

Microsoft Teams

Unleash the potential in Microsoft Teams as a collaboration tool.

Microsoft Teams is used in many organizations without a consistent thinking behind how it should be used. If thought through, Microsoft Teams can deliver more efficiency to most organizations.

What is MS Teams?

- It's a one-stop-shop that covers all collaboration within projects and line, which implies a different way of working.

The main differences are:

- Transparency in communication
- Collaborative structure

Your place in Teams



Individual



Team – people working together on something

Channels (Standard) – an open collaboration space within the team

Channels (Private) – private collaboration space within the team

No more email for internal communication

Email is a great tool for external communication as it is independent of the tools used in different organizations. Within an organization it can be decided what tools to use and there is then many better alternatives. Microsoft Teams is one of them, Slack is another.

Benefits for using Teams instead of email within an organization:

- **The right people will be reached by the information.** No more deciding who to add in the *to field*. If you are part of a Team you get the information. People not supposed to have certain information cannot accidentally be added in answer all threads.
- **Information received is independent of when you join a group.** A person joining an already existing Team gets access to previous conversations.
- **Attachments are stored in the cloud.** An attachment in a Channel is stored in the cloud and available for everyone in the Channel.

A workday without Teams

Morning

- Check mail



During the day

- Collaborate in line and project activities



End of the day

- External communication



A workday with Teams implemented

Morning

- External communication & Feed



During the day

- Collaborate in line and project activities



End of the day

- External communication



Overview

<>
Move back and forward

Command box
Search for items, people, do quick actions e.g. chat and call. Ctrl + e

Tabs
Configure your channels to suit team, view posts.

Manage profile settings
Change app settings, set your status, your picture etc.

Activity
All your recent activity

Chat
All your chats, including chats from meetings

Teams
Access your teams

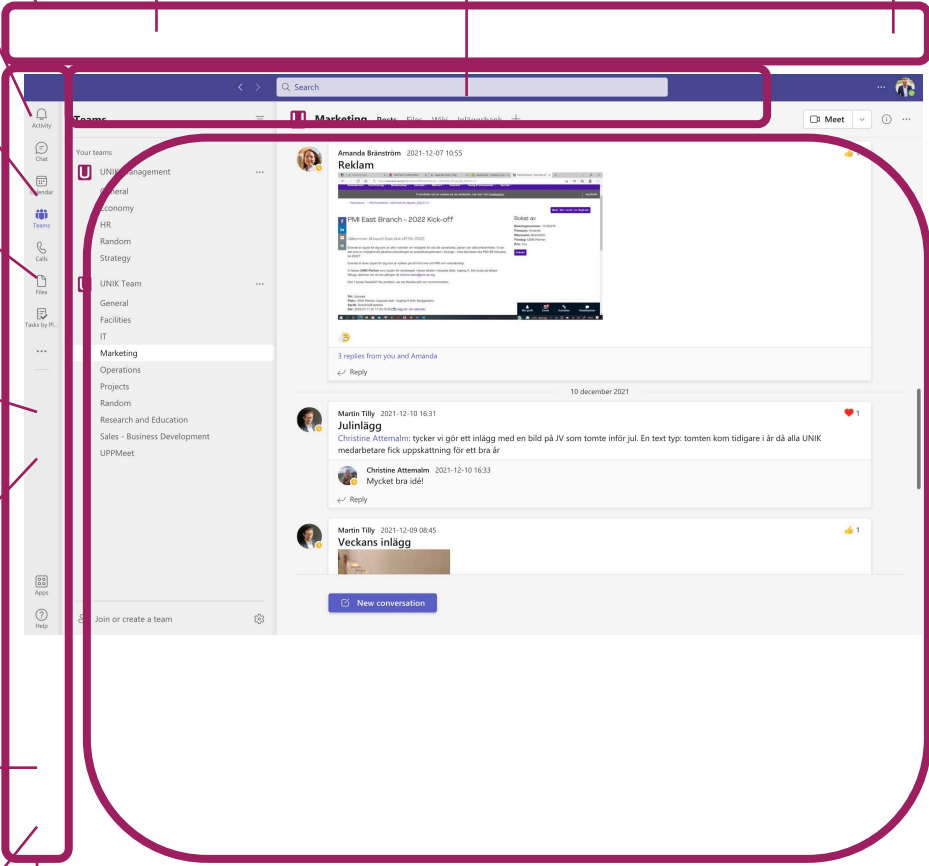
Calendar
Your calendar, same data as seen in Outlook

Files
See your team files, recent files and connect to other cloud storages, e.g. OneDrive

⋮
Additional applications, e.g. Planner, possible to pin ones used often.

Apps
Add more apps, must be enabled by IT.

App bar
All applications, like the Windows task bar.



Communication within a channel or chat

Many organizations use chats in Teams when channels are better. Because of this many see Teams as just another chat tool, when it can be so much more.

Chat

- Fast non-complex messages where information do not need to be stored for future use
- Exists between individuals, groups and in meetings
- Files sent in a chat will not be visible to someone added later to the conversation

Channel

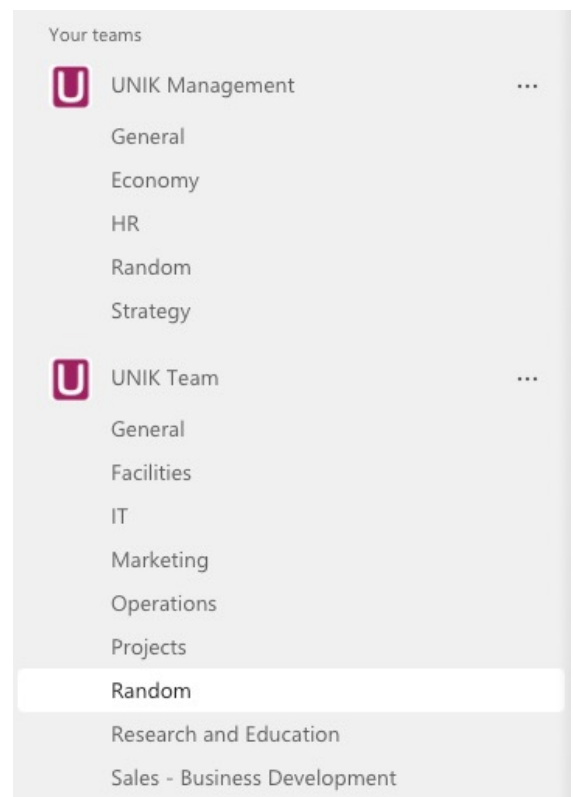
- Longer messages or where a longer discussion could be needed within a Team
- One thread covering one topic, several discussions can happen at the same time within different channels.
- Replaces email within the organization
- Every channel also has a file folder, link to a file when you write a message.

How many teams do my organization need?

- As many as there are different groups of people working together on something
- One team for the full organization is usually also needed

How many channels do my team need?

- As many as the different type of discussions you need in the team.
- As many as the amount of main file folders you need – every channel becomes one file folder
- Suggestion is to also create a Random folder for non-work related things e.g. pictures of cats.



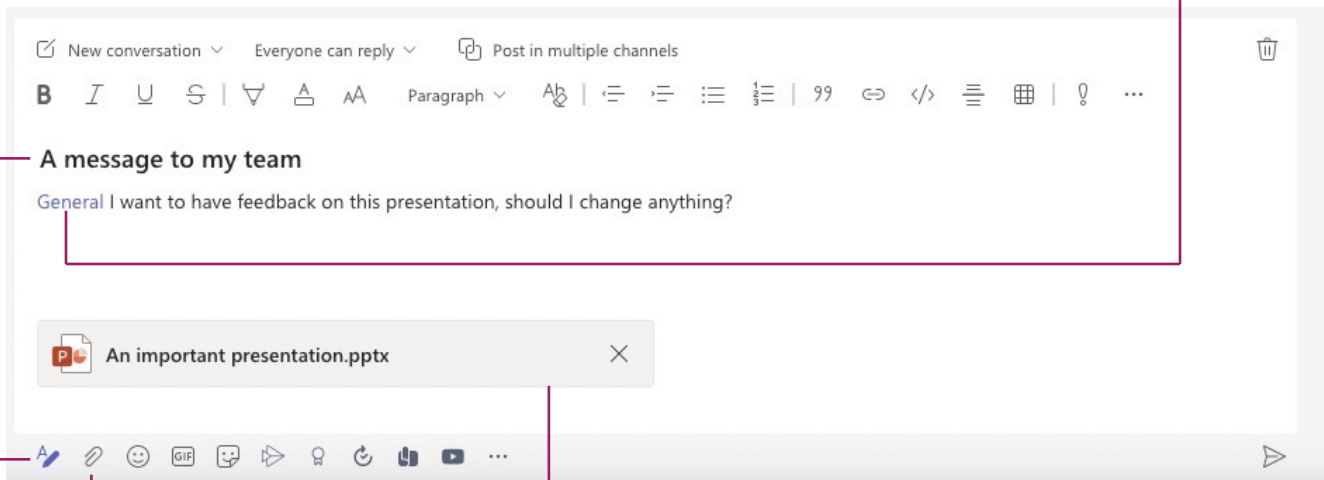
A message in a channel

Format

Always format your message with a subject. Think of this as you would handle an email.

Tagging

Tag everyone you want a response from. If everyone in the team you can, as in this example, tag the channel.

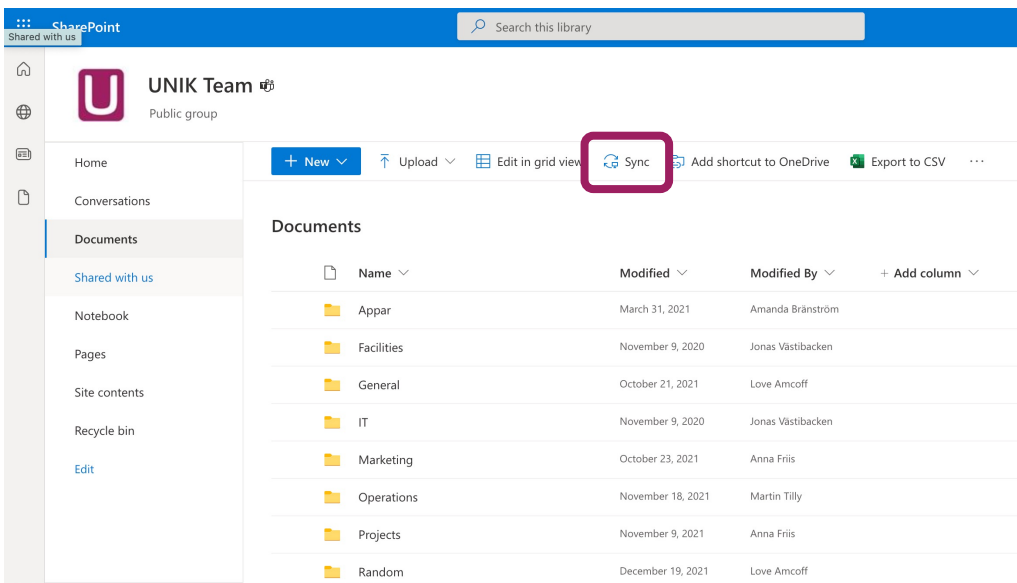
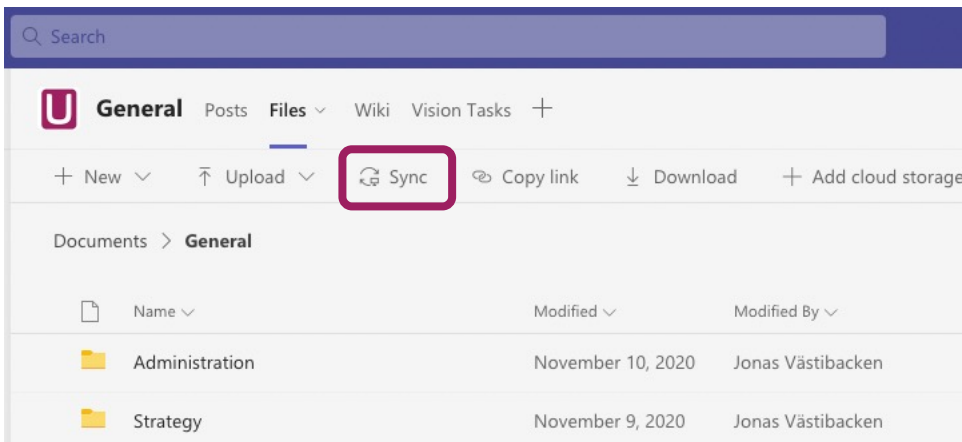


Files

Add the file first to the correct subfolder of the channel and then link to it in the message. If you add the file directly to the message it will be placed in the root folder of the channel which will be unorganized.

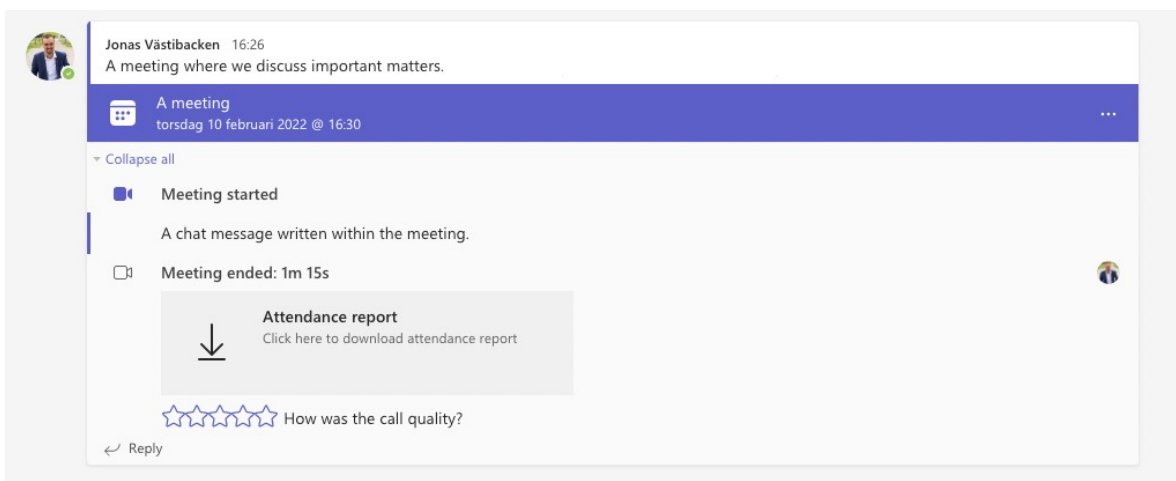
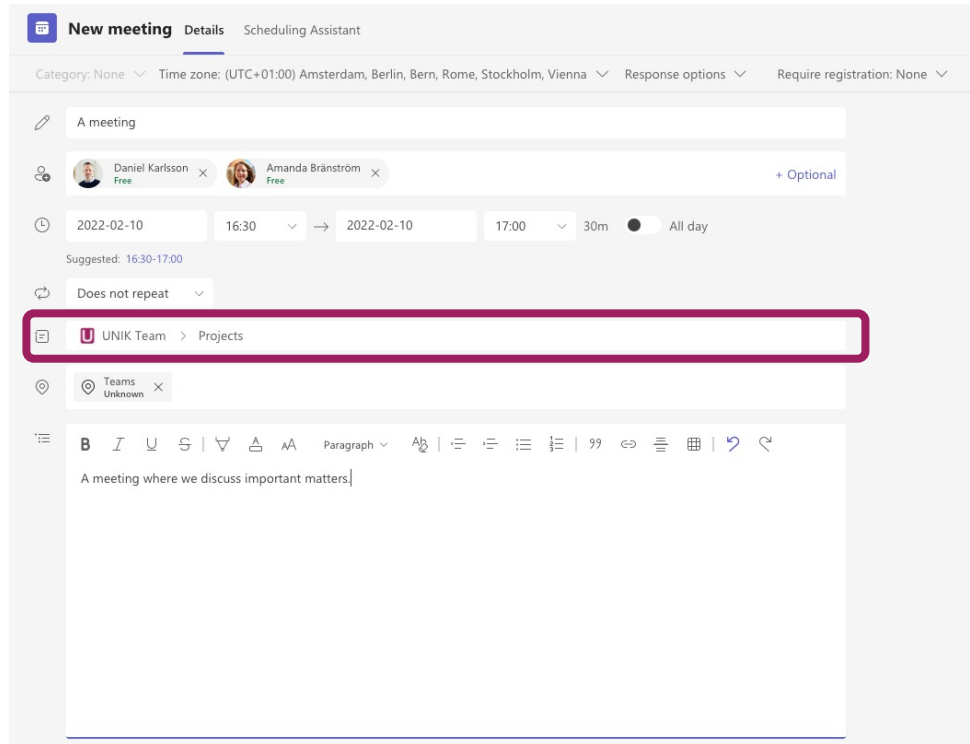
File handling

When a Team is created in Teams a Sharepoint site is automatically created. All files can be accessed both from Teams and from Sharepoint. If you want to have local sync of files to your computer there are Sync buttons in both places. It is highly recommended to do the sync from Sharepoint because then you can sync at entire team level and not only per channel. Sync works both in Windows and macOS if Microsoft OneDrive is installed. Only the files that are opened are physically stored on the computer.



Create meetings from Teams not Outlook

If meetings are created from Teams you get more functionality. A meeting belonging to a certain channel will give a post in the channel with attendance report and chat log from the meeting within the channel.



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