

# TWG MS Teams for Training User Group Meeting

**September 26, 2022**

Chris Cutler (INL)

David Yakonich (NNSS)

Mindali Dean (NNSS)

Eric Meakins (HNF-COCCo)

## MS Teams for *Training User Group*

Brought to you by EFCOG Training Working Group



Join us for a discussion on how best to utilize MS Teams for training, collaboration, and organization.

### WHO IS THIS FOR:

- *Beginner Users*
- *Intermediate Users*
- *Experienced Users*



# Agenda

- Training Professional Days Conference: Chris Cutler (INL)
- Learn MS Teams Web Clinic Case Study: David Yakonich and Mindali Dean (NNS)
- Next Steps
  - We would like your Feedback
  - Next EFCOG Training Working Group Learning Opportunity
  - Follow up messages



Join us for a discussion on how best to utilize MS Teams for training, collaboration, and organization.

**WHO IS THIS FOR:**

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Brought to you by EFCOG Training Working Group



TRAINING  
PROFESSIONAL  
DAYS

2021

# Training Professional Days Conference

A Case Study for Microsoft Teams

# Agenda

1

**Preparing for the Event**

2

**Running the Event**

3

**Communicating After the Event**

1

Training Professional Days Conference

# Preparing for the Event

# Four Primary Needs

1. A way to invite and communicate with participants
2. A way to know who would like to attend
3. A way for people to meet virtually
4. A way to grant participants access to meetings and materials

# Needed

- Way to invite and communicate with participants
- Way to know who would like to attend
- Resource had to:
  - Provide interested parties' names and emails

- Solution: 

- Solution: **eventbrite**

# GO BEYOND

Training Into the Future

2021

Training Professionals' Day

EXCELLENCE  
TECHNOLOGY  
INNOVATION

Wednesday, June 23, 2021 7:00 AM (PDT)

## Training Professionals' Day 2021

[View event details](#)

 [Training Professional Day - Dashboard](#)

[Follow](#)

[Contact](#)

Click the link to browse which session you would like to attend.

### Login

If you've already registered for the event, you can login by accessing the event website, and using the following credentials to login:

- Username: (your registration email)
- Password: TPD2021

o You may reset your password from your dashboard by accessing your profile information.

If you have any questions or experience issues logging in, please contact [christopher.cutler@inl.gov](mailto:christopher.cutler@inl.gov) for assistance.

eventbrite



# Needed

- A platform to meet together
- Resource had to:
  - Support large numbers of people
  - Allow presentation of materials (PPT)
  - Allow presentations to be recorded
  - Admit members of various labs to join

- Solution:  Microsoft Teams

No responses have been received for this meeting.

**Send Update**

Title **Conference Example**

Required

Optional

Start time Thu 9/1/2022 2:00 PM  All day  Time zones

End time Thu 9/1/2022 2:30 PM [Make Recurring](#)

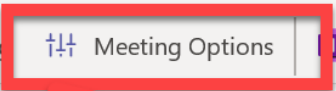
Location Microsoft Teams Meeting

## Microsoft Teams meeting

**Join on your computer or mobile app**  
[Click here to join the meeting](#)

Meeting ID: 290 428 272 373  
Passcode: HBshc5  
[Download Teams](#) | [Join on the web](#)

[Learn More](#) | [Meeting options](#)



### Meeting Options

Who can bypass the lobby?  
People in my organization and guests

Always let callers bypass the lobby

Announce when callers join or leave

Choose co-organizers: To assign a role to a participant, invite them to the meeting individually. [Learn more](#)

Who can present?  
Everyone

Allow mic for attendees?

Allow camera for attendees?

Record automatically

Allow meeting chat  
In-meeting only

Allow reactions

Provide CART Captions

**Save**

# Needed

- A way to grant participants access to meetings and materials
- Resource had to:
  - Share meeting link
  - Share links to and house materials (handouts, recordings, ics files, etc.)
  - Share links to presenter bios
  - Display meeting sessions in orderly way

- Solution:



# GO BEYOND Training Into the Future

## 2021





### Training Professional Days

June 23, 2021




#### Intro/Keynote 8:00 - 8:55 MT

Shayne Eyre *Welcome*  
 Mark Day (Microsoft) *Keynote*

#### Block 1 Sessions 9:00 - 9:55 MT

Kel Khrbiel  *xAPI Primer: Measuring Training with Custom Data*  
 Anders Gronstedt *The Virtual Reality Learning Revolution*  
 Ying-Chen Milbrath   *Transforming Instructor-led Training into Self-Paced Scenario-based Learning - Why and How*  
 Chuck Carringer  *Increasing Confidence as Instructors*

#### Block 2 Sessions 10:00 - 10:55 MT

Craig Snow  *Writing for Learning (Instructional Design Foundations Part 1)*  
 Starkey, Caldwell  *Records Management*  
 Jenny Douras  *Presentations in the Virtual World – Look Your Best & Keep Them Listening!*

#### Block 3 Sessions 11:00 – 11:55 MT

Patti Shank *Multiple Choice Question Flaws*

#### Block 4 Sessions 12:00 – 12:55 MT

Glenn Marshall (Insight) *HoloLens 2 Mixed Reality*

#### Block 5 Sessions 1:00 – 1:55 MT

D. Allen White   *“Crowdsourcing” Design and Development of Video Tutorials for Remote User Operation of Neutron Scattering Instruments*  
 Evette Daley  *Ten eLearning Principles*  
 Shari Rigel  *508 Compliance*  
 Charlotte Hendrix *Learning Consulting*

#### Block 6 Session 2:00 – 2:55 MT

Eyre, Ullian, McCormick, Loevy, Walker, & Stromberg *Panel: COVID - Lesson's Learned and Moving Forward*



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## 2021

### Training Professional Days

June 24, 2021



#### Block 1 Sessions

8:00 - 8:55 MT

Chuck Carringer  *Motivating & Engaging Learners*  
 Carmen McKellar   *How to Not Get Sued: A Brief Overview of Copyright Law*

#### Block 2 Sessions

9:00 - 9:55 MT

Kristen Backstrom  *eLearning Project Reviews: Making Team Collaboration Agile*  
 Anna Lloyd & Jon Brydges (Learning Pool)  *L&D is Getting Really Serious about Data*

#### Block 3 Sessions

10:00 - 10:55 MT

Sam Peterson  *Delivering & Producing VILT: What we Learned from the Best*  
 Michelle Roach   *Design Based on How People Learn*  
 \_\_\_\_\_ (Microsoft)  *Developing Insights through Training Data Analytics with Power BI*



#### Block 4 - Networking Hour

11:00 – 11:55 MT

Judd Brown  *Facilitated Discussion & Networking: Instructors*  
 Charlotte Hendrix  *Facilitated Discussion & Networking: Instructional Designers*  
 Shayne Eyre *Facilitated Discussion & Networking: Managers*  
 Kathryn Miller  *Facilitated Discussion & Networking: Scheduling & Requirements*



#### Block 5 Sessions

12:00 – 12:55 MT

Kathryn Miller *What Can You Do with Level 1 Evaluation Data?*  
 Loevy, Jackson  *The Importance of Maintaining Training Records, & the Role of the Training Coordinator*  
 Joey McGraw  *Articulate Storyline: Out-of-the-Box Functionality & Thinking* *Outside-the-Box*

#### Block 6 Sessions

1:00 – 1:55 MT

Peter Stromberg *Preparing for the New Normal*  
 Bailey, Blair, Powell, & Nash  *Connection, Engagement, and Managing Zoom Fatigue in Sessions* *Live Online*  
 Jessica Cobbley   *Using eLearning Multimedia Principles to Improve Face-to-Face Training*  
 Craig Snow  *Visual Design for Learning (Instructional Design Foundations Part 2)*

#### Block 7 Session

2:00 – 3:00 MT

Chuck Hodell *Keynote: Dynamic Design: Are You Challenge-Ready?*



# Coordinating Presenters

- Tracked details with a spreadsheet
- Communicated via email



# GO BEYOND

*Training Into the Future*  
**2021**

Our Training Professional Days event is fast approaching, and we're grateful to learn from you and our other excellent presenters. Our goal as we prepare and organize is to ensure that all goes smoothly at presentation time, and that our participants engage and learn without distractions or technical difficulties.

To that end, please read the following items carefully.

1. Your session page will contain a photo of you as the presenter, as well as the bio you provided in your proposal. **Please send** your preferred picture as a high quality attachment to this email. Please send this **by Friday, June 11<sup>th</sup>** so we have time to resize and upload all photos. If you do not send a photo, we will search publicly available pictures (such as LinkedIn or your employer's website) for your session.
2. Your session will be hosted within a Microsoft Teams meeting. Before the event, you will receive a link to join your session. You can also join the session using the links provided to all participants, as the link is the same. We provide you with a technical producer to assist you in your session, and that person will open the Teams meeting 15 minutes before your scheduled start time. You can join at that time to set up and prepare your session.
3. Your producer will
  - a. Contact you by email to introduce themselves.
  - b. Open the Teams meeting 15 minutes before the scheduled start time.
  - c. Record the session. These recordings will be available to registered participants for later viewing.
  - d. Welcome attendees, and introduce you as the speaker, giving your name and the title of your presentation.
  - e. Assist you by monitoring, compiling, or alerting you to participant comments (this will be according to your preference – just direct the producer as to if or how you want help with comments).
  - f. Respond to any technical difficulties.
  - g. Notify you verbally when there are 5 minutes remaining in the session.
  - h. Ensure the session ends promptly at the scheduled time.
4. Technical producers will also hold one or more technical test-run sessions before the event. Please attend one of these sessions to briefly (3-5 minutes) test your Teams presenting capability (screen share, etc.). If you are not available at the times the producer suggests, please work with them to set up another brief appointment to accomplish this. Technical tests ahead of time will help ensure a smooth presentation day.
5. **Please send** any materials you would like to make available to participants (PowerPoint slides, handouts, etc) **by Friday, June 11<sup>th</sup>**, or as soon as they are approved for release. Also, **please ensure** that your presentation materials have been approved through your lab's official review process for external release. Note that you may need to include an external review record number in your materials (e.g. on title slide). Ask your lab's review office for details.

These are all the details that help the event go off without any issues.

Again, thank you so much for sharing your expertise with us, your colleagues. Please look for an email from your technical producer, and feel free to reach out to me with any questions you have.

# GO BEYOND

*Training Into the Future*  
**2021**

Dear presenter,

As we prepare for our event later this week, we want to make sure you are correctly represented by all the resources on our event website. We also want to ensure that all technology is ready and tested.

Please give attention to the following two items as soon as convenience allows.

1. Review information and materials for your session and contact me immediately if any corrections are needed.
  - a. Access your session page by navigating to the [event website](#), and logging in: USERNAME is your email, and PASSWORD is TPD2021 (unless you've previously logged in and changed your password).
  - b. Click on the "Schedule" tile near the top, and link to your session page(s) from that agenda.
  - c. Please review:
    - i. Your session description on the left of the screen (note that not all presenters provided a session description).
    - ii. Your bio.
    - iii. Any session materials you sent in to be published and made available for participant download.
2. If you have not had the opportunity to test your camera/mic/computer with our arranged Microsoft Teams meeting platform and would like to do so before your session, please reach out to me with 2-3 suggested times today (Monday) or tomorrow (Tuesday), and I will meet with you to conduct that tech check. This should only take 10 minutes.

Thank you, again, for allowing all of us to learn from you this week. Let me know if there is anything I can do to make this smoother for you.



# Communicating With Participants

- Prior announcements and details sent via email
  - Dates and times
  - Login information and link
  - Technical assistance contact

# GO BEYOND | *Training Into the Future* 2021

## Welcome to Training Professional Days 2021 – Go Beyond: Training Into the Future!

With less than a week to go, we can't wait to welcome you to our Training Professional Days event, **June 23rd & 24th** featuring renowned industry speakers such as Will Thalheimer, Patti Shank, Mark Day of Microsoft, and many more! The event will kick off with a welcome at 8:00am (MST), followed immediately by our Opening Keynote Speaker at 8:15am.

### Check Out the Sessions

Please take some time to browse the sessions on our [event website](#), and add your sessions of interest to your calendar. In the **attached video**, you'll find instructions for logging in, navigating, and adding sessions to your personal calendar. Also, check out the attached flyer to see our newest Keynote speaker!

### Login

If you've already registered for the event, you can login by accessing the [event website](#), and using the following credentials to login:

- Username: (your registration email)
- Password: TPD2021
  - *You may reset your password from your dashboard by accessing your profile information.*

If you have any questions or experience issues logging in, please contact [christoper.cutler@inl.gov](mailto:christoper.cutler@inl.gov) for assistance.

### Haven't Registered Yet?

If you haven't already registered for the event, you can still do so [here](#). After registering, it will take 1 business day for your account to be created on the event website, and then you'll be able to access it using the login instructions above.

### Get Ready to Learn – Even After the Event!

With our amazing line-up of presenters, you'll have a hard time choosing which sessions to attend. But don't worry. All sessions will be recorded, and available to registered participants on the event website after the event.

See you next week!

# GO BEYOND

Training Into the Future  
2021

## The day has arrived!

Today and tomorrow you'll have the opportunity to learn from experienced colleagues and industry experts alike. And even after the event, you'll have access to recordings of the events on the same event website we're using today.

## Login

You can login by accessing the [event website](#), and using the following credentials to login:

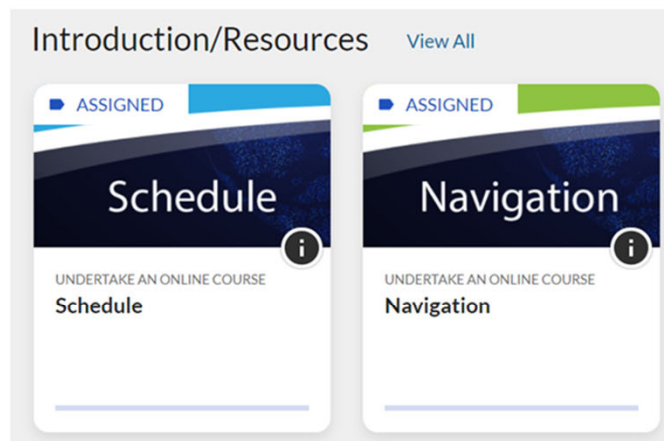
- Username: (your registration email)
- Password: TPD2021
  - You may reset your password from your dashboard by accessing your profile information.

If you have any questions or experience issues logging in, please contact [christopher.cutler@inl.gov](mailto:christopher.cutler@inl.gov) for assistance.

## Join Sessions

Browse the sessions on our [event website](#), and join right from the session page.

Once you login, click the "Schedule" tile to access an agenda with links to session pages. Click the "Navigation" tile for a video tour of the event website.



Thank you for joining us, as we work together to create the future of training.

Let it begin!

# Preparing the Producers

- Communicated via email
- Provided Guide to Microsoft Teams Meetings and a Checklist
- Given welcome title slides for each presenter

# GO BEYOND

*Training Into the Future*  
**2021**

Producers!

Thank you so much for supporting the Training Professional Days as a technical producer. Below you'll find all the information you need to be successful. Please **read carefully**, as the **details really matter** in this role.

Note that all sessions are being hosted on Microsoft Teams, so the learning curve shouldn't be too steep.

There are three things you need to pay attention to right now.

## **First: Your Assigned Presenters**

- See the attached spreadsheet, "TPD2021 Producer Assignments". This shows the agenda, and which sessions you are assigned to, as well as the name and email address of each presenter.
- This is also your resource to stay organized and make sure you are in all the sessions you are assigned to. It is recommended that you **highlight all of your assigned sessions**.

## **Second: Your Written Instructions**

- See the attached document, "Microsoft Teams Guide for Presenters", for detailed instructions on producing for this event.
- **NOTE:** One of the first instructions is to **reach out to your presenters ASAP** to introduce yourself, and arrange a brief (5-10 minute) tech check with them. If your schedules are completely incompatible, please reach out to Tim Hall ([timothy.hall@inl.gov](mailto:timothy.hall@inl.gov)), Chris Cutler ([christopher.cutler@inl.gov](mailto:christopher.cutler@inl.gov)), or Jillian Mock ([jillian.mock@inl.gov](mailto:jillian.mock@inl.gov)) so we can help cover that tech check.
  - o **Please note** that those presenters without a ".gov" email are professional, external presenters who are donating their time for presentations that they would normally be paid for. These are our VIP's, so to speak.

## **Third: A Video Tutorial**

- For a more detailed explanation and demonstration of the information in the Guide for Presenters document, watch [this screencast video](#) that walks you through how to manage some of the tasks in Microsoft Teams.

You'll hear more from me, but this will get you started. We will soon send you some intro slides to put up at the beginning of each session, as noted in the "Guide for Presenters" document.

Again, thank you so much. We couldn't do this well without effective producers! If you have any questions, concerns, doubts, or donuts, don't hesitate to reach out to me immediately.

# Instructions for Producers

## A Guide for Producers/Moderators for a Microsoft Teams Meeting

- Reach out to presenter *prior to the event* to introduce yourself and obtain presentation materials to overview before the session.
  - Ask how they want the moderator to handle questions during the presentation and the Q & A session (if there is one) at the end.
  - Ask if there are any special considerations for the presentation.
  - Notify the presenter that you (the producer/moderator) will introduce them at the beginning of the session and give a 5-minute warning when the session time is nearing the end.
- Join the session at least 15 minutes early.
- Share welcome slide
- Admit anyone in the waiting room.
- Monitor live mics/mute participants, ensure cameras are turned off during presentation
- Alert attendees that the presentation will be recorded and will be made available for future viewing.
- Start recording the session.
- Spotlight yourself so your video is large on the attendees' screen.
- Welcome and introduction (~30 sec)
  - State session title and presenter
  - State that the default settings are not enabled audio or video for participants. If audio is required, the producer will enable individual or group mic access. Use the chat feature to ask questions or type comments.
  - Give participants directions to either **focus** their screen (remove icons) if the presenter is not utilizing their video. This will remove all icons and make the presentation full screen. If the presenter is utilizing their video, spotlight the presenter (if this is their preference).
  - To ensure meetings stay on schedule, you will unmute and give a 5-minute warning for the end of the session.
- Moderate chat questions/comments according to presenter preference.
- Be available for technical support and difficulties.
  - Refer tech issues to (208) 526-1000
- At the end of the session, thank presenter and attendees for coming. Say Please go back to the Training Professionals Days website to access the next session links.
- At the end of the session, stop the recording. Download and save the recording to a file folder on your computer.

## Presentation Producer Checklist

### Before the session begins:

- Join the session 15 minutes early.
- Open and have the presentation intro/welcome slide ready to share.
- When your presenter enters the teams meeting, change their status to “presenter” if they are not from the INL and have already been made so (all non-INL presenters will need this role changed once they enter the meeting) (if you change their status and their permissions do not update, ask them to leave and then re-enter the room – do not leave the room yourself)
- Greet your presenter – make sure they know you will begin the session and introduce them.
- Share the presentation intro/welcome slide so it will be seen by all entering the room.
- Turn OFF your microphone (you can turn off your camera here if you wish).
- As people join, set their status to “attendees” if they are not already set this way. This will ensure their cameras and microphones are turned off.

### At the start time of the session:

- Begin **recording**.
- Turn ON your camera and microphone so you can welcome attendees.
- Welcome attendees to the session and thank the presenter. You can use the following script if you wish.
  - “Thank you for joining us during this session. My name is \_\_producer\_\_ and I will be moderating for \_\_presenter\_\_. Please make sure your microphone is muted throughout the session, and your camera is turned off. This will reduce distractions and help us focus on the presentation. The chat area will be available for questions and relevant comments. Please also note that this session is being recorded, and will be made available afterward.”
  - “If you would like to make the presentation being shared the main focus you can click the three dots at the top right of your screen and can select the “focus” option. This will highlight the presentation. I will be giving a 5 minute warning near the end of the presentation.”
  - “Thank you again for joining us. We are grateful that \_\_presenter\_\_ has taken the time to prepare this message for us and we look forward to hearing from them. I will now turn the time over to \_\_presenter\_\_.”
- Turn OFF your camera and microphone.
- Stop sharing the intro/welcome slide (if the presenter hasn't already taken control).
- For attendees who have joined while you were giving the welcome introduction, set their status to “attendees” if they are not already set this way. This will ensure their cameras and microphones are turned off.

# Producer Slides

 INL  
Idaho National Laboratory

## Welcome!

Please note:

1. Mute your microphone 
2. Turn off your camera 
3. This session is being recorded

Please reserve the chat for questions and respectful/constructive comments.

## Training Professional Days

Craig R. Snow



"Instructional Design Foundations 1"

DAY 1 10am-10:55am

 INL  
Idaho National Laboratory

## Welcome!

Please note:

1. Mute your microphone 
2. Turn off your camera 
3. This session is being recorded

Please reserve the chat for questions and respectful/constructive comments.

## Training Professional Days

Patti Shank



"Multiple Choice Question Flaws"

DAY 1 11am-11:55am

 INL  
Idaho National Laboratory

## Welcome!

Please note:

1. Mute your microphone 
2. Turn off your camera 
3. This session is being recorded

Please reserve the chat for questions and respectful/constructive comments.

## Training Professional Days

Will Thalheimer (TiER1)



"Excellence in Learning Design Starts with Evaluation! But ONLY IF!"

DAY 1 2pm-3pm

 INL  
Idaho National Laboratory

## Welcome!

Please note:

1. Mute your microphone 
2. Turn off your camera 
3. This session is being recorded

Please reserve the chat for questions and respectful/constructive comments.

## Training Professional Days

Chuck Hodell



"Dynamic Design: Are you Challenge-Ready?"

DAY 2 2pm-3pm

2

All Trainer's Day Conference

# Running the Event



3

All Trainer's Day Conference

# Communicating After the Event

# Post-Event Communications

- Communicated via email
- Provided link to recordings to participants
- Invited to complete a survey about the event

# GO BEYOND

*Training Into the Future*  
**2021**

**Thank you for joining us for the first ever Training Professional Days!**

All session recordings are now available on the [TPD Website](#). Please feel free to browse, watch, or re-watch any of the presentations.

Also, please take a few minutes to fill out this brief survey. This will greatly help us improve for future events.

Click here to take the survey → [TPD Survey](#)

If you have any trouble with the event website, please contact [christopher.cutler@inl.gov](mailto:christopher.cutler@inl.gov)

Thank you again for joining us, as we work together to create the future of training.

### Michelle Roach: Design Based on How People Learn

Design Based on How People Learn

**DESCRIPTION:**

This session covers the three memory systems that process and store information: sensory memory, working memory, and long-term memory. The limitations of the working memory system are described. Nine learning/instructional principles that instructional designers and instructors should apply to ensure that lasting learning occurs are also explored.

0/4 XP

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LEVELS



Click here to watch the presentation

0 XP View this object for max XP (+1)



Bio - Michelle Roach

0 XP View this object for max XP (+1)



Handout 1: Guided Notes - Roach

0 XP View this object for max XP (+1)



Handout 2: Learning Principles - Roach

0 XP View this object for max XP (+1)



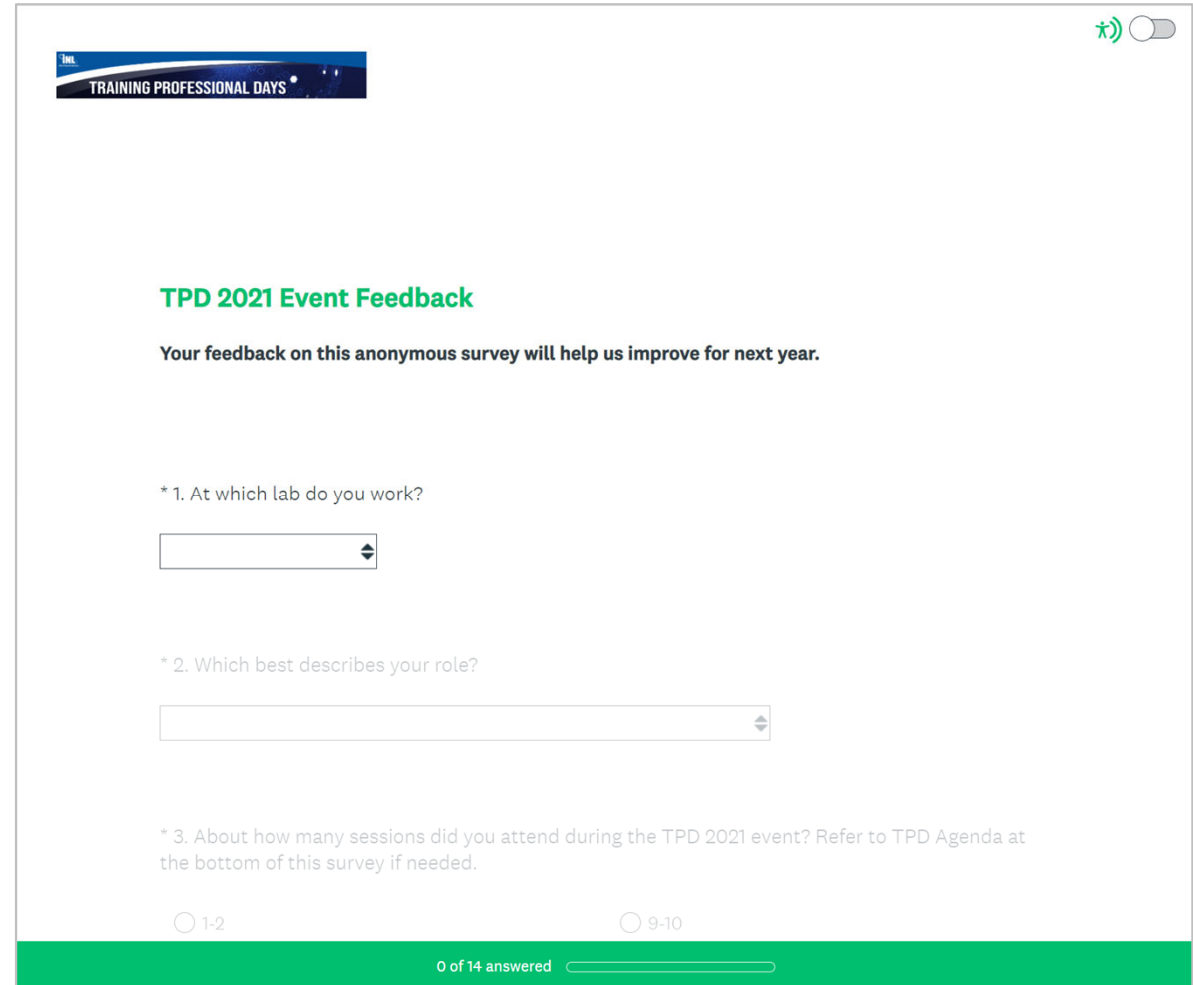
Handout 3: PPT Slides PDF - Roach

0 XP View this object for max XP (+1)



# Post-Event Survey

- <https://www.surveymonkey.com/r/GQ9LJGD>



The screenshot shows a survey interface for 'TRAINING PROFESSIONAL DAYS'. The title is 'TPD 2021 Event Feedback' and the message states: 'Your feedback on this anonymous survey will help us improve for next year.' The survey contains three questions:

- \* 1. At which lab do you work?
- \* 2. Which best describes your role?
- \* 3. About how many sessions did you attend during the TPD 2021 event? Refer to TPD Agenda at the bottom of this survey if needed.  
 1-2       9-10

At the bottom, it indicates '0 of 14 answered' with a progress bar.

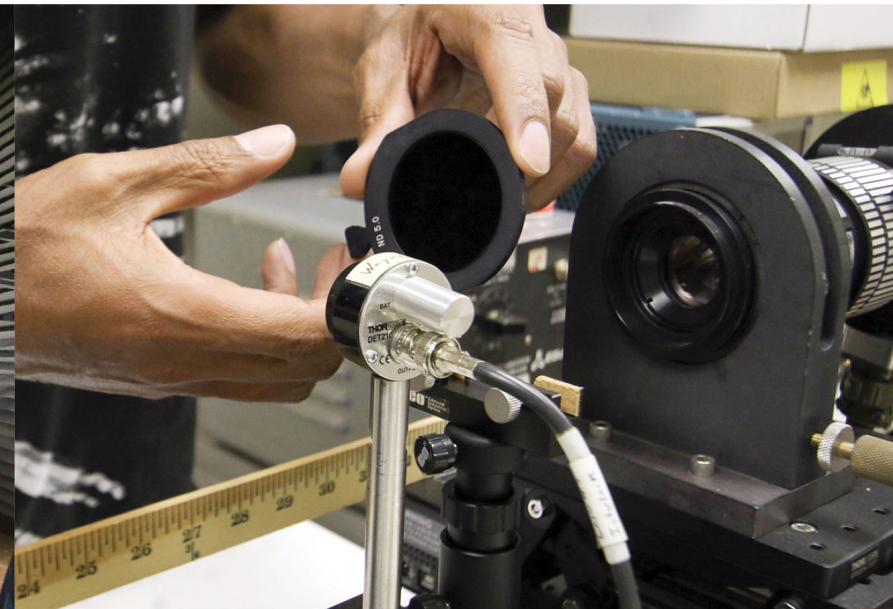
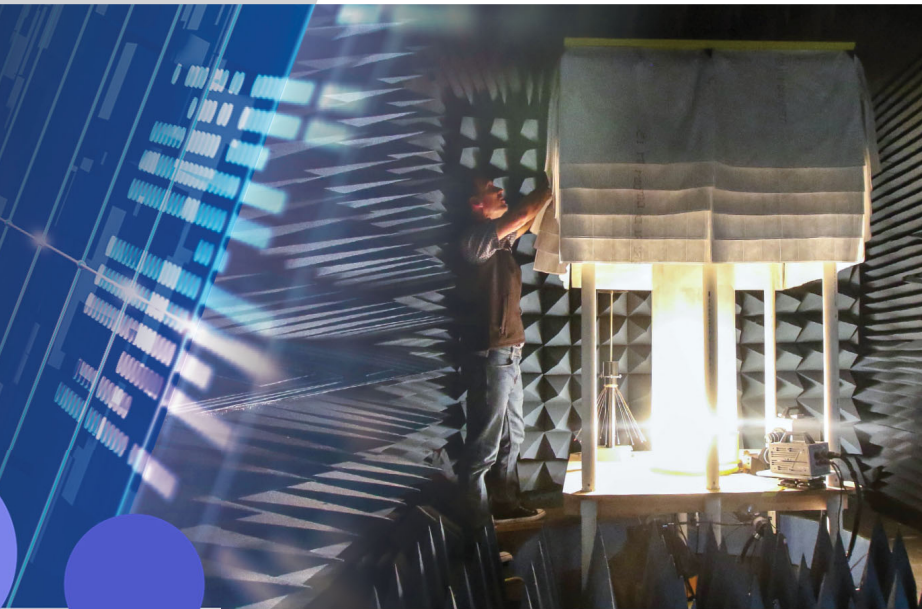
# Q&A





Idaho National Laboratory

# Learn MS Teams Web Clinic Case Study



**David Yakovich**  
**Mindali Dean**



# What are you doing in July?

Monday	Tuesday	Wednesday	Thursday	Friday
4	5	6	7 4:00 pm Meet with IT team to discuss Training Need	8
11	12	13	14	15
18	19	20	21	22
25	26	27	28 <i>Skype for Business Retirement Date (moved from July 14)</i>	29

# “Learn MS Teams in Four Steps” Learning Journey

## 60 minute Web Clinics



### STEP ONE Individual and Group Chat

*Replaces Skype for Business  
Individual and group IM*

- Create individual chat (perpetual)
- Create group chat (perpetual)
- Use rich text, sticker, emojis, and reactions
- Set-up your pinned chats and recent
- Review your Activity feed



### STEP TWO Team Conversations

*Replaces Skype for Business  
chat rooms for perpetual chat*

- Request and Accept a Teams
- Adding members to a Team
- General channel and add channels
- Start a new Conversations with rich text
- Reply vs New Conversation



### STEP THREE Team Collaboration

*Add tabs to your Team: file  
collaboration and notes/wiki*

- Add files through SharePoint, version and modified history
- Add conversations to files and tag team members
- Add meeting notes using the Wiki app
- Pin favorite channels
- Use global Search



### STEP FOUR Team Meeting

*Add audio and video to  
individual and group meetings,  
including sharing desktop*

- Schedule a meeting in Outlook
- Start or attending a meeting
- Add audio
- Add webcam
- Add chat
- Share screen
- Explore options: VDI vs laptop app

# Clear the deck for “Learn MS Teams in Four Steps”

Monday	Tuesday	Wednesday	Thursday	Friday
4	5	6	7 4:00 PM IT Meeting	8 Confirm Commitment with HR and LOD  Prepare Materials
<b>11</b> Teams Training Planning	<b>12</b> HRLT Walkthrough IT Meeting	<b>13</b> Step 1 pilots (x2) <i>Prepare Step 2 &amp; Step 3</i>	<b>14</b> Step 2 pilots (x2) <i>Prepare Step 3 pilot</i>	<b>15</b> Step 1 pilot Step 2 pilot
<b>18</b> Step 1 (x2) <i>Prepare Step 3 pilot</i>	<b>19</b> Step 1 Step 2 Step 3 pilot (x2)	<b>20</b> Step 2 (x2) <i>Prepare Step 4 pilots</i>	<b>21</b> Step 1 Step 2 Step 4 pilots (x2)	<b>22</b> Step 3 pilot Step 4 pilot <i>Prepare for final week</i>
<b>25</b> Step 1 (x4)	<b>26</b> Step 1 Step 2 (x2) Step 3	<b>27</b> Step 2 (x2) Step 3 Step 4 (x2)	<b>28</b> Step 1 Step 3 Step 4 (x3)	<b>29</b>

# We Practiced What We Preached.

Instead of email threads and meetings, we used MS Teams to Collaborate.

▼ Your teams

- ▼ MS Teams Training ...
  - General
  - EITS MS Training
  - Learn MS Teams as a Team
  - MS Teams Collaboration Part 2
  - Step 1 - Individual and Group Chat
  - Step 2 - Team Setup and Conversations
  - Step 3 - Team Collaboration
  - Step 4 - Teams Meetings

Learn MS Teams  
as a Team

Learn MS Teams  
in Four Steps

Yakonich, David A (CONTR) 7/20 3:05 PM  
Dean, Mindali S (CONTR) Elledge, Kristi L (CONTR) Johnson, Margo E (CONTR) Galuppi, Caleb J. (CONTR) Garcia, Franklin (CONTR) Here are the slides for Step 4. **Take a look at these and the flow so I can finalize for tomorrow's pilots.** Slides 12-16 will be difficult to demonstrate in Teams Meeting. Look at slide 18 for differences between laptop and VDI (add to slide or Reply to this).

Step 4 Slides.pptx

▼ Collapse all

Elledge, Kristi L (CONTR) 7/20 3:59 PM  
Proposed solution: If David is presenting and shares his monitor, Mindali or I can share our monitor to your via webex on that monitor. We walk thru the steps on slides 12-16 by opening a meeting from Team Calendar (cannot be in Teams Session 4 during this, just sharing monitor via Skype), show Audio Controls (i suggest we be called in via phone for audio prompts from presenter), web cam controls, Sharing Desktop in Teams between Kristi and Mindali in a live Team meeting (shared via skype to David who is sharing via Teams). INCEPTION AT ITS BEST. What do Kristi and Mindali see when PR in Team Meeting. About 4:20 David in it?

See more

Replace David and Mindali's name where you see fit in above

Yakonich, David A (CONTR) 7/20 4:49 PM  
I made some updates to the slides after our call and it is ready for our rehearsal. Thanks for all of your help and assistance.

Dean, Mindali S (CONTR) 7/21 5:00 AM  
These look GREAT. Looking forward to our Dry Run today

Elledge, Kristi L (CONTR) 7/21 5:50 AM  
Slide 8, Join Teams Meeting or Meet Now - Will you demo **Yakonich, David A (CONTR)** or is that Mindali and I?

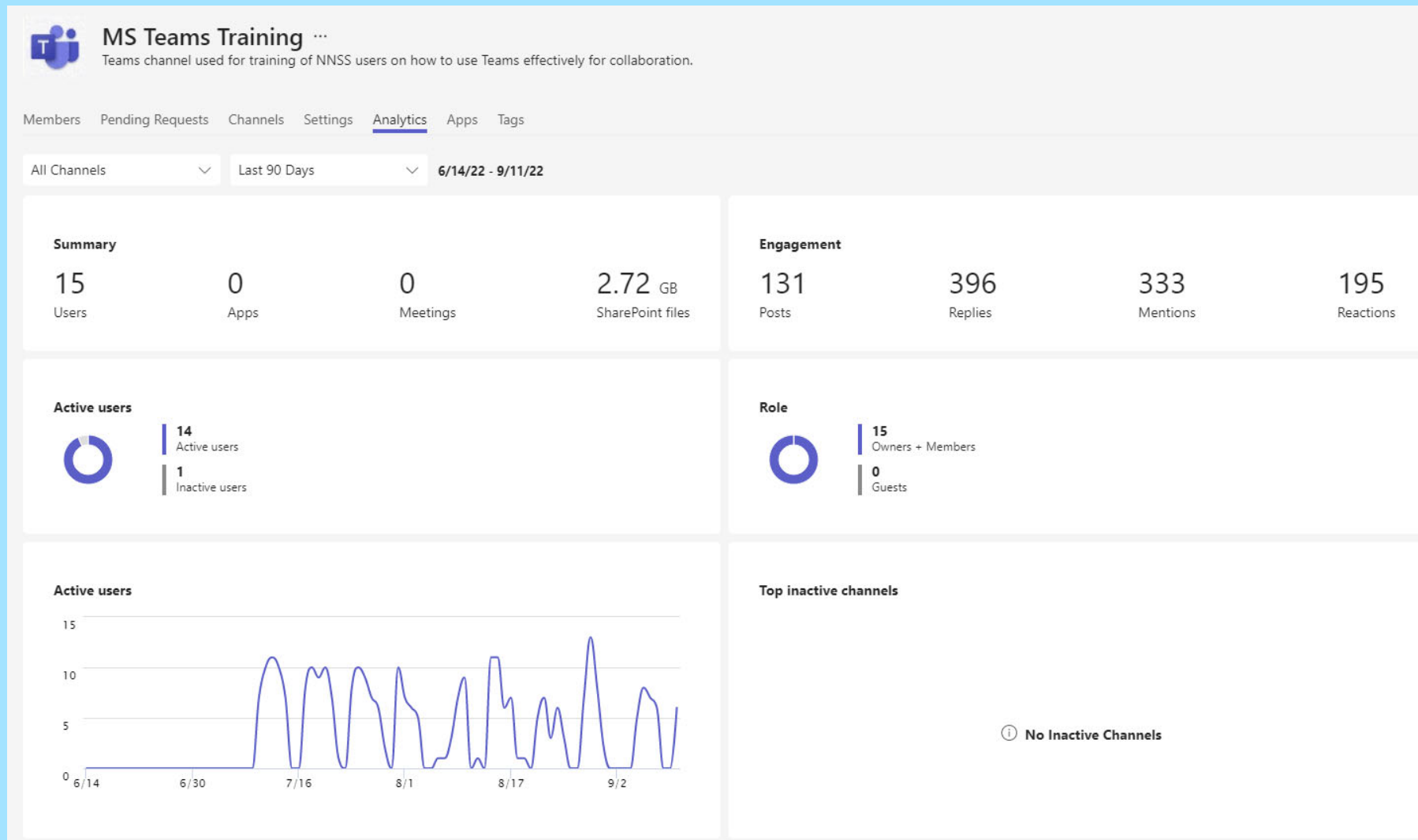
7/21 5:51 AM  
You could just show them where to find the Mtg ID and passcode at bottom of invite

Yakonich, David A (CONTR) 7/21 6:53 AM  
Good point. I will refer to that as I walkthrough the invitation.

← Reply

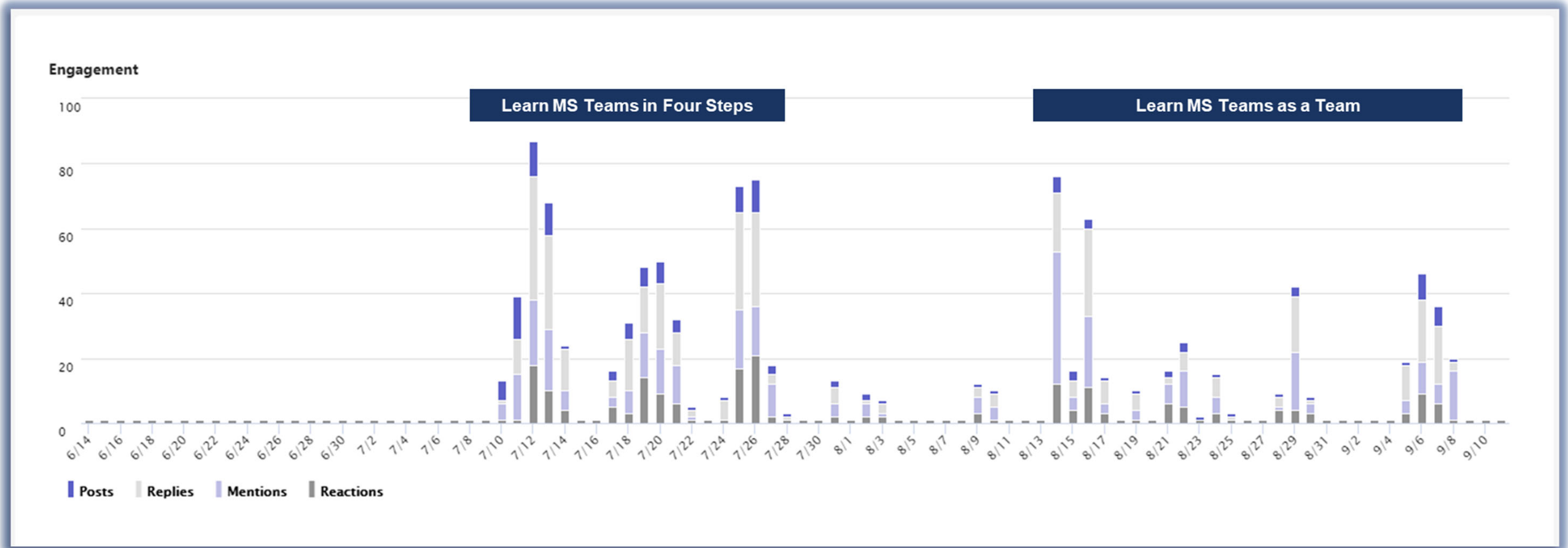
# We Practiced What We Preached.

All files, posts and reviews were captured in our team:



# We Practiced What We Preached.

All files, posts and reviews were captured in our team:



# Web Clinics Structure and Resource

## Web Clinic Timing



:00	Welcome and Overview
:05	Teams Basics and Preview Demonstration
:10	Step 1 Demonstration and Guided Practice
:30	Recap and Try This Checklist
:35	Transition to Practice On your Own and Q&A

## Step 1 Actions

Now it's your turn to try this in the next 24 hours...

- Create individual chats with your supervisor and peers.
- Create one group chat with 2 or more colleagues on a specific project or topic.
- Practice using rich text, emojis, stickers, and adding reactions to chats.
- Pin individual and group chat.
- Add some key colleagues in Contacts.
- Review your Activity feed.
- Update your Status.



## Use the Step 1 Slides to help practice

### Create individual chat

1 Use the Chat tab for all individual and group

2 Right click and select New Chat or New Chat button

3 Start typing name of the individual you want to send a message to

You're starting a new conversation  
Type your first message below.

Hi Mark, hope your day is good.



## Practice on Your Own | Q&As




# Learn MS Teams Web Clinics – At A Glance



# 4

One-hour Web Clinics

**Step 1 – Individual and Group Chat**  
**Step 2 – Team Setup and Conversations**  
**Step 3 – Team Collaboration**  
**Step 4 – Teams Meetings**



# 945

Total Students from 5 Generations



# 3 Weeks

July 11-28, 2022



# 20%

Feedback Response Rate



# 26

Web Clinics to Enterprise



# 608

Enterprise Students Attend

# 700

MS Teams Users or

# 39%

Increase of active MS Teams users since web clinics

“It was easy for me to become actively involved/engaged in the web clinic.”

# 4.4



Average Score out of 5

“I will be able to quickly apply what I learned on the job.”



# 4.3

Average Score out of 5



# 12

Pilot Web Clinics to HR




# 337

Pilot HR Students Attended


Net Promoter Score (NPS) and the Ultimate Question: “How likely are you recommend this web clinic to other students?” Overall NPS 72


**NPS 80 : Step 1 – Individual and Group Chat**  
**NPS 70 : Step 2 – Team Setup and Conversations**  
**NPS 55 : Step 3 – Team Collaboration**  
**NPS 68 : Step 4 – Teams Meetings**


(According to Bain & Co: NPS Above 20 is favorable, Above 50 is excellent, Above 80 is world class)



Cross Functional Project Team

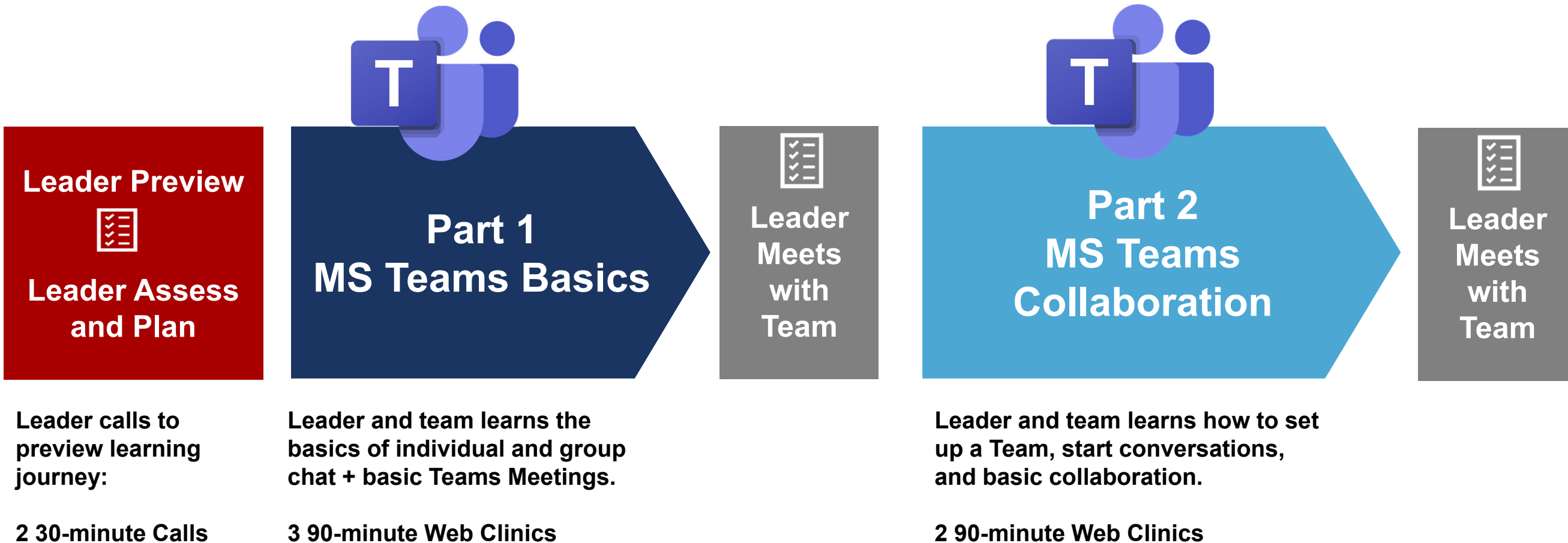
**2**  Learning and OD

**9**  Information Technology

**2**  Public Affairs



# “Learn MS Teams as a Team” Learning Journey



*All sessions will be recorded with the best recording to be posted for on-demand access on Microsoft 365 inSite page.*

# Learn MS Teams as a Team Web Clinics At a Glance

 **3**

Briefing/Web Clinics

Leader Preview (30 minute briefing)  
MS Teams Basics (Part 1 Web Clinic)  
MS Teams Collaboration (Part 2 Web Clinic)



**85**

Total Students



**4 Weeks**

August 17-  
September 8, 2022



**22%**

Feedback  
Response Rate



**7**

Web Clinics Delivered



**68**

Enterprise Students Attend

“It was easy for me to become actively involved/engaged in the web clinic.”

**4.3**



Average Score out of 5

“I will be able to quickly apply what I learned on the job.”



**4.4**

Average Score out of 5



**2**

Leader Briefings Delivered



**17**

Leaders Attended

Cross  
Functional  
Project Team

**2**

Learning  
and OD

**5**

Information  
Technology

**3**

Public Affairs

Net Promoter Score (NPS) and the Ultimate Question: “How likely are you recommend this web clinic to other students?”

Overall NPS 67

NPS 70 : MS Teams Basics (Part 1 Web Clinic)

NPS 60 : MS Teams Collaboration (Part 2 Web Clinic)

(According to Bain & Co: NPS Above 20 is favorable, Above 50 is excellent, Above 80 is world class)



# Selected Comments

## Learn MS Teams in Four Steps

- ▶ I like the demos that get done. It makes it easier for our visual learners to be able to get a grasp of the content.
- ▶ There was a lot of good information given at this session, as well as, a chance to practice what we learned while the experts were still online to answer any questions.
- ▶ This is helpful since most of us have never used Teams.
- ▶ There were questions I didn't even think about asking that were presented by my peers and they provided more insight on how I can use Teams in my day to day.

## Learn MS Teams as a Team

- ▶ I've been using Teams since we started the transition a couple months ago and feel that I have a pretty decent grasp so far. However, the training showed me some capabilities that I wasn't aware Teams had.
- ▶ Definitely think this was very helpful and gave the proper format to ask questions and real-time examples.
- ▶ I didn't realize all of the things you could do on Teams for collaborative work. After attending the workshop, I feel more confident to try some new things and also encourage members of my own team to try new things as well.

# MS Teams Resources in Microsoft 365

## Learn MS Teams in Four Steps: Recordings and Resources


### Learn Microsoft Teams in Four Easy Steps:

- Step 1: Individual and Group Chat
  - [Slides Handouts](#)
  - [Video Recording](#)
- Step 2: Team Setup and Conversations
  - [Slides Handouts](#)
  - [Handout: Use Group Chat vs Use a Team](#)
  - [Video Recording](#)
- Step 3: Team Collaboration
  - [Slides Handouts](#)
  - [Video Recording](#)
- Step 4: Teams Meetings
  - [Slides Handouts](#)
  - [Handout: Compare Webex vs Teams Meeting](#)

**inSite** Information Technology

Send by email

## Microsoft 365



### Communications

[Microsoft 365 is coming!](#)  
[Microsoft Teams deploying next weekend!](#)  
[Reminder: Microsoft Teams deploying this weekend!](#)  
[Training opportunity: Learn Microsoft Teams in four easy steps!](#)  
[inSite: Learn Microsoft Teams in four easy steps!](#)

### Teams Training

Learn Microsoft Teams as a Team:

- Leader Preview
  - [Slides Handouts](#)
  - [Leader Assessment and Plan](#)
  - [Video Recording \(25 min\)](#)
- MS Teams Basics (Part 1)
  - [Slides Handout](#)
  - [Leader Discussion Worksheet](#)
  - [08-29 Recording \(67min\)](#)
- MS Teams Collaboration (Part 2)
  - [Slides Handout](#)
  - [Leader Discussion Worksheet](#)

Learn Microsoft Teams in Four Easy Steps:

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  - [Video Recording](#)

Video Recordings (from Microsoft training sessions):

[Microsoft Teams Level 100](#)  
[Microsoft Teams Level 200](#)  
[Ask Microsoft Anything](#)

Self-Paced Training:  
<https://support.microsoft.com/en-us/office/get-started-with-microsoft-teams-b98d533f-1871-4b44-3df2470c-2b12>

### Quick Reference Material

Teams  
[Teams Quick Start Guide](#)  
[Teams Tips and Tricks - updated 7/7/22](#)  
[Teams FAQs - updated 7/7/22](#)

Microsoft 365  
[FAQs](#)  
[Microsoft 365 Quick Start Guide](#)

### Need More Help?

Check out the Help menu in Teams for some great training, tips, tricks and quick how-to videos!

For technical issues, please submit a ticket in [ServiceNow](#) or call the **IT Service Desk** at **5-1800**.

For questions regarding future enhancements and feature releases, please email [M365ProjectTeam@nv.doe.gov](mailto:M365ProjectTeam@nv.doe.gov).

## Teams Training

### Learn Microsoft Teams as a Team:

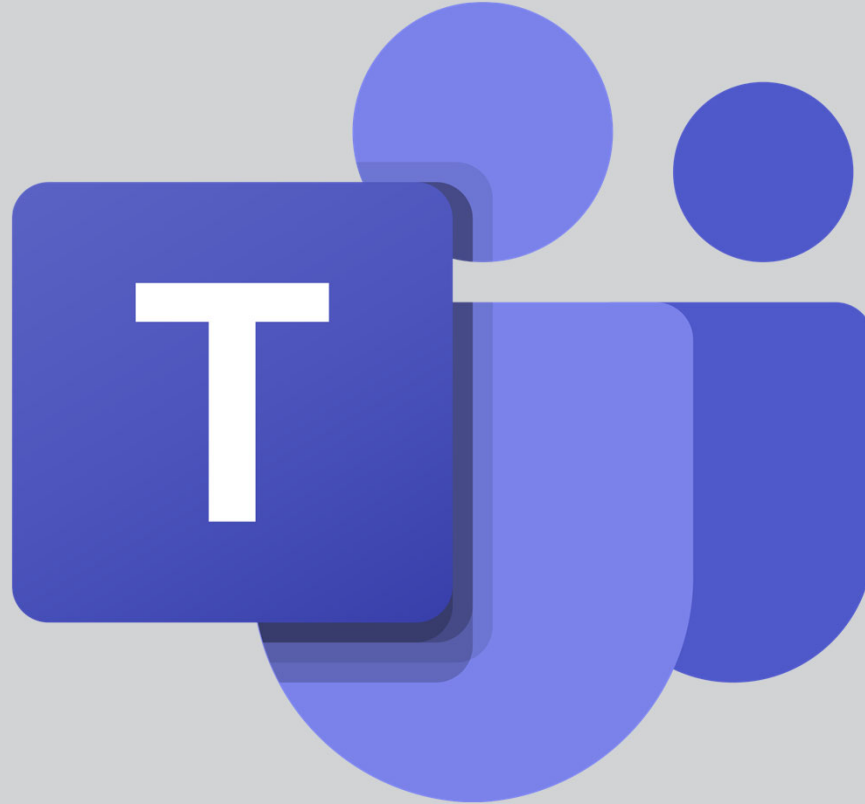
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# Additional Lessons Learned

- ▶ Delivering 3 pilots of each Step web clinic helped fulfill LOD commitment to support HR organization in transition AND helped delivery team get into “web clinic” groove and cadence.
- ▶ We posted all handouts ahead of time so students can download and view at the beginning of the web clinics. All handouts and recordings were posted for future reference.
- ▶ Answering real-time questions in chat was very helpful and increased engagement with students.
- ▶ We were able to discover technical issues in delivery, better able to handle in the future.
- ▶ Ability to reuse and repurpose prior series of slides for “Learn MS Teams as a Team” web clinics. Good to bundle the Steps into thoughtful two part web clinics.
- ▶ Second series focused on leaders with new worksheets and tools for them to use for team discussions.

# Thank You

## Learn MS Teams Web Clinic Case Study



- ▶ David Yakonich
- ▶ Mindali Dean



# Got Feedback?

- Please complete the Meeting Evaluation (see link in the chat).
- It only contains five questions and should take about a minute!

This survey is unclassified, do not include any classified, UCNI, or OOU information in your response.

\*Q1. It was easy for me to become actively involved/engaged in the user group meeting

Strongly disagree    Somewhat disagree    Neither agree nor disagree    Somewhat agree    Strongly agree

\*Q2. I will be able to apply what I learned on the job.

Strongly disagree    Somewhat disagree    Neither agree nor disagree    Somewhat agree    Strongly agree

\*Q3. How likely are you to recommend this MS Teams for Training User Group Meeting to others?

Not at all likely                Extremely likely



# Future TWG Learning Events

 Hosted by EFCOG Training Working Group



## Needs of a New Generation of Learners- A Mentorship Approach

Join us this month as Holli Prior from Hanford moderates a panel to discuss the best practices around mentorship programs and development opportunities available for the next generation of learners.

**Needs of New Gen of Learners:  
Mentorship Approach**

**Monday, 17 October 2022 at 11 am MT**

**Creating Microlearning**

**Monday, 14 November 2022 at 11 am MT**





# Look for some follow ups...

- Follow up email with slides and recording link from our Meeting.
- Calendar invitations:
  - Needs of New Gen of Learners: Mentorship Approach on October 17 at 11 am MT