Advanced Microsoft 365 for Business Productivity Training Course

21 - 25 Dec 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #PRO9527_120003

Course Introduction / Overview:

In today's fast-paced digital workplace, mastering the tools at your disposal is the key to unlocking significant gains in business productivity and operational efficiency. This course moves beyond a surface-level understanding of Microsoft 365, delving into the advanced functionalities that transform everyday applications into a powerful, integrated productivity suite. We explore how to optimize workflows, automate repetitive business processes, and foster seamless team collaboration. As the academic author Cal Newport discusses in his influential book "Deep Work", the ability to focus without distraction on a cognitively demanding task is paramount, and this training provides the technical skills to create such an environment. Participants will learn to leverage the full potential of tools like Teams, SharePoint, Power Automate, and Power BI, not as standalone programs, but as interconnected components of a cohesive digital ecosystem. BIG BEN Training Center has designed this curriculum to empower professionals to not only use these tools but to think strategically about their application, ensuring that technology serves as a catalyst for innovation and streamlined performance. This journey will equip you with the skills needed for advanced Outlook management and to build a truly modern workplace.

Target Audience / This training course is suitable for:

- Administrative Professionals and Executive Assistants.
- Project Managers and Project Coordinators.
- Team Leaders and Department Heads.
- IT Support Staff and System Administrators.
- Operations Managers and Business Analysts.
- Human Resources Professionals.
- Marketing and Sales Coordinators.
- Any professional seeking to enhance their digital workplace skills.

Target Sectors and Industries:

- Technology and Information Services.
- Financial Services and Banking.
- Healthcare and Pharmaceuticals.
- Consulting and Professional Services.
- Retail and Consumer Goods.
- Manufacturing and Engineering.
- Governmental agencies and public sector organizations.
- Education and Non-Profit Organizations.

Target Organizations Departments:

- Operations and Administration.
- Human Resources and Training.
- Information Technology (IT).
- Project Management Office (PMO).
- Marketing and Communications.
- Finance and Accounting.
- Sales and Business Development.
- Customer Service and Support.

Course Offerings:

By the end of this course, the participants will have able to:

- Develop and implement advanced strategies for file management and secure collaboration using OneDrive and SharePoint.
- Master Microsoft Teams for effective virtual meetings, project collaboration, and app integration.
- Automate routine business processes and workflows using Power Automate to save time and reduce errors.
- Build interactive dashboards and reports in Power BI to visualize data and derive actionable business intelligence.
- Optimize personal and team task management using Microsoft Planner, To Do, and Outlook Tasks.
- Enhance document creation and presentation skills with advanced features in Word, Excel, and PowerPoint.
- Implement best practices for M365 security and compliance to protect sensitive organizational data.
- Integrate various Microsoft 365 applications to create seamless and efficient digital workflows.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be immersive, practical, and highly interactive, ensuring that participants can immediately apply their new skills in a real-world context. We move beyond traditional lectures to a hands-on learning environment where participants actively engage with the Microsoft 365 suite. The course is built around a series of practical exercises, real-world case studies, and collaborative group projects that challenge participants to solve common business productivity problems. Our expert instructors facilitate interactive sessions, encouraging open discussion, peer-to-peer learning, and knowledge sharing. Each module includes dedicated time for hands-on labs, allowing attendees to explore advanced features and build automated workflows in a supported setting. Continuous feedback is a cornerstone of our approach, with instructors providing personalized guidance to help each participant master the concepts. This blend of expert instruction, practical application, and collaborative problem-solving ensures a comprehensive and lasting learning experience, empowering attendees to become true M365 power users within their organizations.

Course Agenda (Course Units):

Unit One Foundations of the M365 Ecosystem for Peak Productivity

- An overview of the modern workplace and the Microsoft 365 suite.
- Advanced Outlook management for email, calendar, and contacts.
- Mastering OneDrive for Business for secure cloud storage and file sharing.
- Advanced file management, version history, and co-authoring techniques.
- Leveraging Microsoft Forms for surveys, quizzes, and data collection.
- Introduction to Microsoft 365 Groups and their role in collaboration.
- Establishing best practices for personal productivity and digital organization.

Unit Two Advanced Collaboration and Communication with Microsoft Teams

- Deep dive into the architecture of Microsoft Teams, channels, and tabs.
- Conducting and managing effective virtual meetings with advanced features.
- Integrating applications and third-party services into Teams.
- Strategies for managing notifications and maintaining focus.
- Utilizing breakout rooms, whiteboards, and polls for interactive sessions.
- Understanding Teams governance, security, and compliance settings.
- Collaborative work management using the Tasks app in Teams.

Unit Three Intelligent Document Management with SharePoint and OneDrive

- Understanding the relationship between SharePoint, OneDrive, and Teams.
- Designing and building effective SharePoint team sites and communication sites.
- Managing document libraries with metadata, content types, and views.
- Implementing advanced permissions and access control for sensitive data.
- Creating and managing modern SharePoint pages and news articles.
- Introduction to document lifecycle management and retention policies.
- Using search functionalities to efficiently find information across the M365 ecosystem.

Unit Four Business Process Automation and Data Visualization

- Introduction to the Power Platform and its components.
- Creating automated workflows with Power Automate from templates and from scratch.
- Connecting to various data sources and services to trigger flows.
- Building approval workflows for documents and requests.
- Introduction to Power BI for business intelligence.
- Connecting to data sources and creating a data model in Power BI.
- Designing interactive reports and dashboards for data analysis.

Unit Five Integrating Productivity Tools and Embracing Future Trends

- Combining Planner and To Do for comprehensive task management.
- Integrating Power Automate flows with SharePoint, Teams, and Outlook.
- Using OneNote for advanced note-taking and knowledge management.
- Exploring advanced presentation techniques in PowerPoint.
- An overview of emerging technologies like Microsoft Viva for employee experience.
- Understanding the potential of AI with Copilot for Microsoft 365.
- Capstone project: Designing an integrated solution for a business scenario.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

Beyond automating tasks, how can the strategic integration of Microsoft 365 tools fundamentally reshape an organization's culture towards proactive collaboration and data-driven decision-making?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by adopting a holistic and strategic perspective on business productivity, rather than simply providing a series of technical tutorials. While many courses focus on the functions of individual applications, we emphasize the power of integration, teaching participants how to weave together tools like Teams, SharePoint, and the Power Platform to solve complex business challenges. Our curriculum is built on a foundation of workflow optimization and business process automation, empowering attendees to think like consultants who can diagnose inefficiencies and architect effective digital solutions. We move beyond the "what" and "how" to explore the "why," linking advanced technical skills to core business objectives like enhancing collaboration, improving data access, and fostering innovation. The inclusion of forward-looking topics, such as the role of Microsoft Viva and AI-driven tools like Copilot, ensures that participants are not only proficient in current technologies but are also prepared for the future of the digital workplace. The focus is less on features and more on fostering a mindset of continuous improvement and strategic technology application.