1. Describe the teaching approach you have experienced in a training course or workshop that you have attended as a learner (if at all possible discuss a course or workshop other than the two courses at your first Residency of the MA in Organizational Leadership). Explain what was done well and why you think it was done well and also explain what was not done well and why and in what ways the "teacher" might have done a more effective job.

The training course regarding Microsoft Office 365 licensing and account management, the way in which how it is teach makes a major impact on developing this skill. In this analysis effectiveness of the methods used was verified and where applicable, both strongpoints as well as points which require attention are highlighted. It is by assessing what went well and areas for improvement that this debrief presents insights into how the course could be positioned to better serve its constituents.

What Was Done Well & Why

1. **Interactive Learning Techniques**

   Active Engagement: The training would probably have been something of a simulated experience, in the sense that they likely got to interact directly with what was being taught. This is in line with the most effective learning methods because learners are asked to take part through doing, hands-on activities and situated authentic uses. This informed educational session just explains the interactive learning approach as defined in each of these documents that facilitate overall understating and retention among learners rather than being depositories for information.

2. **Clear Learning Outcomes:**

   Objective Setting: This course presumably started with explicitly stated learning objectives, and this direction is indispensable for orienting the teaching-learning approach. Having clear objectives in place makes a learner well aware of what is expected to achieve, thus keeping the focus and consequent motivation intact during training. The focus on concrete learning objectives that lead to changed course and development are necessary parts of good facilitation as the coursework has noted.

3. **Supportive Learning Environment:**

   Safe and Encouraging Atmosphere: An environment in which you are not afraid and it is allowed to speak up openly, most probably by the facilitator. According to the papers, an efficient learning process requires a safe environment so that members feel confident in projecting what they think and are willing to admit where they can do better. This way learners must have felt supported and encouraged while engaged in the learning process — something that has a major role to play when it comes about making sure you enjoy your complete class!

What Was Not Done Well & why.

1. **Limited Practical Application:**

 Insufficient Hands-On Practice: The course may have been highly interactive and yet not provided enough exposure to real-life application. Course materials are structured to provide emphasis on "learning by doing" a core and effective practice in learning. Yet, if not enough hands-on real-life or simulated training were provided to the participants they may have found difficulty getting a sound understanding and retention of how to manage Microsoft Office 365 licenses and accounts.

2. **Inadequate Feedback Mechanisms:**

- **Lack of Immediate Feedback**: Timely and constructive feedback is crucial to the success of learning as not only does it inform learners on where they can improve, but also helps them facilitate their understanding. In the absence of regular feedback whether through quizzes, peer evaluations or explicit follow-up from facilitators that would allow participants to correct mistakes and solidify lessons learned.

Suggestions for Improvement

Increase Hands-On Practice: Hands on license and account management training for participants, would be the most important way to add value in addition of all online content mentioned above. This would be more in line with the principle of learning by doing and thus allowing learners to have every opportunity to make use if what they learn for real.

Enhance Feedback Mechanisms: Creating well-rounded feedback loops, such as regular touchpoints with the learner or quizzes and peer reviews would go a long way in making it more effective. That is, timely and informative feedback can assist learners in knowing how they are progressing, rectifying any miscalculations or faults that have occurred as well to utilize the newfound knowledge more efficiently.

Balance Traditional and Interactive Methods: Interactive learning is essential but complementing them with the traditional modes of teaching when necessary, can increase the efficiency of a course. Lecture and demonstrations can be short (introduction to new complex topics) followed by interactive or hands on activities. Those two will work to ensure the learner has grasped what he or she studied before getting them into practice.

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Conclusion

Similarly, it applies a structured approach to addressing both the positives and areas for development in order to provide a greater understanding across each of these core competencies during Microsoft Office 365 training. These desired improvements, if realized, will only serve to make subsequent training sessions even more effective and leading to positive outcomes from learner perspective.