Beginner to Super User: Top 10 Microsoft Teams Tips

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Customer Success Team Lead

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CMO

Unleash the Power of You

Agenda

Why Microsoft Teams

Increase Your Focus Time

Collaborate Better with Others

Stay Organized

Why Microsoft Teams

How we work today

Share Files

Plan meetings and events

Track tasks
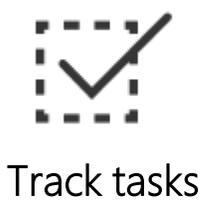
Alex Wilber
Marketing Assistant

Ben Walters
VP Sales

Lidia Holloway
Product Manager

Henrietta Mueller
Marketing Assistant

Irvin Sayers
Director

Miriam Graham
VP Marketing

WHO you're collaborating with...

Send and receive emails

Chats and conversations

Serendipitous collision

Move around Teams
Use these buttons to switch between Activity Feed, Chat, your Teams, Calendar & Files.
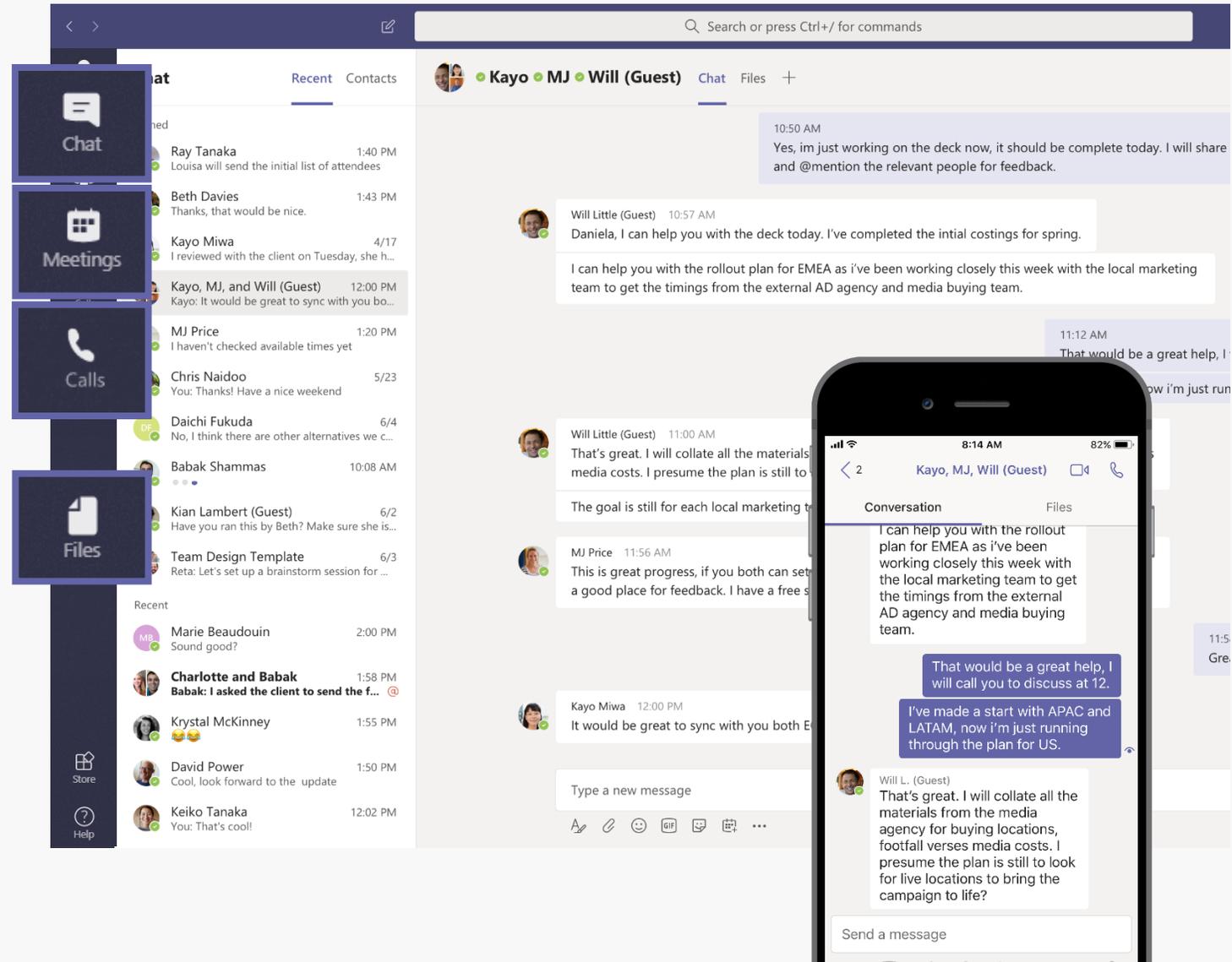
Every team has channels
Click one to see the files and conversations about that topic, department, or project.

Start a new chat
Launch a one-on-one or small group conversation.

Add tabs
Highlight apps, services, and files at the top of a channel.

Use the command box
Search for specific items or people, take quick actions, and launch apps.

Manage profile settings
Change app settings, change your pic, or download the mobile app.

View and organize teams
Click to see your teams. In the teams list, drag a team name to reorder it.

Manage your team
Add or remove members, create a new channel, or get a link to the team.

Find personal apps
Click to find and manage your personal apps.

Add files
Let people view a file or work on it together.

Add apps
Launch Apps to browse or search apps you can add to Teams.

Join or create a team
Find the team you're looking for, join with a code, or make one of your own.

Reply
Your message is attached to a specific conversation.

Compose a message
Type and format it here. Add a file, emoji, GIF, or sticker to liven it up!

Teams

Your teams

Mark 8 Project Team
General
Design
Digital Assets We
Go to Market Pla
Research and De

Sales and Market
General
Monthly Reports

Retail
General
NC460 Sales

Join or create a team

Mark 8 Project Team > **Research and Development** ⋯

Conversations Files Wiki Power BI Mark 8

Adele Vance 0/0 1:46 AM
Here is the Mark 8 overview doc. I could use some help with the performance specifications chart and the parts sup

Mark 8 Performance Overview.docx ⋯   Mark 8 Parts and Spec List.xlsx

3 replies from you and Debra
↩ Reply

Debra Berger
One of the ch...   ...omers do not see the full value of moving to th
a hybrid envir...
2 replies from A...
↩ Reply

October 4, 2019

Megan Bowen 10/4 11:24 AM
Let's review the results from the Mark 8 marketing campaign so far.

Mark 8 Campaign Update
Monday, October 7, 2019 @ 2:30 PM
3 replies from you, Patti, and Alex
↩ Reply

Adele Vance 10/10 11:50 AM
Has anyone reviewed the latest stats for next month's newsletter? I could use figures and suggested
↩ Reply

Start a new conversation. Type @ to mention someone.

Megan Bowen
Change picture

● Available
Set status message
Saved
Settings

Zoom   — (100%) +

Keyboard shortcuts
About
Check for updates
Download the mobile app

Sign out

The basic shape of a Team

SECURITY boundary
- Team (Group) membership

COMMUNICATION boundary
- "Follow" (notifications)

COMMUNICATION boundary
- "Follow" (notifications)

Team

Channel 1

Channel 2 ...

Tab 1 (Conversations)

Tab 2 (Files)

Tab 3 (SP Page)

Tab 1 (Conversations)

Tab 2 (Files)

Tab 3 (Notes)

Tab 4 (an app)

Resources to support the Channel

Resources to support the Channel

Helping email addicts adjust to Teams...

Your email...

- Forces YOU to separate your inbound communication
- Requires YOU to configure complex rules to ensure relevant information is surfaced and noise is reduced
- Notifies you on ALL new messages
- EVERY message goes into a recipient's mailbox

A team...

- AUTOMATICALY separates your inbound communication into Channels
- Let's you TUNE IN to what you care about and tune out what you don't
- Notifies you only for messages you EXPLICITLY care about
- @mentions allow you to poke recipients only when relevant

And IT organizations benefit as well…

Email-focused approach

- Difficult to get users to store files where they belong
- Storage burden of duplicate attachments
- Data governance and security spread across multiple systems
- Burden of creating and managing distribution lists

Modern collab with Teams

- Files seamlessly routed in normal conversation flow
- File access from threaded conversation, pin important files to channel tabs
- O365 platform retention and security features have you covered
- Self-service approach *can* improve agility and admin efficiency when done right

Increase Your Focus Time

1. Filter Activity by @mentions

How this helps: Your activity feed keeps you up-to-date on the latest conversations and updates. Filtering by @mentions let's you separate your personal To-Dos from the FYIs and focus on the key conversations.

How to do this: Click on Activity, then click the filter button and choose @mentions.
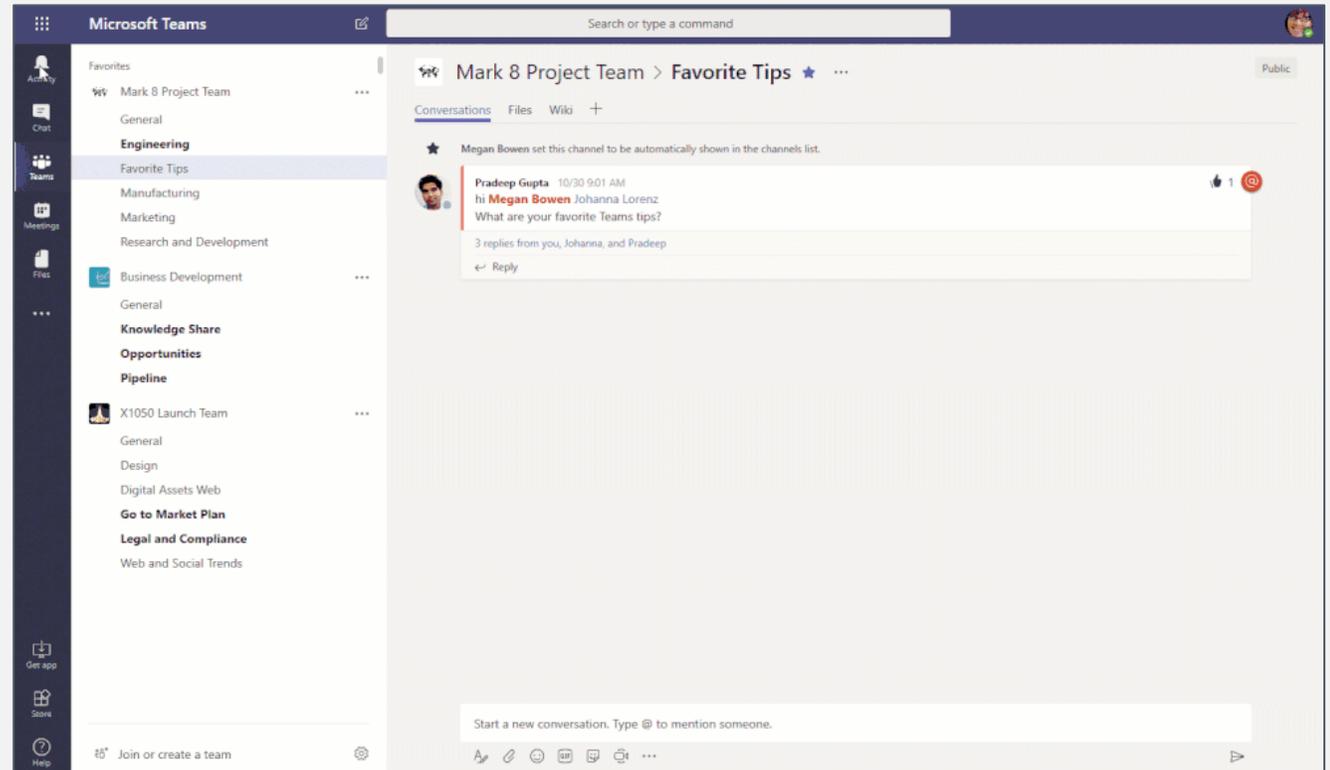
2. Bookmark a message or content

How this helps: A bookmark lets you save a message or attachment for
later reading or helps you find frequently used information.

How to do this: In a chat, click the bookmark icon in. To find your bookmarked chats, Type "/saved" in the Search bar to find all your saved messages.
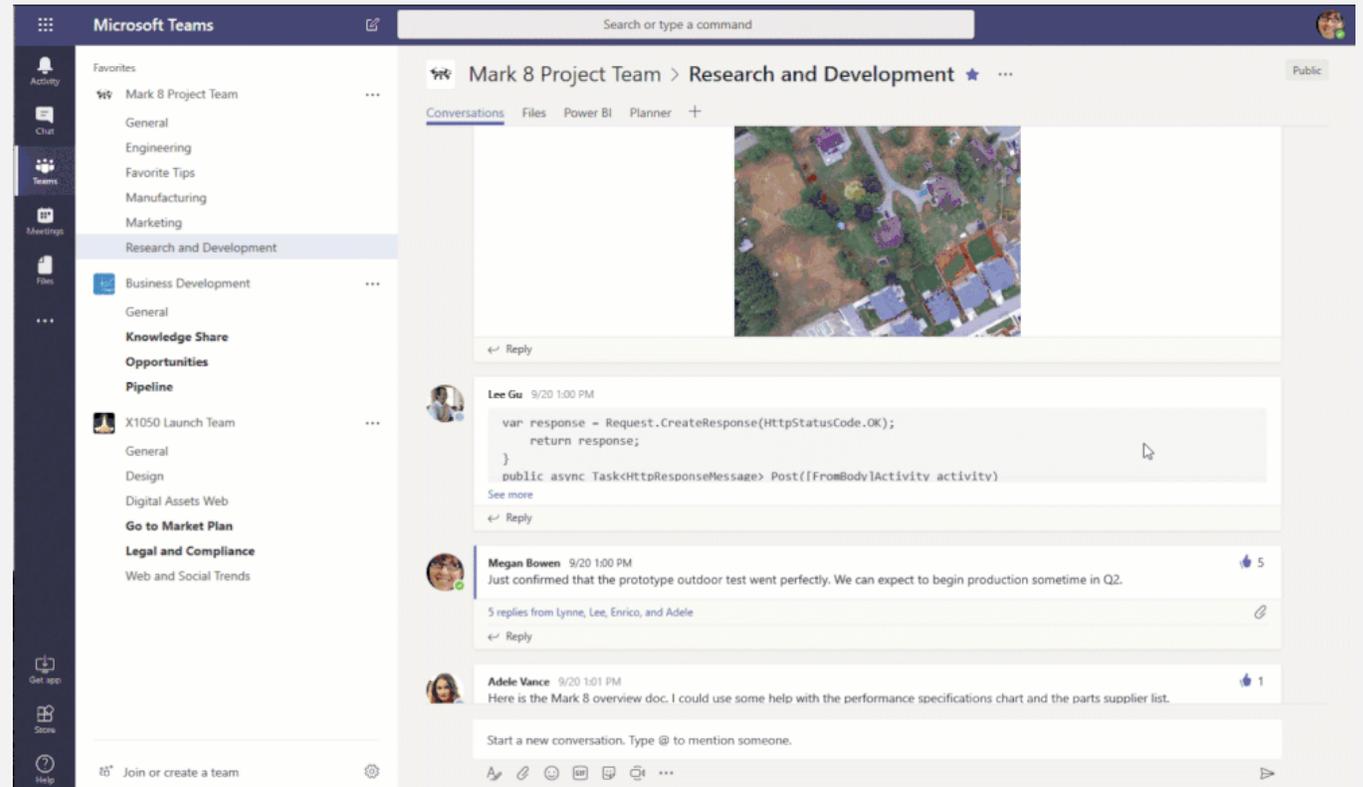
3. Use Bots

How this helps: Get help for commonly asked questions quickly

How to do this: Go to the app store and download/install the bot. For example, the AVA bot can help restore your deleted emails or files.
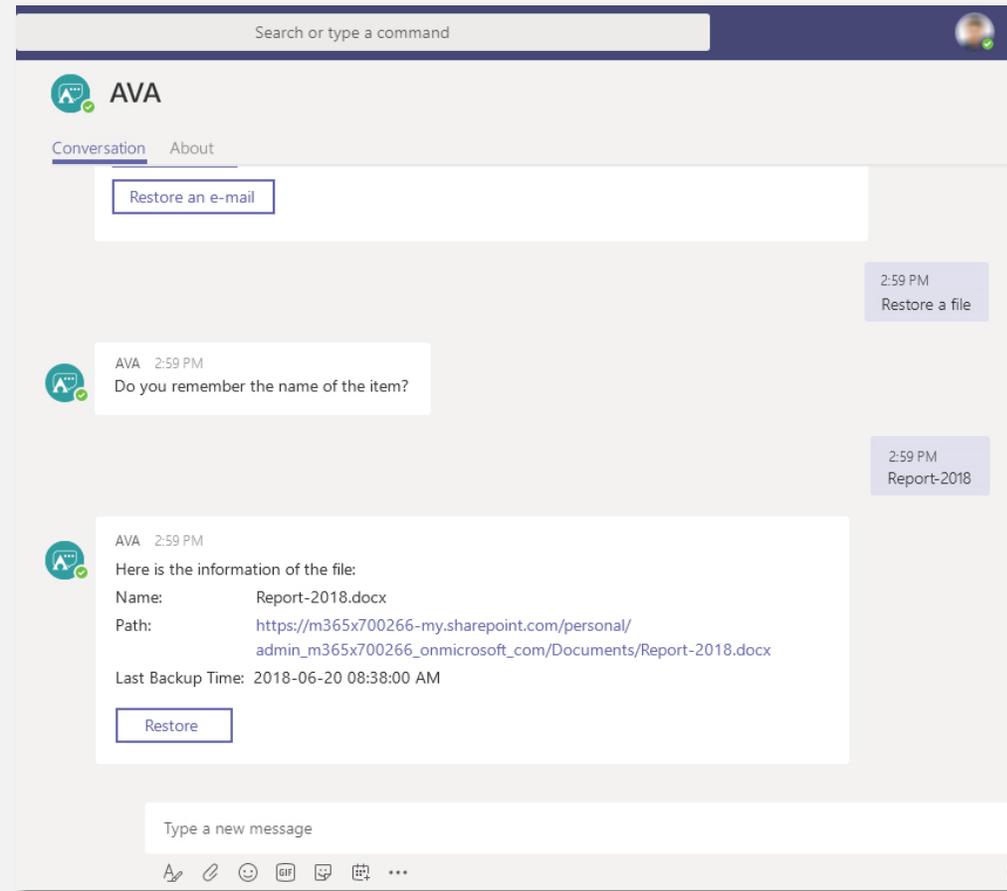
4. Create Routine

How this helps: When distracted our brain needs 20' to be back in 'focus modus'. If you plan for focused moments, you increase productivity and also free up time for new social rituals. Plan similarly for 'refresh moments' in your agenda such as virtual coffee/lunch/drinks.

How to do this:

Make conscious blocks in your agenda to group focus activities (like concentrated working on a paper, administration or learning) and turn on your 'do not disturb' button by clicking on your profile picture.
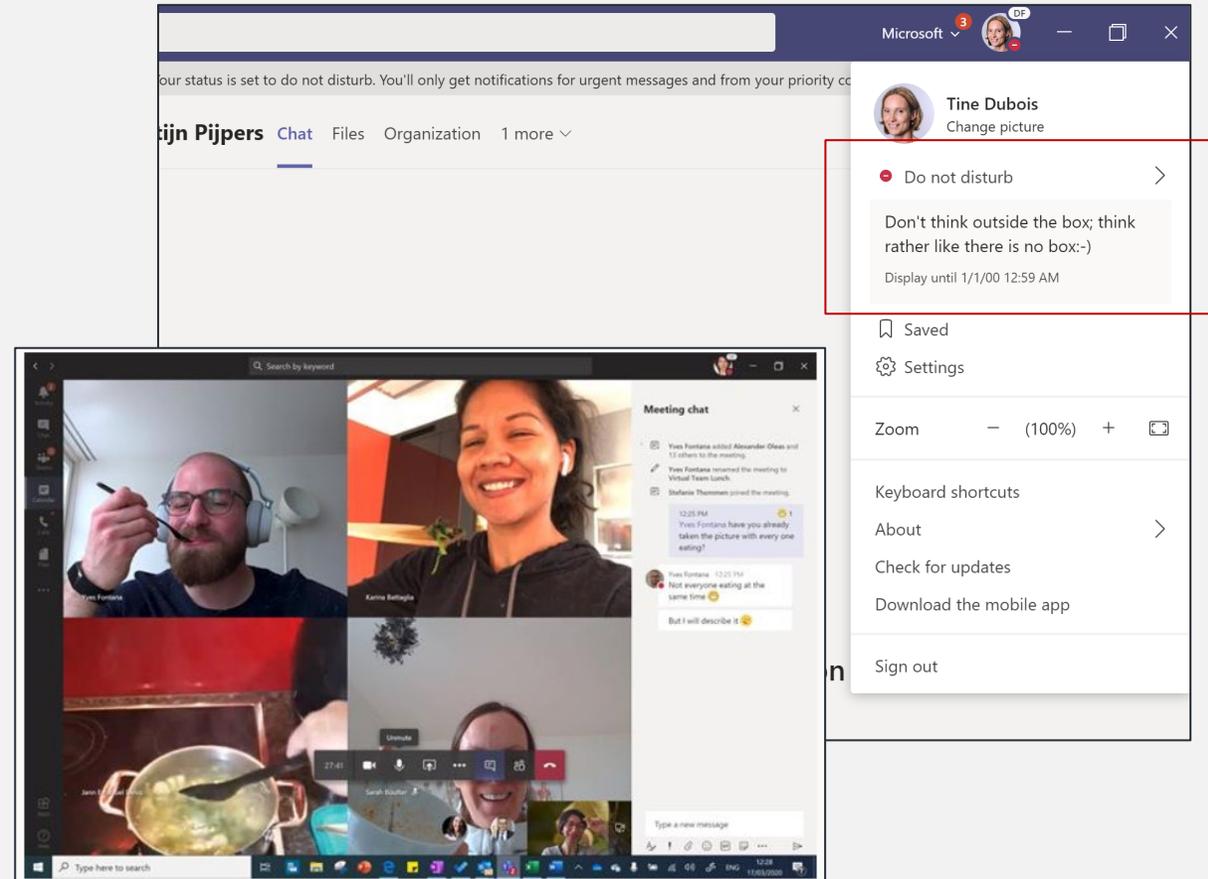
Collaborate Better with Others

4. Maximize group chat

How this helps: Keep a persistent chat thread with a common group of people. This is akin to chat groups in consumer chat apps (ie WhatsApp, FB, Viber, etc)

How to do this: Go to chat and add relevant folks to the chat group. Make sure you give your chat group a name.
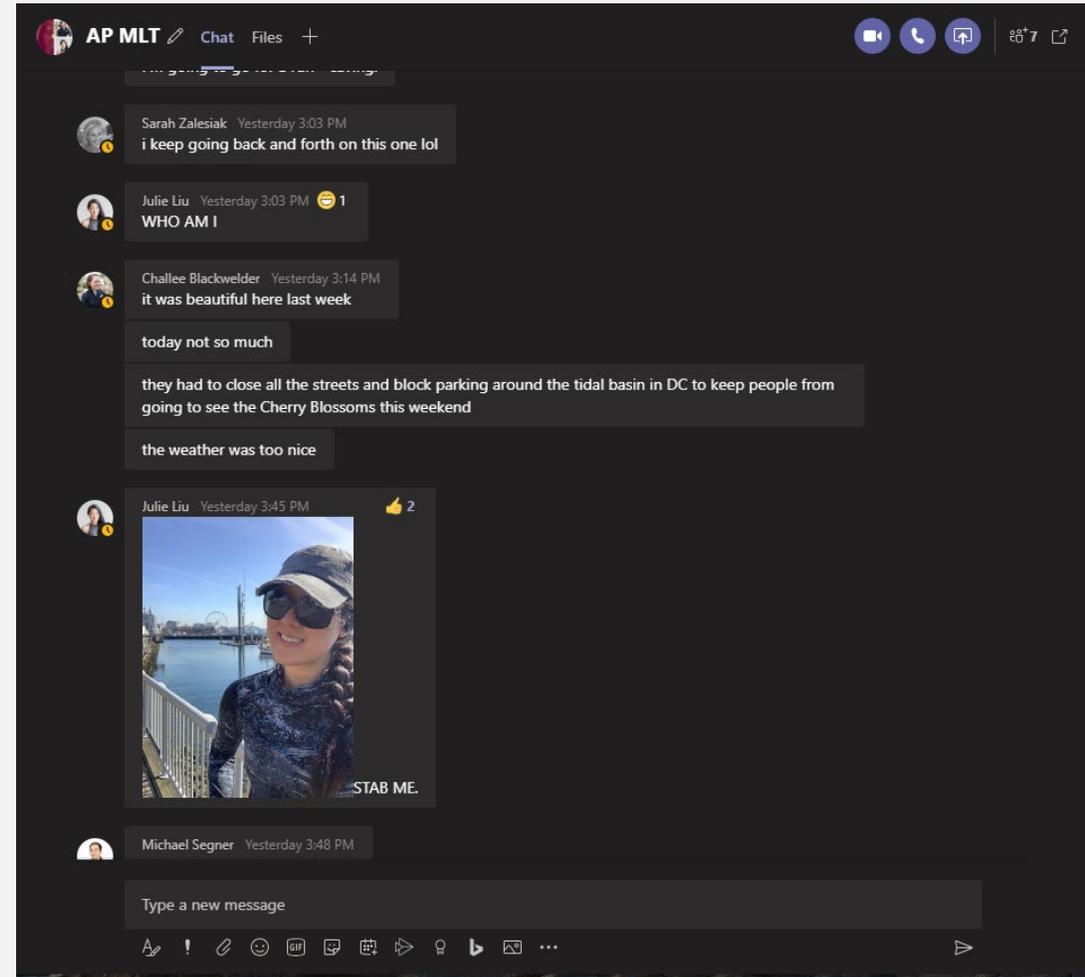
5. Team conversations for collaboration

How this helps: Enables an organized and transparent way to work together. Conversation threads are similar to Linkedin of Facebook posts with threaded replies or conversation.

How to do this: Create a new conversation in a Team and make sure to reply to the same thread and not create a new thread when responding.

6. In-Line Chat Translation

How this helps: Jump any language barrier and work with people from around the world.

How to do this: In a message, click on the ellipses, then click "Translate."
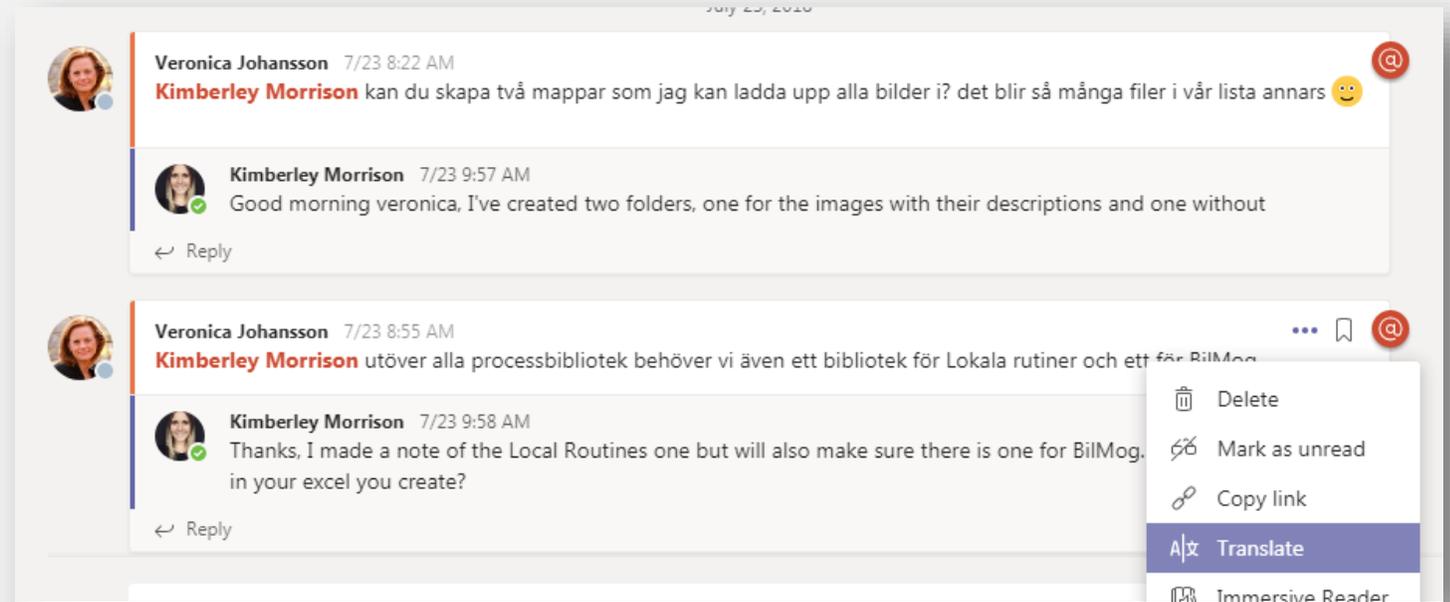
Stay Organized

7. Order Your Teams

How this helps: Our projects and priorities change. Moving your team order gives you the flexibility to put your priorities at the top and move them when you need to.

How to do this: Click and drag the team you'd like to move. Once the screen turns grey, move the team up or down depending on the order you'd like.
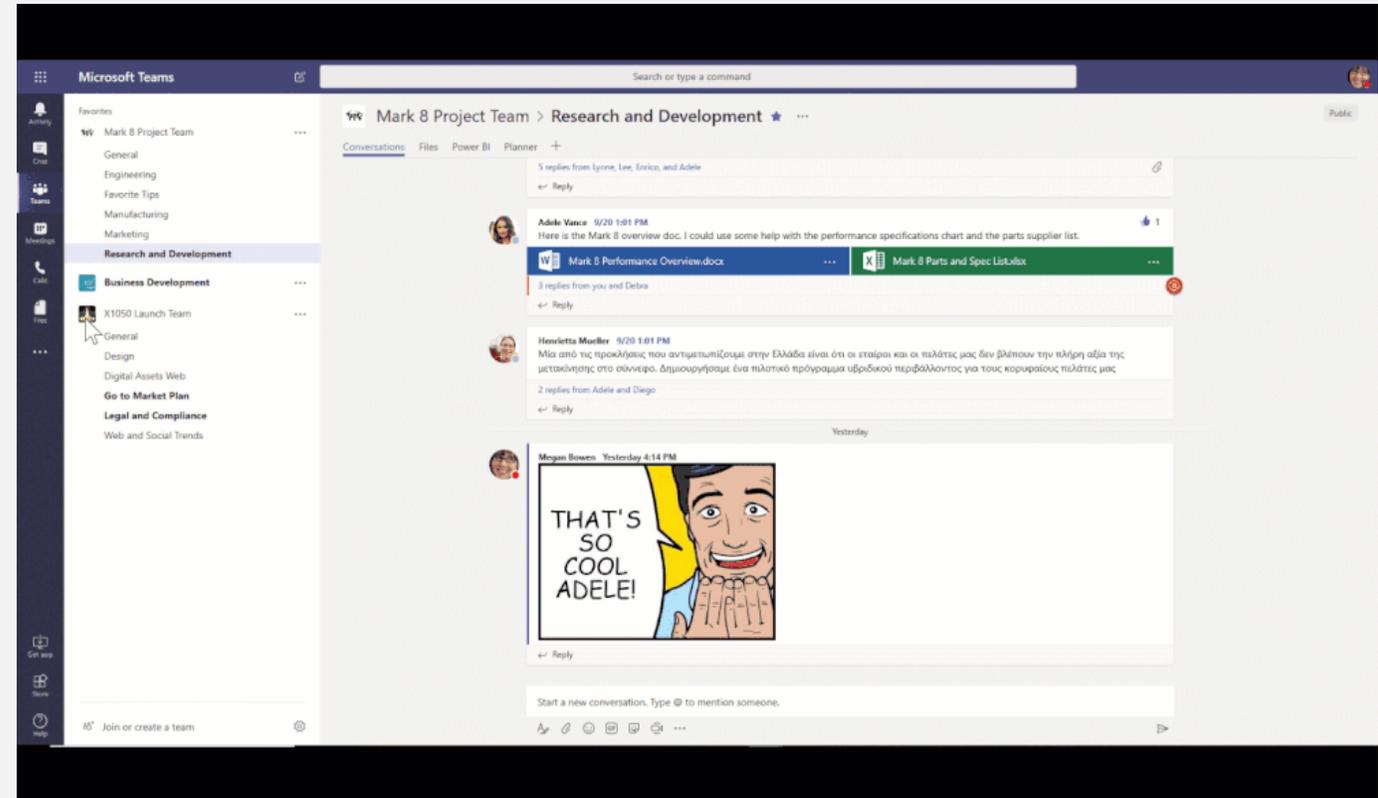
8. Favorite a Team or Channel

How this helps: Some teams are more important than others. Favorite a team or channel to prioritize your work. This helps divide relevant and irrelevant teams into "Favorite" and "More", and shows channels that are most important to you.

How to do this: Go to the team or channel, then click on the ellipses and select Favorite.
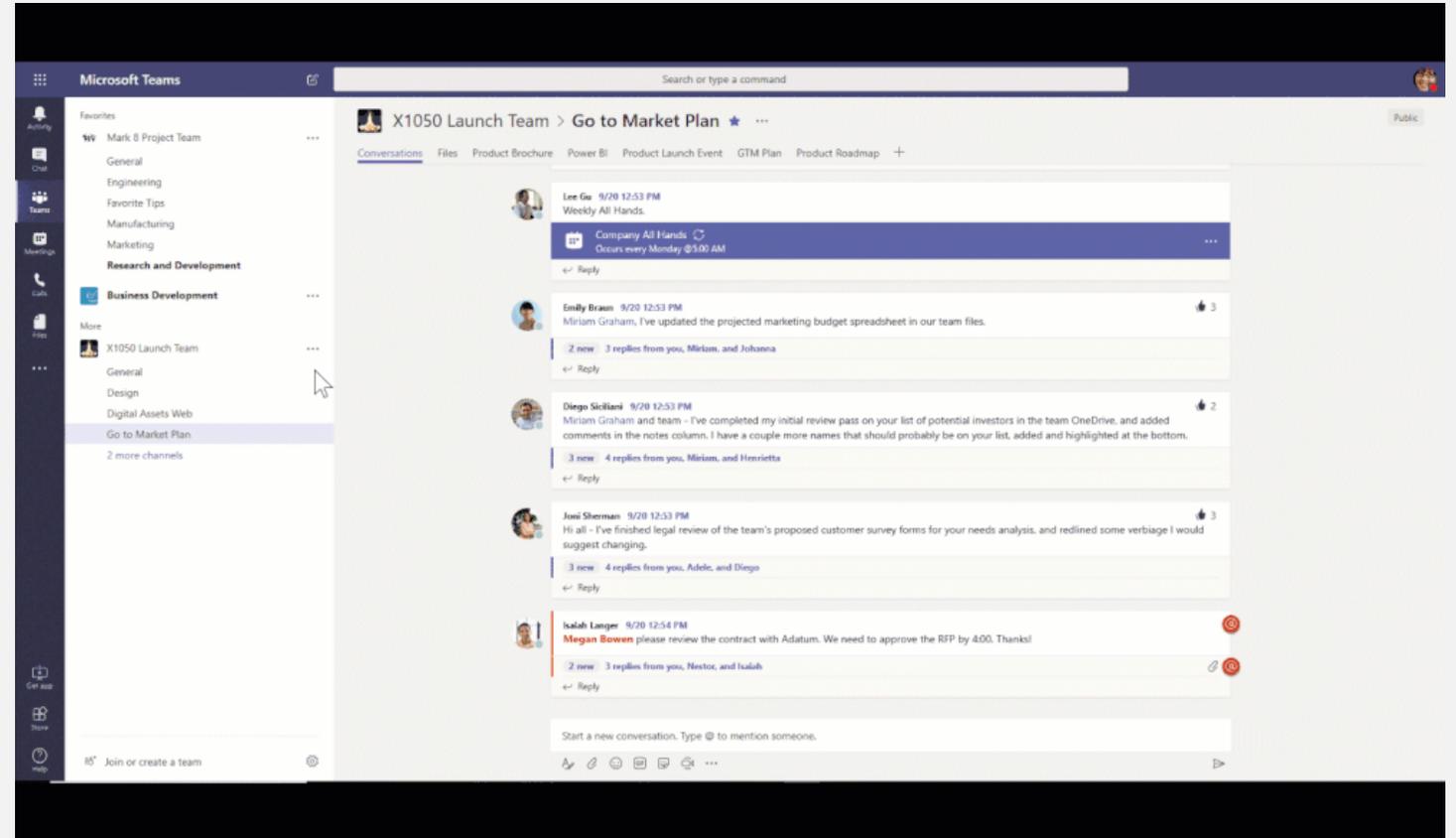
9. Rich Text Editing

How this helps: Never accidentally press "Send" again while creating a message masterpiece. Add a title, mark the message as important, and add other rich text options, such as bullet points, highlighting etc.

How to do this: When you are going to "type a new message" in the chat box, click on the symbol below the bar on the left hand side.
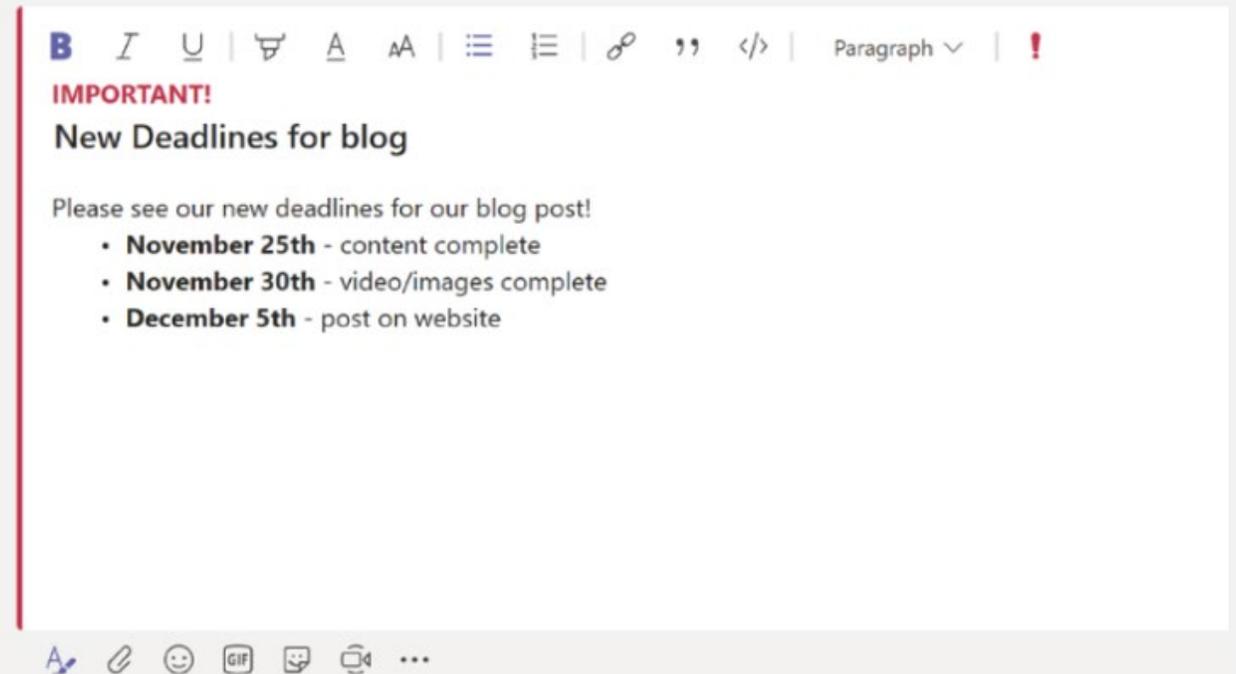
10. Use Teams Templates

How this helps: Take advantage of Teams templates to make it easy for people to create teams.

How to do this: You can do this out of the box, programmatically using Microsoft Graph API or use advanced solutions like AvePoint's MyHub.
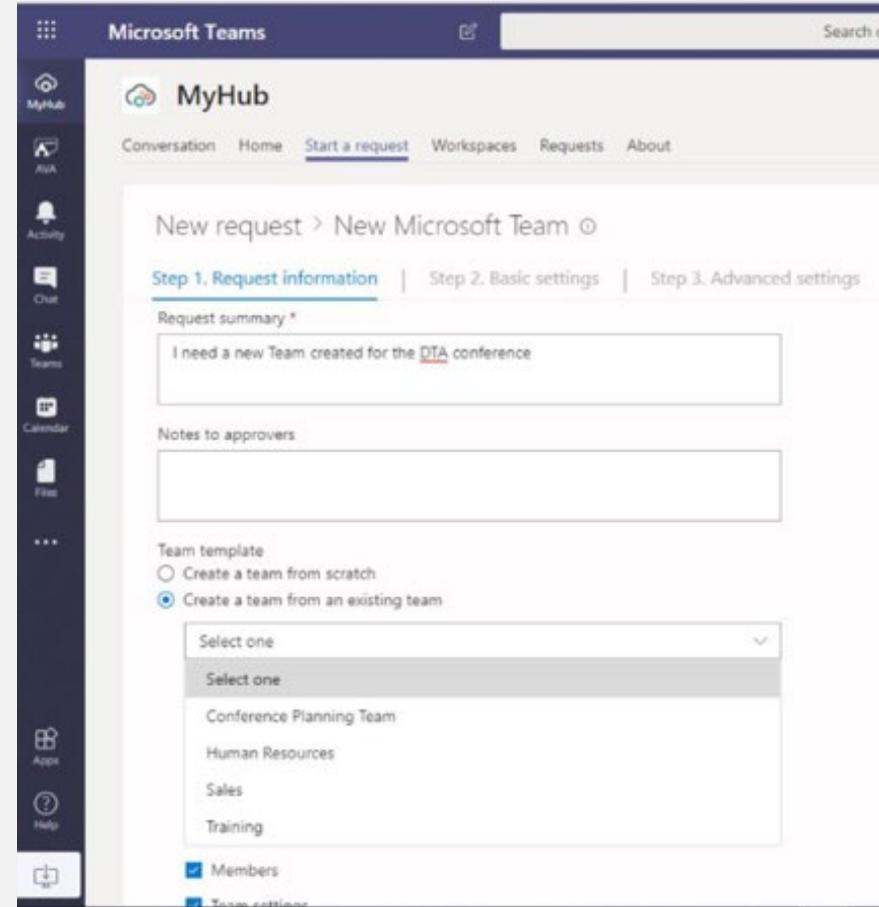
But Wait There's More ...

Create Collaboration Culture

Establish Guidelines

- No group email collaboration

- You're not allowed to engage in project or work related chat in the water cooler channel

- You have to respond if people @ you

Lead by Example
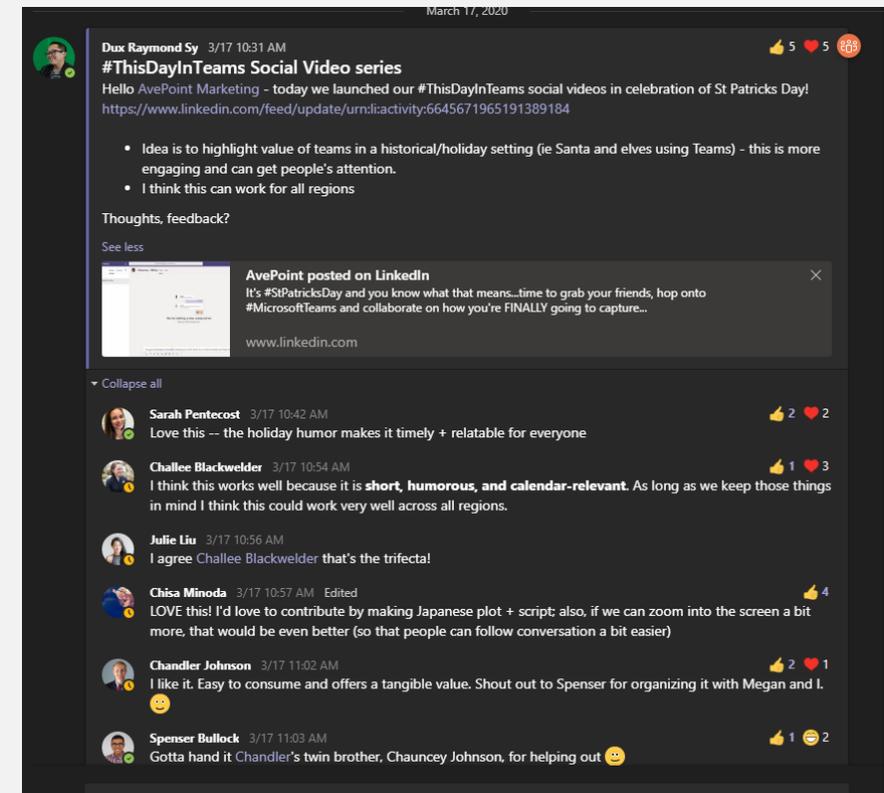
Show you care

How this helps: When you work remotely, you might experience effects of isolation and loneliness. The best way to overcome that is to double down on communication.

How to do this: Use the crisis communication app or the company communicator, the Icebreaker or Celebration template (all free)
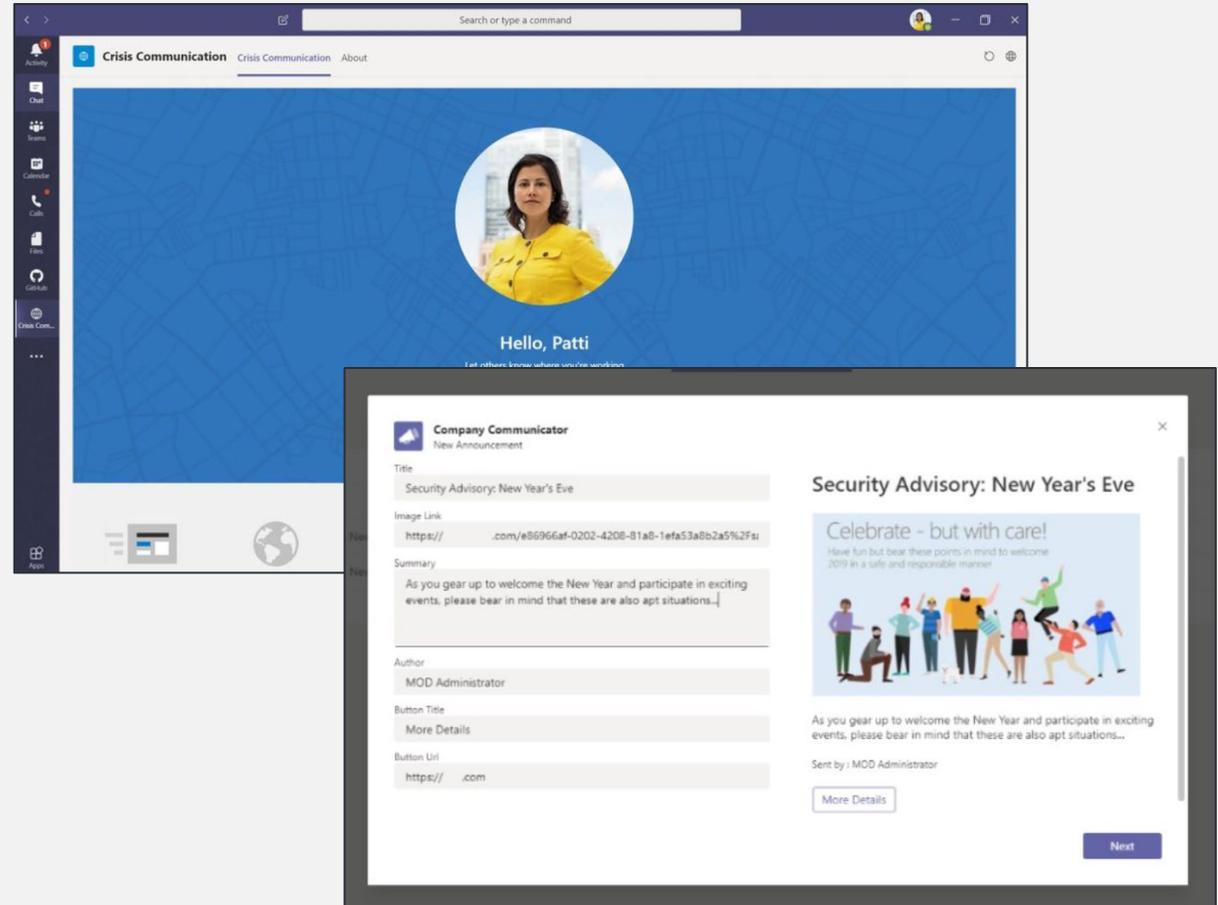
Focus on the good things

How this helps: Working remotely-especially in these turbulent times, can create anxiety. Actively wiring your brain to be grateful for good things-helps you to keep a positive mindset.

How to do this: Make conscious time every morning or every evening to reflect what you want to take out of your day-and make sure you share this with people around you. Little things, big impact. The Praise button or Gifs are perfect ways of sharing a little spark of happiness around you.
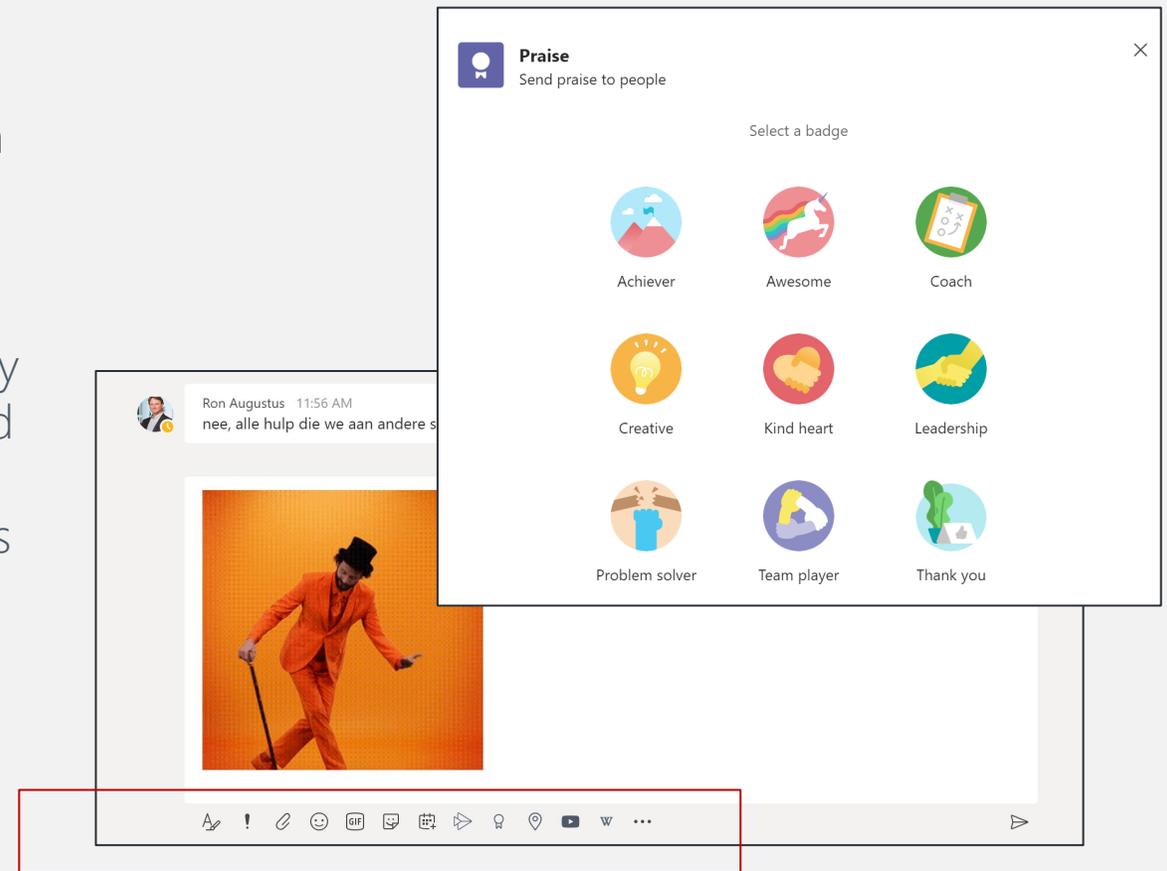
Plan for refresh moments

How this helps: Working 100% from home can be intense-both from a physical perspective (eat well, moving) as from a mental perspective (to be fresh for every meeting)

How to do this: Make use of the technology for team health initiatives such as a virtual gym or yoga class-or meditation/mindfulness sessions
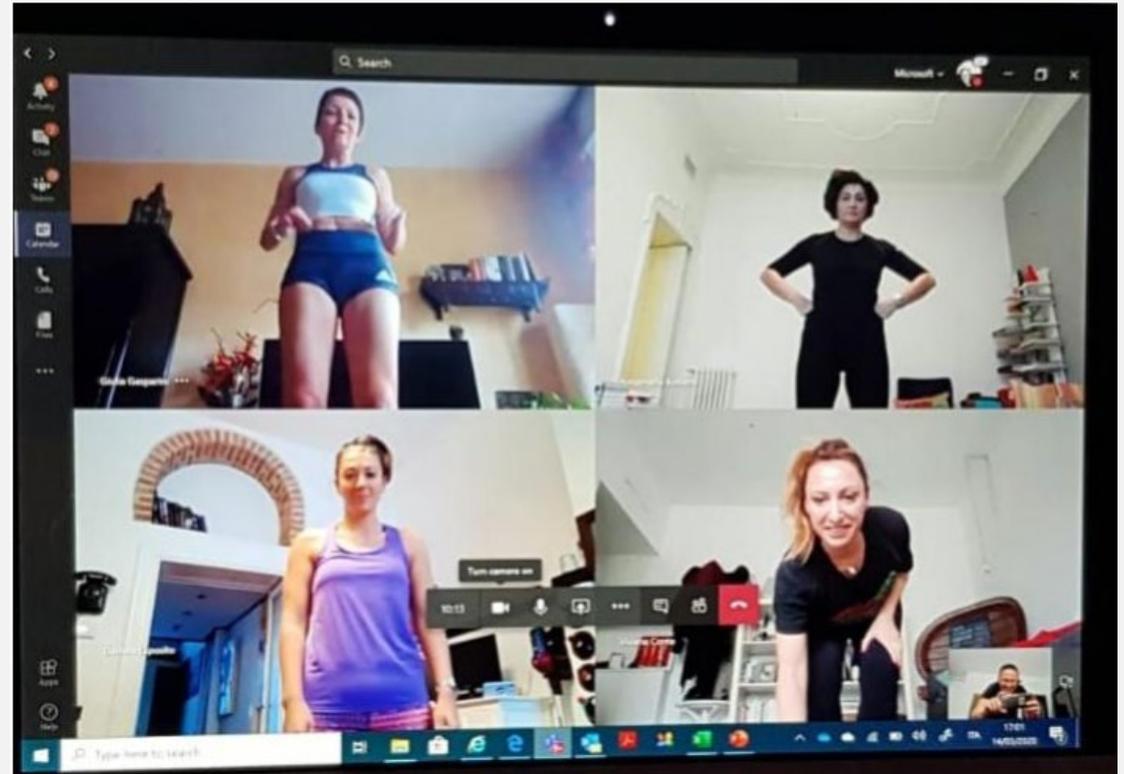
Being Intentional with Social Interaction

Happy Hour

Icebreaker

Icebreaker-CSU-NL   3/17 5:29 PM

Hi there!

Icebreaker-CSU-NL   Yesterday 8:02 AM

It's time for a match!

You've been matched with Kaushik Srinivasan.

Hi there again, I've found a nice match for you: Kaushik Srinivasan. Let's connect today so reach out via chat or schedule a meeting.

If you've got the inclination, set something up. See, meeting people *is* easy!

Looking for inspiration to start the conversation? Here are some suggestions:

- What toy did you hate most as a child?
- Tell me about a time you were totally out of your element/comfort zone.
- Are you more productive at night or in the morning? Do you think it's possible to change and get used to another schedule?

Chat with Kaushik	Propose meetup

Pause all matches

Team Mascot

Tine Dubois   3/21 9:24 AM   👍 4 ❤ 6 😄 1

GIRAF Award winner: Kelly Van Zanten

100% homeworking? We keep on celebrating our 'Values in Action' and have now our Giraf delivered at home! Kelly won the award for Growth Mindset and Accountability by volunteering on the CSM business continuity playbook, and spinning up a series of live webinars to drive adoption best practices beyond our CSM covered accounts in these COVID times.   She took our GIRAF ritual 1 step further by decorating her living room in Giraf Theme. CSM's work very hard these days, but also make time for laughter & jokes and keep the team bonding going in virtual ways:-) Congratulations Kelly!

See less

What We Covered

Why Microsoft Teams

Increase Your Focus Time

Collaborate Better with Others

Stay Organized

But Wait There's More …

Brought to you by

AtBot | AvePoint

Matt Wade's Definitive Guide To:

Everyday Etiquette in Microsoft Teams

Download the PDF

avepoint.com/resources
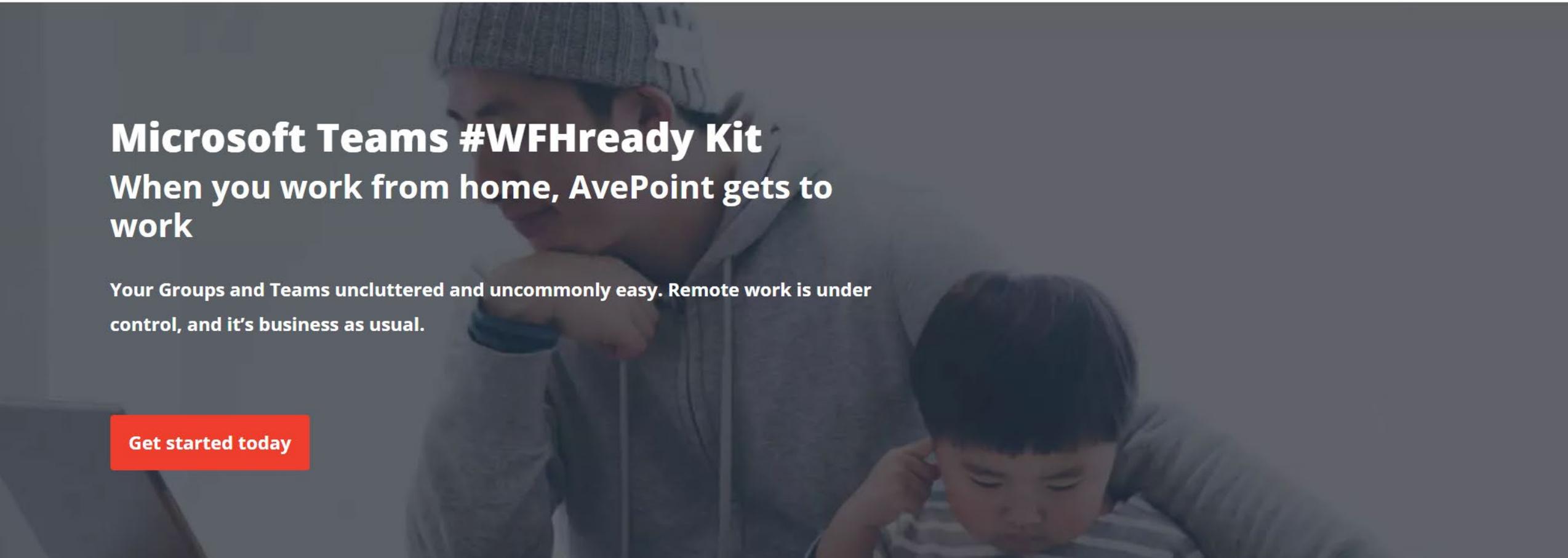
Resources from Microsoft

Share your learnings in the Remote Work Community

Find key resources for working from home with Teams in this Pointdrive

Live, online training: aka.ms/TeamsLiveTraining

Self-guided articles and videos: support.office.com

Quick Start Guide: aka.ms/TeamsQuickStartGuide

Q+A

Let's Connect

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thank you

Gracias	ευχαριστώ	Danke	Grazie	благодаря
Hvala	Obrigado	Kiitos	شكراً	Tak
Ahsante	Teşekkürler	متشكرم	Salamat Po	감사합니다
Cám ơn	شكريه	Terima Kasih	Dank u Wel	Děkuji
நன்றி	Köszönöm	ありがとうございます	ขอบคุณครับ	Dziękuję
谢谢	Tack	Mulţumesc	спасибо	Merci
תודה	多謝晒	дякую	Ďakujem	