

Modern Work Habits with Microsoft 365

OVERVIEW

The **Modern Work Habits with Microsoft 365** course focuses on improving how work is managed, communicated and organised across teams using Microsoft 365.

Designed for users who are familiar with core applications, this course looks beyond individual tools and introduces practical ways to improve everyday work practices. Participants will learn how to reduce reliance on email, use the right tools for different tasks and improve visibility of work across teams.

Emphasis is placed on building simple, consistent habits that support more effective communication, better collaboration and clearer ways of working across Microsoft 365.

LEARNING OUTCOMES

By the end of the course, participants will be able to:

- Understand how work flows across Microsoft 365 applications
- Choose the right tools for communication, collaboration and task management
- Reduce reliance on email and use Teams more effectively
- Improve meeting practices using Microsoft Teams
- Increase visibility of work using Planner and other tools
- Apply consistent approaches to communication and information sharing
- Reduce duplication and rework across tasks and documents
- Manage work more clearly across teams and individuals
- Build simple, repeatable habits to improve daily work

These outcomes support more efficient ways of working, clearer communication and improved coordination across teams.

DURATION & DELIVERY

The duration of this course is typically **3–4 hours or 1 day**, depending on the level of depth and practical exercises included.

This course can be delivered in a range of formats to suit your team:

- **Onsite training** - delivered at your workplace
- **Live online training** - delivered virtually in real time
- **Hybrid delivery** - a combination of onsite and online participants for teams working across multiple locations

All training is delivered by experienced Microsoft 365 specialists with a focus on practical, real-world application.

PREREQUISITES

Participants should have a basic understanding of Microsoft 365 applications and experience using tools such as Outlook, Teams and OneDrive in a work environment.

COURSEWARE

Learning materials are available for purchase at the time of booking. These may include training materials, reference guides or supporting resources, depending on the course.

While Microsoft 365 continues to evolve, the principles of effective communication, collaboration and work management remain consistent. Trainers incorporate current features and examples to ensure participants receive practical and relevant guidance.

MICROSOFT 365: MODERN WORKPLACE TRAINING PATHWAY

Our Microsoft 365 Modern Workplace training is designed to help individuals and teams work more efficiently, collaborate effectively, and get better value from the tools they use every day.

All courses can be delivered as outlined below, or we can customise a training program to ensure your team completes the exact topics they need in the timeframe that best suits your organisation.

MODERN WORKPLACE COURSES

- **Getting Started in Microsoft 365** – Build confidence using the core Microsoft 365 applications, including Outlook, OneDrive, Word, Excel, OneNote, and Teams. Ideal for new users or those requiring a strong foundation.
- **Working Smarter with Microsoft 365** – Improve personal productivity by managing email, organising work, structuring files, and building efficient daily workflows across Microsoft 365 applications.
- **Collaborating Effectively in Microsoft 365** – Transform how teams work together using Microsoft Teams, shared files, and real-time collaboration tools, with a focus on reducing reliance on email.
- **Managing Files & Information in Microsoft 365** – Learn how to organise, store, and manage documents across OneDrive and SharePoint to reduce duplication and improve accessibility.
- **Modern Work Habits with Microsoft 365** – Develop better ways of working by improving communication practices, managing meetings effectively, and using the right tools for the right tasks.
- **Managing Tasks & Work in Microsoft 365** – Use Microsoft Planner as a central tool to assign, track, and manage work across teams, improving accountability and visibility.
- **Using Copilot in Microsoft 365** – Leverage AI capabilities to enhance productivity across Microsoft 365 applications, including drafting content, summarising information, and analysing data.

COURSE DETAIL

Understanding Modern Work Practices

- Common challenges in managing work across teams
- How work flows across Microsoft 365
- Identifying inefficiencies in current ways of working
- Moving towards more structured and connected work practices

Choosing the Right Tool for the Task

- Teams vs Outlook for communication
- When to use Planner for task management
- Using OneDrive and SharePoint appropriately
- Avoiding tool overlap and confusion

Improving Communication Practices

- Reducing unnecessary email
- Using Teams effectively for conversations
- Managing notifications and interruptions
- Creating clearer communication habits

Running Effective Meetings (Microsoft Teams)

- Planning and structuring meetings
- Managing meetings in Teams
- Capturing notes and actions
- Reducing unproductive meetings

Improving Visibility of Work (Planner & Teams)

- Making work visible across teams
- Using Planner to track tasks and progress
- Linking conversations, files and tasks
- Supporting accountability and clarity

Reducing Duplication & Rework

- Avoiding repeated work across teams
- Using shared files and single sources of truth
- Improving coordination across tasks and documents

Building Better Work Habits

- Establishing consistent ways of working
- Creating simple, repeatable workflows
- Supporting long-term efficiency and clarity
- Embedding practical habits into daily work