visibility
- Control Channel notification
- Send emails into a Channel
- Deactivate Channel's email address
- Change Channel settings
- Rename a Channel
- Get and send links to Channels
- Make a Channel private or public
- Other Channels settings
- Delete a Channel
- Restore a deleted channel
- About Team and Channel Specs and Limits

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## Microsoft Teams – 105: Files

This session gives a good well rounded overview of creating, uploading, working on and collaborating on files in Microsoft Teams.

This session is part of the Microsoft Teams 100 series, which includes a comprehensive 1-day Microsoft Teams – 100: Essentials training session and multiple 2-hour feature-specific sessions to accommodate specific needs and time constraints. For a thorough Teams understanding, consider combining this session with other 2-hour sessions in the series or opting for the Microsoft Teams – 100: Essentials training, complemented by any 2-hour session for more in-depth knowledge on specific topics as required.

### Prerequisite

Attendees must already be familiar with working in Microsoft Windows or macOS.

We recommend that attendees should also have attended or viewed either our Microsoft Teams 101 - Fundamentals or Microsoft Teams – 100: Essentials sessions to get the most out of this sessions.

Experience with other Microsoft Office application like Word, Excel or PowerPoint is also an advantage.

For our Live Online sessions, attendees must be able to join the session via the video conferencing solution being used for the sessions.

We prefer Microsoft Teams, but do talk with us if you have a preferred solution instead.

### Topics

**Recommended Duration:** Approx. 2 Hours

- The Files Tab
- Uploading Files
- Creating New Files
- Working in Files in Teams
- Working on Files in Desktop Apps
- Collaborating on Files
- About Files and The SharePoint Team Site
- Checking Files In and Out
- Chatting about Files
- Pinning Files
- Get links to Files
- Sharing Links to Files
- Posting about Files
- The Files App
- Finding Files
- Accessing OneDrive Files
- Downloading Files
- Adding other File Storage Solution

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## Microsoft Teams – 106: Apps & Channel Tabs

This session gives a good well rounded overview of how to extend the functionality of Microsoft Teams by adding Apps and Channel Tabs to make Teams your central place for work and collaboration as intended by Microsoft.

This session is part of the Microsoft Teams 100 series, which includes a comprehensive 1-day Microsoft Teams – 100: Essentials training session and multiple 2-hour feature-specific sessions to accommodate specific needs and time constraints. For a thorough Teams understanding, consider combining this session with other 2-hour sessions in the series or opting for the Microsoft Teams – 100: Essentials training, complemented by any 2-hour session for more in-depth knowledge on specific topics as required.

### Prerequisite

Attendees must already be familiar with working in Microsoft Windows or macOS.

We recommend that attendees should also have attended or viewed either our Microsoft Teams - 100: Essentials or Microsoft Teams - 101: Fundamentals sessions to get the most out of this sessions.

Experience with other Microsoft Office application like Word, Excel or PowerPoint is also an advantage.

For our Live Online sessions, attendees must be able to join the session via the video conferencing solution being used for the sessions.

We prefer Microsoft Teams, but discuss with us if you have a preferred solution instead.

### Topics

**Recommended Duration:** Approx. 2 Hours

- About Apps
- Add Apps to Teams or specific Teams or Channels
- Approvals App
- Tasks by Planner and To-Do App
- Updates App
- OneNote App
- Planner App
- Files App
- Other Apps
- Remove Apps
- Add Tabs to Channels
- Add a OneNote notebook to a Channel
- Add Tabs for Files
- Add a Planner plan Tab
- Add Website Tab
- Add a SharePoint Library Tab
- Add a Power BI Tab
- Rename Tabs
- Rearrange Tabs
- Other available Tabs
- Remove Channel Tabs

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## Microsoft Teams – 107: Teams Phone for Calling

This session gives a good well rounded overview of how Microsoft Teams Phone with a Calling plan to make, receive and manage calls to landline and mobile phones.

This session is part of the Microsoft Teams 100 series, which includes a comprehensive 1-day Microsoft Teams – 100: Essentials training session and multiple 2-hour feature-specific sessions to accommodate specific needs and time constraints. For a thorough Teams understanding, consider combining this session with other 2-hour sessions in the series or opting for the Microsoft Teams – 100: Essentials training, complemented by any 2-hour session for more in-depth knowledge on specific topics as required.

### Prerequisite

Attendees must already be familiar with working in Microsoft Windows or macOS.

We recommend that attendees should also have attended or viewed either our Microsoft Teams - 100: Essentials or Microsoft Teams - 101: Fundamentals sessions to get the most out of this sessions.

Experience with other Microsoft Office application like Word, Excel or PowerPoint is also an advantage.

For our Live Online sessions, attendees must be able to join the session via the video conferencing solution being used for the sessions. We prefer Microsoft Teams, but chat to us to be able to use your preferred solution instead.

### Topics

**Recommended Duration:** Approx. 2 Hours

- Basic call control
- Make and answer calls
- Merge calls
- Transfer and ring back
- Transfer calls between devices
- Transcribe your calls
- Save Numbers to Speed Dial
- View the Calls List
- Access your voicemail
- Triage the Calls List
- Create Contact Groups
- Set Voicemail and Call Forwarding Options
- Use Teams Phone on your mobile phone

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## Microsoft Teams – 108: The Shifts App

This session builds on Microsoft Teams - 100: Essentials session. Attendees will learn how managers can use the Shifts app within Microsoft Teams to manage the schedules of their shift workers and how shift workers can view, swap and request shifts and communicate with their team.

This session is part of the Microsoft Teams 100 series, which includes a comprehensive 1-day Microsoft Teams – 100: Essentials training session and multiple 2-hour feature-specific sessions to accommodate specific needs and time constraints. For a thorough Teams understanding, consider combining this session with other 2-hour sessions in the series or opting for the Microsoft Teams – 100: Essentials training, complemented by any 2-hour session for more in-depth knowledge on specific topics as required.

### Prerequisite

Attendees must already be familiar with working in Microsoft Teams, or have attended either our Microsoft Teams - 100: Essentials or Microsoft Teams - 101: Fundamentals sessions to get the most out of this sessions. Experience with email and or other Microsoft Office application like Word, Excel or PowerPoint is an advantage. For our Live Online sessions, attendees must be able to join the session via the video conferencing solution being used for the sessions.

We prefer Microsoft Teams, but discuss with us if you have a preferred solution instead.

### Topics

**Recommended Duration:** Approx. 2 hours

- What is the Shifts app
  - Create a new schedule
  - Add Shifts
  - Publish Shifts
  - Request to Swap Shifts
  - Request an Open Shift
- Approve or Reject Requests
  - Check Your Shifts
  - Use The Teams Mobile App
  - Chat with your team
  - Share Files

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## ESSENTIAL TRAINING

# Microsoft Planner & To Do Training

## Microsoft To Do & Planner – Working with Tasks

This sessions will show you how to create plans, buckets and tasks, assign tasks to other people, attach labels and files to tasks, work with planner views to track tasks and use the desktop and mobile Planner and To Do apps. You will also see how to access, manage and create Tasks in Microsoft Teams.

### Topics

**Recommended Duration:** Approx. 1 Day (6 Hours)

Could also be conducted as 2 separate sessions of approx. 2.5 hours each.

#### Introduction

- What is Microsoft Planner?
- What is To Do?
- Access the apps
- Tour the Screens

#### Use To Do

- About My Day / Today View
- Create, Tasks and Task Lists
- Share a Task List
- Add Task Details
- Customise Views
- To Do Settings
- Manage Flagged Emails and Assigned Tasks
- Extra To Do Tips

#### Use Planner

- Use Buckets and Create Tasks
- Create More Detailed Tasks
- Attach Files to Tasks
- Assign Tasks
- Flag Tasks with Labels
- Update task's status
- Comment on and Re-organise Tasks
- Change the View

#### Create a Plan

- Create a Plan and Add Tasks
- Favourite a Plan
- Plan Options and Settings

#### Planner Extras

- Monitor Plans, Tasks and Assignments
- Review Schedules
- View the Plan Dashboard
- Filter and Group Plan Items
- Add Tasks whilst in Chart View
- Change the Group
- Re-assigning Tasks
- Use the Planners Desktop and Mobile apps

#### Use To Do and Planner in Teams

- Access the app in Teams
- Pin the app in Teams
- Create Tasks from posts in Teams
- Manage Tasks and Plans in Teams
- About creating Plans in Teams

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# Microsoft Excel Training

## Microsoft Excel – Level 1

This session will provide you with the essential skills to get started with Excel. You will learn to handle text and data entry, format, print and use entry level or basic formulas to perform calculations.

### Topics

**Recommended Duration:** Approx. 1 Day (6 Hours)

#### Getting started with Excel

- Tour the screen
- Navigate in Excel
- Select Data
- Enter Data
- Working with Cells, Columns and Rows
- AutoFill
- Find and Replace
- Spell Check
- Save a Workbook
- Use Excel Help

#### Performing Calculations

- Create Basic Calculations and Formulas
- Understand BODMAS or PEDMAS
- Use Basic Functions  
Sum Average Max Min Count
- Use AutoSum, AutoAverage, AutoMax, AutoMin
- Calculate with Functions
- Copy and Fill Formulas and Functions
- Create an Absolute Reference (F4)

#### Formatting a worksheet

- Change Font Size and Type
- Add Borders and Colour to Cells
- Change Column Width and Row Height
- Merge Cells together
- Apply Number Formats (\$, %, Date, etc)

#### Developing a workbook

- Format Worksheet Tabs
- Reposition Worksheets in a Workbook
- Insert and Delete Worksheets
- Copy and Paste Worksheets
- Copy a Workbook

#### Printing workbook contents

- Select what you want to print
- File > Print
- Select your print options  
(Print selection only?)
- Create a Headers and a Footers
- Set Page Margins
- Change Page Orientation
- Print

#### Customising layout

- Split a Worksheet
- Arrange Worksheets
- Freeze and Unfreeze Rows and Columns
- Hide and Unhide Worksheets

#### Extras: Notes, Comments, Conditional Formatting, Intro to Charts (F11), Sparklines

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## Microsoft Excel – Level 2

In this course you will learn to sort and filter data, use calculations and formulas, create charts, and use and create templates.

### Topics

**Recommended Duration:** Approx. 1 Day (6 Hours)

#### 1. Work with lists of data

This lesson shows the best methods to create, manage and work with data contained within lists.

- Create Lists
- Sort Data in Lists
- Filter Data in Lists
- Add Data Validation Criteria
- Apply Conditional Formatting
- Create Sparklines
- Add Subtotals to Data in Lists

#### 2. Understand how to perform calculations with more advanced formulas

This lesson helps you to create more advanced formulas and calculations with ease.

- Create and Apply a Name for a Range of Cells
- Calculate Across Worksheets
- Calculate with Logical Functions (IF Statements)
- Calculate with Financial Functions
- Calculate with Lookup Functions (VLookup, HLookup, XLookup)

#### 3. Creating and modifying charts

This lesson covers the creation of charts or graphs from your spreadsheet data.

- Create a Chart
- Format Chart Items
- Change the Chart Type

#### 4. Creating and using templates

This lesson covers the creation and use of your own Templates to speed the creation of spreadsheets that have a common structure.

- Create and use a Custom Template
- Add Comments into your spreadsheets
- Create Hyperlinks

#### 5. Sharing and collaboration

This lesson demonstrates how to share spreadsheets and work together on spreadsheets stored in OneDrive

or SharePoint at the same time.

- Sharing Spreadsheets
- Realtime Collaboration with others

#### 6. Extras

- Goal Seek
- Hyperlinks
- Removing Duplicates
- Creating Custom Views

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## Microsoft Excel – Level 3

In this course you learn how to: Audit and analyse formulas in a spreadsheet to better understand them. Protect and share Excel files so more than one person can work on them at the same time. Create PivotTables and PivotCharts to better analyse data contained in long lists. Share Excel data with other applications.

### Topics

**Recommended Duration:** Approx. 1 Day (6 Hours)

#### 1. Auditing worksheets

This lesson shows you quick ways to determine where your formulas derive their data from and what other formulas your figures might impact. Learn to use The Watch Window to track various formulas within your workbook as you change data.

- Trace Cell Precedents
- Trace Cell Dependents
- Locate Errors in Formulas
- Watch and Evaluate Formulas
- Group and Outline Data

#### 2. Collaborating with others

This lesson covers how to protect access to your spreadsheets and data with passwords. Learn to share your workbook so others can work on it at the same time.

- Protect Files, Worksheets and Workbooks
- Share and co-author a Workbook

#### 3. Analysing Data

This lesson helps analyse your data using Excel's built in tools.

- Create Scenarios
- Use Goal Seek and The Solver
- Develop a PivotTable or PivotChart Report
- Install and use The Analysis ToolPak

#### 4. Working with multiple workbooks

This lesson demonstrates ways to consolidate data across multiple workbooks and how to create and manage links across workbooks.

- Consolidate Data from multiple sources
- Link Cells in Different Workbooks
- Edit Links

#### 5. Import and Export Excel options

This learn explains how to import and export Excel data to and from other programs and how to tweak Excel's options.

- Export to Microsoft Word
- Import a Word Table
- Import Text Files
- Create Custom Toolbars and Buttons
- Update a Workbook's Properties
- Modify Excel's Default Settings

#### 6. Extras

- Copy Data and Charts to Word or PowerPoint
- Link Data and Charts to Word and PowerPoint
- Create Workbook Templates

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# Microsoft Word Training

## Microsoft Word – Level 1

This course provides the essential skills needed to create, edit, format, and print Word documents.

### Topics

**Recommended Duration:** Approx. 1 Day (6 Hours)

#### 1. Creating Documents

- This lesson introduces the Word screen and how you can obtain Help when you need it.
- Entering text, Previewing, Printing and Saving a document are also covered.

#### 2. Editing a document

- This lesson covers quick ways to edit a multipage document and using AutoText to automatically insert common blocks of text and graphics

#### 3. Formatting text

- This lesson focuses on fast, effective ways to format text within your document. Including why using the bold and italics buttons is not the best thing to do.
- You also learn how to quickly format and reformat a document in less time than it would normally takes others.

#### 4. Formatting paragraphs

- This lesson explains the important difference between Grammatical Paragraphs and Word Paragraphs to avoid common pitfalls others experience using Word, especially when working with Bullets and Numbers.
- You also learn to quickly format paragraphs.

#### 5. Proofing a document

- This lesson explains how to use the in-built features of Word to proof your document and ensure it is free of spelling and grammar mistakes.
- You also learn to use the Thesaurus to help find and use alternative words within your text.

#### 6. Tables

- This lesson covers the basics of creating and working with tables in Word.

#### 7. Inserting graphics and videos

- This lesson details easy ways to add and edit pictures and watermarks into your document, as well as inserting videos, special text characters, symbols and shapes.

#### 8. Setting page appearance

- This lesson deals with the document as a whole and shows ways to change the layout of your document including Margins, Page Orientation and more.

#### 9. Extras

- Version Control and Recover Unsaved Documents

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## Microsoft Word – Level 2

This course will increase your expertise with Word. You learn quick ways to create and manage lists, tables (simple and complex), modify pictures, control text flow, work with and manage styles and templates, and perform mail merge operations.

### Topics

**Recommended Duration:** Approx. 1 Day (6 Hours)

#### 1. More About Formatting

- Line and Page Breaks
- Widow and Orphan Control
- Keep a paragraph with the next paragraph
- Keep Lines Together
- Page Break Before
- Section Breaks
- Text Columns

#### 2. Managing Lists

- Sort a List
- Restart the numbering of a List  
(Right Click on the number)
- Create a Multi-Level List  
(Shift Alt and the arrow keys )

#### 3. More About Tables

- Sort a Table
- Convert Text to a Table
- Add a Calculation/Formula to a Table
- Create a chart in Word

#### 4. Working with Custom Styles

- Create a New Style
- Create a Character Style
- Create a Paragraph Style
- Adding a Page Break before a Heading Style

#### 5. More about Graphics

- Draw Shapes and Lines  
(Shift to make perfect Shape or CTRL to draw from centre)
- Insert Icons, 3d Shapes, SmartArt, Charts
- Take and insert Screenshots

#### 6. Using Word with other Applications

- Link Excel Spreadsheets or Charts into Word
- View the Links dialog box from the Files menu
- Break or Update Links or View the source
- Send a document as an Email attachment
- Export a document to PDF
- Open and Edit a PDF in Word

#### 7. Extras

- Create and Use a Template
- Share Documents with others
- Collaborate live on Documents with others
- Mail Merge

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## Microsoft Word – Level 3

This course provides the skills for working faster with long documents, including linking information from other programs. Topics covered include Tables of Contents, Indexes and cross-references, how others can electronically review your documents, and how to create Forms that can be completed electronically.

### Topics

**Recommended Duration:** Approx. 1 Day (6 Hours)

#### 1. Track Changes

- Turn on Track Change
- Lock Track Changes so others can't turn it off
- Send the document for review
- Review the document
- Add comments to the document
- Turn off Track Changes
- Accept or Reject your colleagues' changes
- How to compare documents

#### 2. Add Reference Marks and Notes

- Insert Bookmarks
- Insert Footnotes and Endnotes
- Add Table and Figure Captions
- Insert Cross References

#### 3. Make long documents easier to work with

- Mark Text for Indexing
- Insert an Index
- Insert a Table of Figures/Captions
- Create a Table of Contents
- Create Master and Sub Documents
- Create and update a Table of Contents

#### 4. Protect Documents

- Mark a Document as Final
- Make a Document Read Only
- Password Protect a Document
- Remove Password Protection
- Share a Document as View Only
- Block ability to Download a View Only Document
- Revoke access to a Shared Document

#### 5. Creating forms

- Add Form Fields
- Protect the Form
- Fill-in a Form

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# Microsoft PowerPoint Training

## Microsoft PowerPoint – Level 1

In this course you learn the vital skills needed to create, modify and run PowerPoint presentations.

### Topics

**Recommended Duration:** Approx. 1 Day (6 Hours)

#### 1. PowerPoint Basics

- The PowerPoint Screen and Views
- Navigate Through a Presentation
- Edit Slide Text
- Save a Presentation
- Run a Slide Show

#### 2. Begin a Presentation

- Create a New Presentation
- Change Slide Background Colour
- Add Slides
- Enter and Edit Text

#### 3. Format Text Slides

- Apply Character Formats and align text
- Change Line Spacing
- Apply and Change Indents
- Add and Format Tables in a Slide
- Insert a Table from Microsoft Word

#### 4. Create Charts

- Create a Chart in a Slide
- Edit Chart Data and Change Chart Type
- Insert a Chart from Microsoft Excel

#### 5. Modify Objects

- Resize Objects
- Copy, Move and Duplicate Objects
- Changing Object Orientation
- Format Objects
- Group and Ungroup Objects
- Change the Order of Objects

#### 6. Add Photos, Movies and Sound

- Add Clip Art and Photos
- Draw Lines and Shapes
- Insert Movies and Sounds

#### 7. Deliver a Presentation

- Spell Check
- Rearrange Slides
- Add Transitions between Slides
- Create Speaker Notes
- Send a Presentation to Microsoft Word
- Print a Presentation
- Package your Presentation to take on the go
- Presenter Mode
- Presenting Tips and Trick

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# Microsoft Outlook Training

## Microsoft Outlook – Level 1

This course will provide the skills to efficiently use Outlook to manage your Emails, Calendar Appointments and Meetings, Tasks and Notes.

### Topics

**Recommended Duration:** Approx. 1 Day (6 Hours)

#### 1. Outlook Basics

- Tour the Outlook Screen
- Understand the Outlook views

#### 2. Working with Emails

- Send email messages and add attachments
- Read, reply and forward emails
- Set expiry dates and times on Emails
- Set who email replies should go to
- Flag Emails to follow up on at a later stage
- Recall and Resend Emails
- Create an automatic signature on your emails
- Set an Out of Office reply
- Create and manage folders in Outlook
- Search for Emails
- Create Rules to automatically manage your emails
- Manage Junk Mail
- Create and make use of Quick Steps
- Respond to an email with a meeting request
- Send an email that includes part of your schedule in the calendar

#### 3. Work with Contacts

- Create Contacts
- Use Categories within Contacts
- Create Distribution Lists for mass emails

#### 4. Work with the Calendar and Tasks

- Make Appointments
- Create Meetings and invite others
- Reschedule Meetings
- Book Resources
- Create and manage a Tasks
- Assign Tasks to others
- Track Tasks you have assigned

#### 5. Useful Extras

- Create and work with Notes
- Manage Deleted Items
- Create Shortcuts in Outlook
- Manage Email Signatures
- Manage Out of Office Replies
- Additional tips and tricks
- Outlook Online
- Outlook Mobile Apps

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# Windows 11 Training

## Windows 11 (for New or Upgrading Users)

In this training session, you will become familiarised with the Windows user interface and its capabilities. This session is ideal for those new to, upgrading to or transitioning to Microsoft Windows.

This session can be customised to accommodate other versions of Microsoft Windows as needed.

### Topics

#### Recommended Duration:

**New Users:**       Approx. 1 Day (6 Hours)

**Upgrading Users:**    Approx. Half Day (3 Hours)

#### 1. Getting started

- Log in to Windows
- Navigate the Windows Desktop
- Use the Start Menu
- Lock your Screen
- Log off, Switch User,
- Sleep, Hibernate, Restart, Shut Down

#### 2. Windows launch applications and multitask

- Launch Applications
- Multitask with Open Applications
- Use Task View
- Customise the Task Bar
- Use Jump Lists
- Use the Action Center and Notifications

#### 3. Files and folders

- Manage Files and Folders with File Explorer
- Pin favourite Folders for quick access
- Access OneDrive and SharePoint Folders

#### 4. Use Microsoft Edge

- Browse the Web with Edge
- Find on Page
- Manage Favourite and History
- Create Collections
- Take Screenshots
- Manage Downloads
- Work with PDFs
- Copilot in Edge

#### 5. Extras

- Connect to WIFI Networks
- Connect to Bluetooth Devices
- Manage Printers and Peripheral Devices
- About Windows Defender
- Handle Application Crashes
- Useful Keyboard Shortcuts

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