M✷PLE TRAINING
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TEAMS Best Practices –

Before creating the team, think about the goal, project or work items and who can help deliver it collaboratively. Some companies use organization structure, but also a good idea to create a team based on sales, service, or product across the organization.

Build the Team Gradually

Create Channels to focus discussions- make sure the name reflects the conversation for what you want to achieve – you can always add new tabs

Use Standard channels for conversations that everyone on the team can contribute to and private when a more focused collaboration space is needed for a small group of people on the team

Larger organizations may want to create teams as "templates" to standardize the information.

Some tips to ensure success using Teams:

- o Have a champion
- o You are losing half the benefit of Teams if you do not use the mobile app
- o Less is more, can have too many teams – then it is difficult to stay on top
    - Have at least 2 owners for every team
    - Make sure that you use threads instead of a new conversation
    - More tabs rather than fewer
        - Examples – Wiki to memorialize key information
        - Web sites – must be https://
        - Power BI or Excel – best to not name the tab Excel, but instead the name of the data set

Naming teams – Best Practice – BE SPECIFIC!

After a month or so into a Team consider locking things down to new people – restrict. Do not add too many things

@channel and @team should be a rare occurrence not the norm. People will not read them when every message is @. People will begin to tune it out and will not be able to stay on top. Teams can become overwhelming if Teams do not establish norms.

Teams is a culture

Make sure that anyone new has training before they are allowed to join a team.

Some Examples:

- o Help Desk has a Team and uses one channel per product
- o Sales – one channel per customer/client
- o A daily standup can be replaced with a Teams conversation
- o Meeting agendas can built in One Note or Word and set up as a tab