

CASE STUDY

WorkingSm@rt with Teams/Microsoft 365 Essentials **Training sessions for Standard Chartered Bank**

Priority Management is a 40+ year established global learning and development specialist focussed on improving workplace productivity and effectiveness for individuals and teams. Our *WorkingSm@rt with Teams* program enables delegates to improve team effectiveness using MS Teams and key 365 apps and supports clients' overarching goals regarding MS365 adoption and usage.

Objectives of Standard Chartered Bank (SCB) WorkingSm@rt with Teams Essentials sessions

This series of 90-minute online training sessions were designed to educate SCB staff on the possibilities available within MS Teams/M365 when used effectively and how they could take immediate steps to benefit from the technology to improve teamwork and collaboration. These sessions go above and beyond the basic functions of online meetings and chat and focus on using MS Teams and M365 for getting work done. These sessions supported and accelerated SCB's strategy of Hybrid work through effective adoption of MS Teams within the organisation globally.

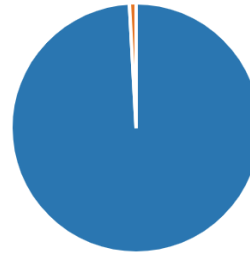
Parameters

No. of sessions	20 including 1 x pilot/demo
Total attendees	Approx 2500
Largest class	440 pax
Regions covered	Asia, Europe, Africa, Mid-East, N. America
Evaluation response rate	Approx 23%
Evaluations received	578

Results, feedback and success: The sessions were a resounding success based on the evaluation data received from the attendees as well as feedback from the Standard Chartered sponsors. Highlights include:



Would you recommend this session to others?



Increase in skills
reported as a result
of the sessions

48% (2.72 to 4.02)

More than 38% of the evaluation respondents said that they would be interested in further training of this type and/or 'deeper dives' into areas covered.

There were many positive comments from the attendees, including:

- *"Essential training to understand the importance of using Teams for collaboration and info security"*
- *"Very useful, full of take aways"*
- *"Very informative"*
- *"Beneficial for all staff in my team"*
- *"Very valuable"*
- *"Very excellent and intuitive session"*
- *"Great information on how to fully use MS Teams"*
- *"Teams is a very powerful tool and this session explained very well and covered all areas"*
- *"This session is extremely useful and hands-on in understanding various features of MS Teams"*
- *"Thanks for a great training course. It was very helpful."*
- *"Really helpful"*
- *"Very useful session"*
- *"Excellent session"*
- *"Fantastic!"*
- *"Love the presentation, easy to understand and practice"*
- *"New users MUST attend this training. Very useful for collaboration!"*
- *"Was very helpful and informative"*
- *"Detailed MS Teams training. Very informative with great clarity."*
- *"Very useful and necessary"*
- *"Excellent session and an eye opener to a lot more features we are not using."*

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