**Microsoft Instructional Skills Certification Course Syllabus**

Course Description:Welcome to the Microsoft Instructional Skills Certification Course!

In this course, you will learn the delivery and communication skills needed to become a dynamic trainer from an MCT Trainer. This course will help you develop strategies, techniques, and skills to deliver engaging Microsoft training as an MCT.

This course has something for both new and experienced trainers…from practical tools and techniques to strategies for adapting learning to the student.

**COURSE OBJECTIVES:**

This course is intended to help you improve your skills as a Microsoft Certified Trainer. Upon successful completion of this course, you shall be able to:

* Integrate the principles of adult learning into training development and delivery.
* Analyze learners and apply appropriate learning strategies.
* Develop and demonstrate effective communication skills.
* Incorporate engagement techniques and training aids to improve learning transfer.
* Develop and improve an effective delivery style and demonstrate it through application.

**COURSE FORMAT:**

This course is delivered in a blended learning format that combines live-instructor meetings with digital on-demand content. It is a flexible and adaptive method that enables learners to engage in both in-person and remote learning activities.

The course is delivered primarily through an online learning management system, where students will have access to course materials, including content, pre-recorded videos, and interactive resources for two weeks.

In addition to on-demand content, students will participate in two scheduled virtual live meetings with the instructor during the two weeks. During these meetings, you will have the opportunity to engage in real-time discussions, ask questions, and receive feedback.

The total time commitment is estimated at sixteen hours. Refer to the Course Outline for more details.

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| --- | --- |
| Content | Hours (estimate) |
| On-demand content, self-paced | 11 |
| Live instructor meeting | 2 |
| Final Project | 3 |

 Total Hours: 16

Throughout the course, students will be expected to complete a variety of activities and discussions designed to assess the student's understanding of course materials and their ability to apply concepts to real-world scenarios.

**COURSE PREREQUISITES and MATERIALS:**

Before enrolling in this online course about being a technology trainer, students must have a solid understanding of basic computer skills. The Open edX platform is very user-friendly; however, a platform tutorial is available if needed.

The instructor’s virtual live online meetings are held using Microsoft Teams. To participate in these meetings, students must have the software installed and be associated with a valid Microsoft account. This prerequisite guarantees a smooth, user-friendly experience, enabling effective communication and collaboration within a familiar platform.

**ASSESSMENTS and COURSE COMPLETION:**

To successfully complete the course, you must achieve a 75% consisting of the following graded elements:

* Participation and Engagement: 15%

Students are expected to actively participate in the course by attending scheduled online sessions with the instructor, asking questions, providing feedback, and sharing their ideas. Students are also expected to participate in online discussions.

* Knowledge Assessment: 25%
* Final Project: 65%

Students are required to submit a 5–10 minute video presentation on a topic of their choice. This is your chance to assimilate what you have learned and show off your skills. You will receive written feedback from an experienced MCT.

All assessments must be completed and/or submitted by the end of the course date (two-week period). Upon successful completion, you will receive a certificate verifying your completion that will satisfy the Microsoft requirement for MCT certification.

**HONOR CODE:**

By enrolling in this course, students acknowledge that they will respect the opinions and contributions of their fellow learners and will not engage in any form of academic dishonesty.

**COURSE OUTLINE:**

Live Session #1: Kickoff Meeting (1 hour)

Module 1: Getting Started… (30 minutes)

MCT Program

What is My Role?

Why are Soft Skills Important?

Module 2: Adult Learners: What Do I Need to Know? (1 hour)

Learning Theories and Instructional Strategy

Adult Learning Principles

Adult Learning: An MCT Perspective

Module 3: Planning and Preparing Effective Training- A Systematic Approach (1.5 hours)

Learning Objectives

Know Your Audience

Get Organized

Time Management Principles and Techniques

The Classroom

Module 4: Setting the Stage (1 hour)

Stage Fright

Importance of Introductions

Establish Credibility

Setting the Tone

Group Dynamics

Module 5: Communication Skills (1.5 hours)

Effective Communication

Active Listening Skills

Quality Questioning

Handling Difficult Questions

Handling Disruptions and Managing Problems

The Parking Lot

Module 6: A Little Engagement…Please (1.5 hours)

Learning Styles and Instructional Strategies

Encouraging Discussion and Interaction

Recruiting Volunteers

Walk the Room

Whiteboarding

Can Training Be Fun?

Module 7: Killing It with Training Aids (1 hour)

PowerPoint Presentations

Visual Aids and Multi-Media Presentations

Case Studies and Real-World Scenarios

Presenting with Ease

Retention: Did It Stick?

Module 8: The Virtual Classroom (1.5 hours)

Barriers to Online Training

Best Practices

Microsoft Teams

Blogs

Live Session #2: Content Review and Wrap-up Meeting (1 hour)

Module 9: Staying in the Loop (1 hour)

Feedback

Metrics That Matter

Continuing Education

Module 10: Making It Real… (3-4 hours)

Knowledge Assessment

Final Project

Module 11: Course Completion

What’s Next?

How Do I Apply for My MCT?