

## New Outlook Training Agenda (First Training Session)

The slide numbers correspond with the slides for the in-person training session.

- (Slide 1) Greet learners and help them log into their laptops
- (Slide 2) Introduction + review training agenda
  - Elaborate on the purpose of each agenda item
  - Make sure to address that while there may be frustrations during the Microsoft transition, learners will have plenty of support
- (Slide 3) Poll Everywhere pre-survey activity
  - Help learners access the pre-survey as needed
  - Elaborate on the results of the pre-survey and connect to confidence and motivation as applicable
- Module 1
  - (Slide 4) Review the learning objectives of Module 1
  - (Screen Sharing)
    - Trainer demonstrates Learning Objective #1
    - Learners practice Learning Objective #1
    - Repeat for all learning objectives
  - (Slides 5-14)
    - Learners complete the knowledge check activity
    - Trainer reviews each item one-by-one by first showing the question slide and then reviewing the answer slide
- (Slide 15) Break
- Module 2
  - (Slide 16) Review the learning objectives of Module 2
  - (Screen Sharing)
    - Trainer demonstrates Learning Objective #1
    - Learners practice Learning Objective #1
    - Repeat for all learning objectives
  - (Slides 17-28)
    - Learners complete the knowledge check activity
    - Trainer reviews each item one-by-one by first showing the question slide and then reviewing the answer slide
- (Slide 29) Break
- Module 3
  - (Slide 30) Review the learning objectives of Module 3
  - (Screen Sharing)

- Trainer demonstrates Learning Objective #1
- Learners practice Learning Objective #1
- Repeat for all learning objectives
- (Slides 31-38)
  - Learners complete the knowledge check activity
  - Trainer reviews each item one-by-one by first showing the question slide and then reviewing the answer slide
- (Slide 39) Q&A + one-on-one support

## **Microsoft Planner & Teams Training Agenda (Second Training Session)**

The slide numbers correspond with the slides for the in-person training session.

- (Slide 1) Greet learners and help them log into their laptops
- (Slide 2) Introduction + review training agenda
  - Elaborate on the purpose of each agenda item
  - Make sure to address that while there may be frustrations during the Microsoft transition, learners will have plenty of support
- (Slide 3) Poll Everywhere pre-survey activity
  - Help learners access the pre-survey as needed
  - Elaborate on the results of the pre-survey and connect to confidence and motivation as applicable
- Module 1
  - (Slide 4) Review the learning objectives of Module 1
  - (Screen Sharing)
    - Trainer demonstrates Learning Objective #1
    - Learners practice Learning Objective #1
    - Repeat for all learning objectives
  - (Slides 5-14)
    - Learners complete the knowledge check activity
    - Trainer reviews each item one-by-one by first showing the question slide and then reviewing the answer slide
- (Slide 15) Break
- Module 2
  - (Slide 16) Review the learning objectives of Module 2
  - (Screen Sharing)
    - Trainer demonstrates Learning Objective #1
    - Learners practice Learning Objective #1
    - Repeat for all learning objectives
  - (Slides 17-26)
    - Learners complete the knowledge check activity
    - Trainer reviews each item one-by-one by first showing the question slide and then reviewing the answer slide
- (Slide 27) Break
- Module 3
  - (Slide 28) Review the learning objectives of Module 3
  - (Screen Sharing)

- Trainer demonstrates Learning Objective #1
  - Learners practice Learning Objective #1
  - Repeat for all learning objectives
- (Slides 29-38)
  - Learners complete the knowledge check activity
  - Trainer reviews each item one-by-one by first showing the question slide and then reviewing the answer slide
- (Slide 39) Break
- Module 4
  - (Slide 40) Review the learning objectives of Module 4
  - (Screen Sharing from Phone/Mobile Device)
    - Trainer demonstrates Learning Objective #1
    - Learners practice Learning Objective #1
    - Repeat for all learning objectives
    - No knowledge check activity for this module
- (Slide 41) Q&A + one-on-one support

## Presentation Notes for Trainers

- Self-Efficacy
  - The overall goal of the in-person training sessions is to support learners' self-efficacy, which is their confidence to complete specific tasks, such as those necessary for the Microsoft transition
  - The overall goal of the sessions is **not** to simply provide information in the style of a lecture; the online course slides serve this purpose
  - The sessions will focus on two specific influences on self-efficacy: mastery experiences and feedback from trainers
    - Mastery experiences: positive or negative experiences that affect a learner's self-efficacy; trainers should promote positive mastery experiences whenever possible, such as learners successfully completing practice activities
    - Feedback: Avoid feedback that focuses on the person and instead focus feedback on the learner's effort and/or processes; for example:
      - Avoid: "See, you are a tech person!"
      - Instead: "Wow, great job figuring that out!"
- Motivation
  - A secondary goal of the sessions is taking the opportunity to address and encourage motivation among learners
  - When possible, emphasize the value of the Microsoft transition, including its usefulness
  - Encourage learners to connect the information to themselves and their jobs
- Cognitive Processing
  - To encourage optimal cognitive processing, follow these tips:
    - Phrase demonstrations of a task from the learner's perspective by saying "you"; for example:
      - Avoid: "Click the sweep button to move emails" or "I'm clicking the sweep button to move emails"
      - Instead: "You would click the sweep button to move emails"
    - Following each demonstration of a task, do not provide specific examples for learners to practice; instead, encourage them to practice more naturally. For example:
      - Avoid: "Create a quick step for deleting emails."
      - Instead: "Create a quick step that will be helpful for your specific role."
    - When possible, avoid reading directly from the slides