



MFE-IT

Reference: MB/EN/TZ

Effective Videoconferencing with Teams and Zoom Training Course

Master the Art of Remote Meetings

Duration: 1.5 Days | Hours: 9 h

Remote · Sessions guaranteed from 1 registrant · 60% hands-on practice

DESCRIPTION

Hosting a remote meeting cannot be improvised. Between microphone issues, distracted participants and poorly shared documents, the impact of a videoconference can quickly be lost — even when the content is excellent. The difference between an effective meeting and a wasted hour often comes down to facilitation skills.

This Teams and Zoom training course will teach you how to use both platforms, improve your screen presence and adopt best practices for dynamic, structured and professional meetings. You will master controls, screen sharing, polls, breakout rooms and recording — but also voice, gesture and camera presence that turn a video call into a real working session.

LEARNING OBJECTIVES

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

- Master the essential features of Zoom and Teams to host meetings
- Prepare and structure a professional video conference
- Share your screen, launch a poll, manage chat and participants
- Choose the right audio and video settings for smooth images and clear sound
- Improve your remote presence: voice, gesture, eye contact with the camera
- Respond quickly to unexpected issues (microphone, connection, disruptive participants)

PREREQUISITES

- Use or be required to use Zoom or Teams regularly
- No technical prerequisites required

Because each participant is unique, a personalised interview is systematically organised in advance with our expert to design a training programme perfectly aligned with their objectives, level and professional challenges.

TARGET AUDIENCE

Accessible to all profiles: managers, teachers, employees, consultants, HR professionals and customer service representatives.

DETAILED PROGRAMME

The training alternates between theoretical input and hands-on practice (approximately 60% of the time). Modules are built around practical exercises based on real-world business use cases.

Module 1 – Preparing for an Effective Remote Meeting

- Objectives, agenda and pre-shared documents
- Invitation links and meeting settings
- Inviting and managing participants

Module 2 – Using Zoom and Teams as a Facilitator

- Controls, screen sharing and recording
- Chat, reactions and polls
- Breakout rooms (Zoom) and channel meetings (Teams)

Module 3 – Optimising Your Meeting Environment

- Audio and video settings
- Lighting, background and dress code
- Posture, gestures and camera eye contact

Module 4 – Conducting a Dynamic Meeting

- Welcoming participants and breaking the ice
- Facilitating discussion with the right pace
- Using materials appropriately and managing timing

Module 5 – Managing the Unexpected and Staying in Control

- Handling inactive or disruptive participants
- Resolving technical issues calmly
- Clear instructions and a reassuring attitude

TEACHING METHODS

Format and Delivery

The training is delivered remotely via an interactive virtual classroom. It can also be delivered on-site, with content customised to match the needs of your professional project. The theory/practice split is approximately 40%/60%.

MFE-IT Ultra-Personalised Format

Each session accommodates between 1 and 3 participants, ensuring highly individualised support. A preliminary interview allows us to tailor the content to each participant's profile. Inter-company sessions are guaranteed from just 1 registrant (except in cases of force majeure).

Skills Assessment

Throughout the training, the trainer assesses participant progress through multiple-choice questions, role-playing exercises and hands-on work. At the end, a certificate of achievement is issued to each participant.

Post-Training Support

For one month following the training, each participant can contact MFE-IT trainers with questions about implementing acquired knowledge. A response is provided by email or telephone within 48 working hours.

Accessibility

MFE-IT is committed to welcoming people with disabilities. Contact: contact@mfe-it.com.

PRACTICAL INFORMATION

Trainer Resources

- Structured demonstrations aligned with the detailed programme
- Exercise briefs and solutions throughout the training
- A ready-to-use technical environment for practical workshops
- Trainer validation of acquired knowledge at the end of each workshop
- Digital reference documents

Certification and Validation

At the end of the training, a certificate is sent by email specifying the objectives, nature, duration and assessment results. A completion certificate can also be provided on request.

Benefits for Participants

- Train from your workplace or home, with no travel required
- Benefit from an expert trainer-consultant on the subject
- Enjoy an ultra-personalised format (1 to 3 participants)
- Continue training even in the event of unforeseen circumstances

Benefits for the Organisation

- Optimise the training budget by reducing travel and accommodation costs
- Offer quality training to all employees, regardless of location
- Reduce absence time linked to travel
- Support team upskilling in all contexts