

Microsoft Teams & Outlook with Copilot (4-Hour Combined Session)

Target Audience: End Users

Objective: Enable participants to use Microsoft Teams and Outlook effectively for communication, collaboration, scheduling, and day-to-day productivity.

Part 1 – Microsoft Teams

Module 1: Microsoft Teams Essentials

- Teams environment overview
 - Key areas: Activity, Chat, Teams, Calendar, Files, Apps
 - Understanding how Teams supports daily work
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Module 2: Chat & Communication

- 1:1 and group chats
 - Message formatting, @mentions, and reactions
 - Sharing files and links in chat
 - Managing notifications and mentions
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Module 3: Teams, Channels & File Collaboration

- Teams vs channels and when to use each
 - Posting conversations and announcements
 - Collaborating on files within channels (SharePoint-backed)
 - Organizing and pinning important content
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Module 4: Meetings & Collaboration

- **Scheduling and joining Teams meetings**
 - **Core meeting controls: mute, camera, screen sharing, recording**
 - **In-meeting collaboration: Whiteboard, polls, reactions**
 - **Good practices for productive virtual meetings**
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Module 5: Productivity in Teams

- **Co-authoring documents in real time**
 - **Using OneDrive through Teams**
 - **Using built-in apps (Planner, Forms)**
 - **Keeping work organized across chats, channels, and files**
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Part 2 – Microsoft Outlook

Module 6: Outlook Overview

- **Outlook interface: Mail, Calendar, People, Tasks**
 - **Customizing the Outlook workspace**
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Module 7: Email & Inbox Management

- **Composing, replying, and forwarding emails**
 - **Using attachments, links, and @mentions**
 - **Organizing inbox using folders, categories, and rules**
 - **Searching and filtering emails effectively**
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Module 8: Calendar & Scheduling

- **Creating and managing calendar events**
- **Inviting participants and tracking responses**

- **Scheduling Teams meetings from Outlook**
 - **Calendar management best practices**
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Module 9: Tasks & Personal Organization

- **Managing contacts and contact groups**
 - **Creating and tracking tasks**
 - **Syncing tasks with Microsoft To Do and Teams**
 - **Using reminders and flags for follow-ups**
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Module 10: Copilot in Teams & Outlook (Free Version)

Understanding Copilot (Free)

- **Where Copilot appears in Teams and Outlook**
- **What Copilot can support in the free version**
- **Key limitations compared to paid Copilot**

Using Copilot for Work Support

- **Summarizing chat threads or email conversations**
- **Drafting or refining email responses**
- **Extracting action items from meetings or emails**
- **Asking Copilot questions using natural language**

Practice Activities

- **Use Copilot to summarize an email thread and identify next steps**
- **Ask Copilot to draft a professional meeting follow-up email**
- **Validate Copilot output and make manual adjustments**