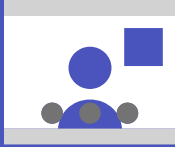


How managers can improve teamwork with Microsoft Teams



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As a manager, you know you're responsible for the performance of your team. You're always looking for ways to help them be more efficient, productive and creative.

However, the modern workplace challenges even the most dedicated manager to keep everyone moving in the same direction. Flexible work policies boost morale but make in-person connections harder. Individuals must find ways to work together from multiple locations, often across time zones. A daily flood of information fragments their attention. And fierce competition means you need results at an ever-faster pace.

Traditional ways of working such as email, conference calls and in-person meetings still have a lot of value. But newer approaches – especially a chat-based team collaboration hub – can turbocharge your team's efficiency, productivity and innovation while boosting morale, engagement and flexibility for your employees.

If your organisation has Office 365, you already have the fastest-growing team collaboration hub in the world: Microsoft Teams. If you haven't tried Microsoft Teams – or if you've been wondering what it can do for you – this eBook is a good place for you to start learning. We'll talk about the challenges Microsoft Teams can help you solve, situations where it's highly effective from the get-go and tips for getting started successfully.

01

Why use Microsoft Teams?

Continual improvement of your team's efficiency and productivity can be a key driver of success. Microsoft Teams can help you achieve those improvements. With Office 365 apps built into Teams, including Word, Excel, PowerPoint and SharePoint, you can create in Teams using apps you already know.





Solve information overload

With the volume of email that your team members receive, it's easy for information to get lost in the shuffle.

Teams helps address this challenge by giving your people one centralised place to work together. A chat-based workspace preserves conversations in one place, making it easy to search for and review them. It stores files, notes and other data right alongside the chat window, accessible to any member of the team at any time. You can even review the chat sessions generated during voice or video calls for more context about what took place in a meeting.



Remove innovation roadblocks

In-person meetings, phone calls, hallway chats and brainstorming sessions are great ways to come up with innovative ideas, but they're not always convenient. You have to wait to get everyone in the same place. If inspiration strikes at a different time, there's no straightforward way to share and build on it.

Teams enables a more spontaneous approach to group creativity. When people on your team have ideas or questions, they can share them in the chat window. Starting an impromptu meeting is quick and easy, whether using messaging, video, voice or all three. You can see when people are available and easily contact them to move things along. Teams lets you work at the speed of ideas.

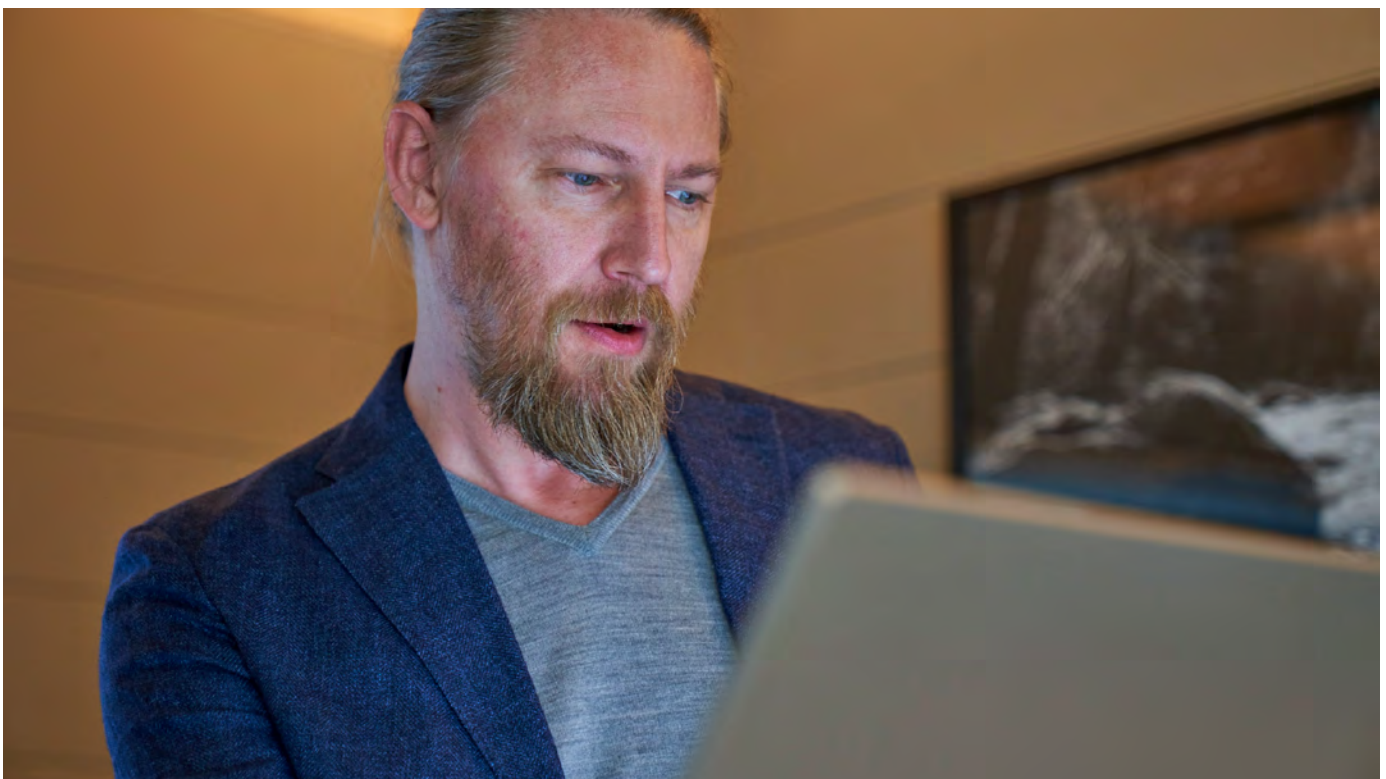


Take the complexity out of collaboration

Documents, spreadsheets and presentations are rarely the work of a single individual these days. Unfortunately, emailing files back and forth is not the most efficient way to collaborate. Meaning gets missed. Subtleties get lost. And time gets wasted trying to figure out which version is the latest.

Teams lets you work together in real time from anywhere using familiar Office apps on a desktop or browser. This co-authoring capability means you get to a final draft faster, knowing that everyone involved is on board. Multiple people can be editing the same document at the same time. When someone makes a change, you can see it at once, so it's easy to coordinate edits. When you open a shared document, you see changes clearly marked.

This eliminates the need to email documents back and forth, which can result in versioning issues and lost work. With co-authoring, your team can truly work together on the deliverables that drive your business.



02

Where should I use Microsoft Teams?

While Teams is a great tool for improving teamwork of any kind, consider these areas where it can make a significant impact right away.





Manage complex projects across time zones and locations

Whether you're a small business dealing with suppliers and sales reps a few time zones away, or a global conglomerate with thousands of employees around the world, empowering people to work together as if they were in the same office is essential to success.

As a teamworking hub, Microsoft Teams empowers colleagues to contribute whenever they're online. A supply chain expert in Barcelona can ask a question in the afternoon and have it answered by a developer in Anchorage as soon as their workday starts. The interactions persist in Teams so people always have the latest information and can easily review the project history, reducing reworks and time wasted searching for data buried in emails.

Teams also makes meetings both simple and productive. Getting everyone together online takes just a couple of clicks. You can easily use voice and video to make a more personal connection. Screen sharing is available through the app or browser, and attendees can even collaborate on a virtual whiteboard. Within a given project group, you can use tabs to organise dashboards, planning documents, OneNote notebooks and other ways of capturing, sharing and visualising critical information.



Simplify daily processes and meetings

Daily stand-up and status meetings can save time – or waste it. Without an effortless system allowing everyone to participate wherever they are, critical contributions can get missed, resulting in poor execution and divergent expectations.

You can get the most out of your standard process meetings using Teams. With a collaborative agenda in OneNote, attendees can make sure their concerns are addressed. Because Teams meetings are easy to join from almost any device, people will find it's easier to manage their schedules and commitments. Thanks to chat, file sharing and high-quality voice and video calling, you can get more done in less time. If someone does miss a meeting, they can check back and listen to the recording, read the notes and get access to any files that participants shared. That leads to less frustration and more participation.



Stay connected on the go

Whether people are working from home, on a plane, at a client location or just running between meetings, maintaining important team connections can be difficult. Device-switching disrupts focus. A unified collaboration hub gives them one less thing to worry about.

For modern mobile workers, Teams' intuitive, full-featured mobile apps for iOS and Android provide voice, video and screen-sharing capabilities that help people stay connected. It's easy to chat with fellow team members and get alerts when important meetings, events or mentions happen in their workspace. The same information is always available regardless of which device people use, so there's never a missed connection.

03

How can we successfully bring Microsoft Teams to our organisation?

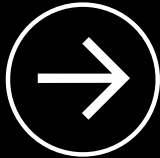
Bringing any new technology into your organisation requires a thoughtful approach. Your people will only adopt it wholeheartedly if it makes their work easier.



Helping people learn the basics quickly and allowing them to explore other relevant features as needs arise can help with adoption. Here are a few proven best practices to get your team started with Teams.

- ✔ **Use onboarding sessions:** Bring the group together in a Teams meeting hosted by one of the group's members. Explore features in a live session. Participants get the chance to not only see features in action, but also get hands-on experience using them.
- ✔ **Start small:** Find a specific project your team can use as a pilot. Ask that they start by managing just this one project through Teams. Teams usage often increases organically as people see how easy and beneficial it is.
- ✔ **Highlight champions:** As people start to use Teams, pay attention to those who are most enthusiastic about the solution and encourage them to be ambassadors, guides or troubleshooters to others on the team.
- ✔ **Explore:** You can get a lot out of Teams simply using the chat and online meeting features, but it's even better when you go beyond the basics. Collaborate on Office documents in real time. Create project planning documents and business intelligence visualisations right inside the tabs of a group workspace. Or customise how Teams alerts you to new information. The more you explore, the more value you will find.

There's even more info about adoption best practices in our eBook,



Bring it all together with Microsoft Teams

As work becomes more mobile, global and complex, your people experience fragmentation that can get in the way of their work. By enabling them to use Microsoft Teams, you can help them connect with each other to meet targets and exceed expectations. Whether you're in a single office or multiple time zones, connecting one-to-one or by the thousands, Teams helps people work together more effectively, increase productivity, stay engaged and innovate faster for the good of your organisation.