

## **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.

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### **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**