



MICROSOFT 365 AND WINDOWS END USER TRAINING AND DIGITAL UPSKILLING

EMPOWERING PEOPLE WITH THE
SKILLS AND CONFIDENCE TO THRIVE
IN A DIGITAL WORKPLACE

January 2026



MICROSOFT 365 AND WINDOWS END USER TRAINING AND DIGITAL UPSKILLING

BUILDING CONFIDENCE WITH DIGITAL TOOLS, ONE USER AT A TIME

We help people build the confidence and skills to get more from Microsoft 365 and Windows.

Our trainers, support specialists and learning designers deliver tailored training that's relevant, accessible and embedded in real workflows making sure digital skills are built, applied and sustained across your organisation.

“

The team invest time in getting to know what's happening around the organisation, what's working, and where the challenges are.

Then they work their magic to really bring ideas to life and communicate key messages in a really engaging and impactful way.

”

HEAD OF DATA MANAGEMENT,
GOVERNANCE AND SKILLS DEVELOPMENT
MINISTRY OF DEFENCE



OUR APPROACH

We deliver engaging, tailored training that helps your people get more from Microsoft 365 and Windows. Whether through live sessions, on-demand resources, or responsive support, we focus on real-world tasks and role-relevant scenarios. Our training builds digital confidence and habits that last, helping people adopt new tools, improve productivity and feel supported through change.

BENEFITS



Builds digital confidence across your organisation.



Supports a wide range of digital skill levels.



Enables adoption of Microsoft 365 and Windows features.



Reduces support queries and IT strain.



Aligns training to your users, roles and context.



Helps embed new digital behaviours at scale.

FEATURES

- ✓ Tailored Microsoft 365 and Windows 11 training delivery.
- ✓ Live and on-demand learning options.
- ✓ Role-based and task-focused learning.
- ✓ Training needs assessment and learner analytics.
- ✓ Bespoke digital learning assets and materials.
- ✓ Support desk and 'how-to' learning portals.
- ✓ Expert trainers and digital learning designers.



WHY CHANGE MATTERS

CHANGE IS THE ONLY CONSTANT

If done right, it encourages innovation, drives efficiencies, develops new skills, and improves morale.

Messaging is the key to success, so we help you craft the right words to say.

OUR 4 E'S METHODOLOGY

- **Establish:** build the foundations to make things happen
- **Excite:** drive awareness and enthusiasm
- **Equip:** Upskill your people
- **Embed:** Change that sticks



DRIVE ADOPTION WITH BESPOKE TRAINING & RESOURCES



Getting to know Teams

COLLABORATE ON DOCUMENTS



USER GUIDE



Version: 001 Date: 01 May 2021

Getting to know Teams – COLLABORATE ON DOCUMENTS

Introduction

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Have a good meeting!

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Getting to know Teams – COLLABORATE ON DOCUMENTS

Accessing your files

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- Use OneNote in Teams to create and collaborate on ideas...notes are automatically shared with your team and are easy to find
- Click 'Save message' to bookmark and







SUCCESS STORIES

“

We're now an organisation that has got people with the level of skill to complement their passion for working in new ways. And who are supporting that change within their services.

”

DIRECTOR OF PEOPLE AND INCLUSION
BURY COUNCIL



[Read online: NHS Derby and Derbyshire ICB case study](#)

NHS DERBY AND DERBYSHIRE ICB

- ✓ Delivered a technology landscape report across 300+ care homes
- ✓ Completed a training needs analysis across the ICB
- ✓ Established M365 skill levels and attitudes towards training within the ICB
- ✓ Developed digital skills strategy with recommendations for priority skills and training approach
- ✓ Rolled out a digital champions programme and targeted M365 training

BURY COUNCIL

- ✓ Delivered 18 month digital champions programme
- ✓ Trained over 950 employees in Microsoft 365, soft skills and new ways of working
- ✓ Conducted digital maturity assessments to benchmark skills and measure progress
- ✓ Digital skills increased by 71%
- ✓ Training sessions rated on average 9.3 out of 10 by participants



[Read online: Bury Council case study](#)

SUCCESS STORIES

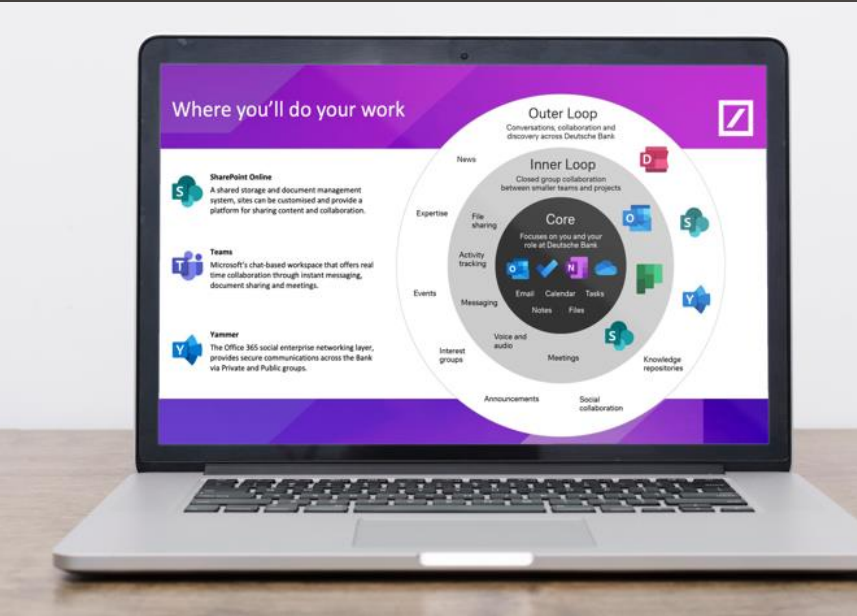
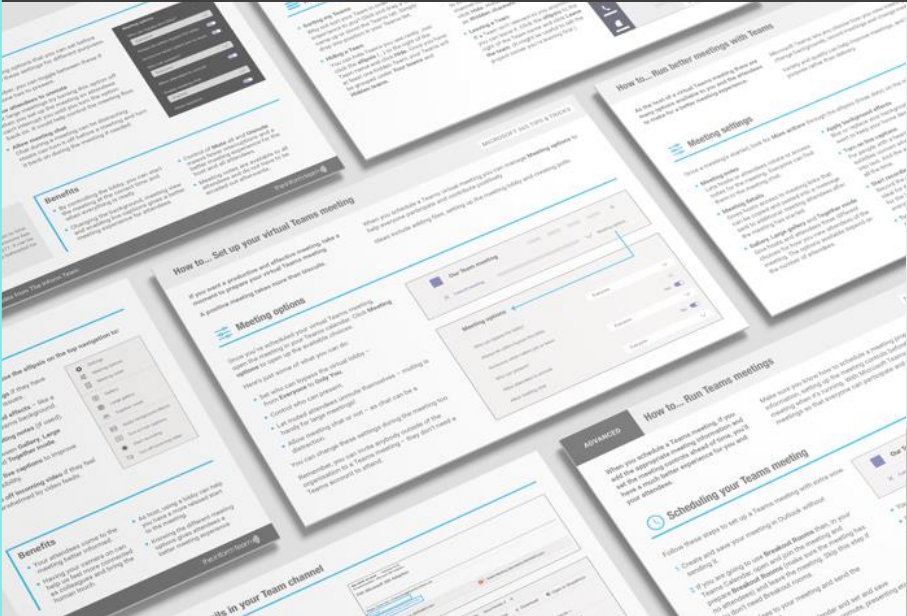
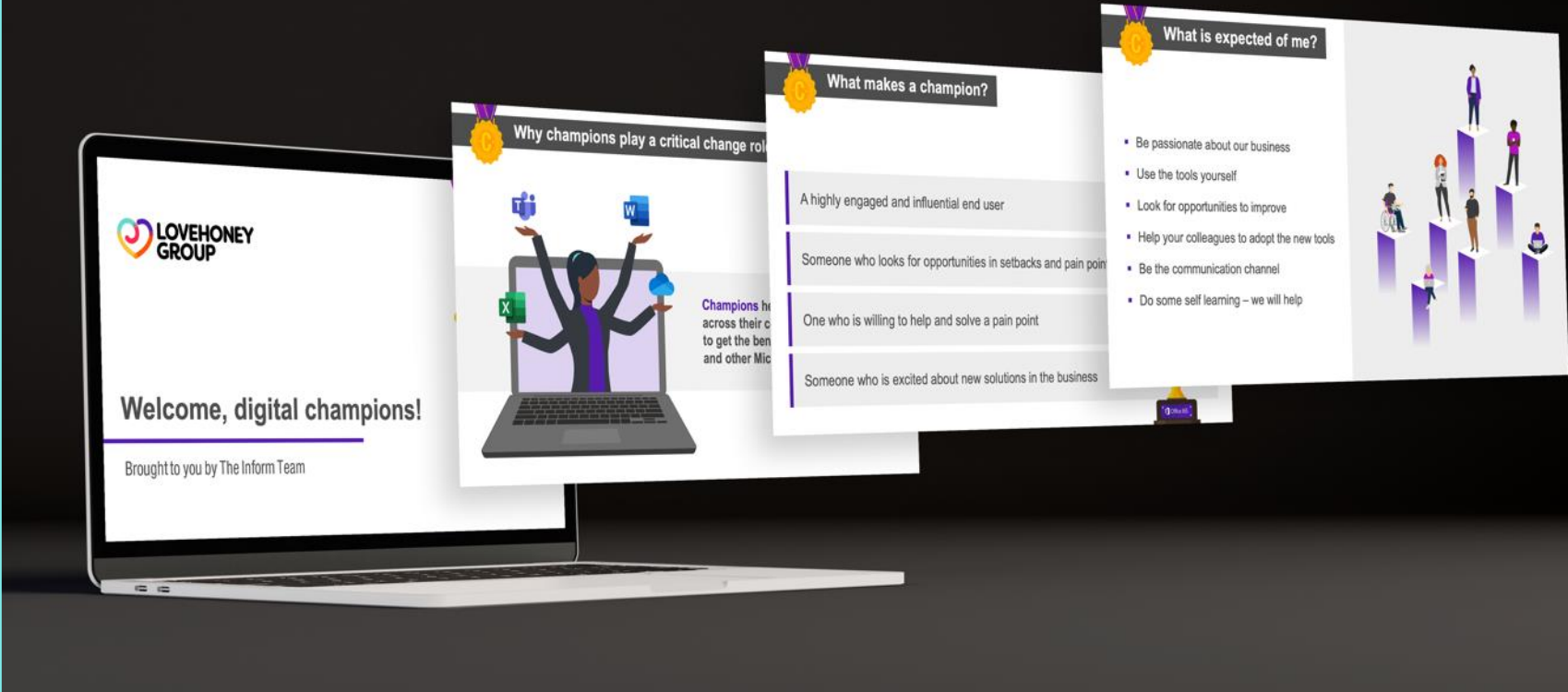
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The Inform Team were pivotal in cultivating a mindset of change within ORR which was key to successfully implementing organisational transformation.

In the realm of business change when implementing Teams and SharePoint, it is prudent to remember that change is not a disruption, but an opportunity to unlock untapped potential and elevate our collective brilliance.

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PROJECT LEAD
OFFICE OF RAIL AND ROAD



MIX AND MATCH OUR SERVICES TO **SUIT** **YOUR PROJECT GOALS**

- Microsoft 365 digital skills training
- Teams training and hybrid working upskilling
- SharePoint and knowledge management enablement
- Power Platform training and low-code awareness
- Windows 11 end-user support
- Digital learning strategy and capability building
- Training needs analysis and skills diagnostics
- Train-the-trainer and coaching programmes
- E-learning and digital resources
- Champions training and peer-led enablement

