



How To Achieve 90% Microsoft Teams and Yammer Adoption in 3 Months

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Unleash the Power of You

Agenda

Modern Workplace Today

Connect Across Your Organization

Facilitate Teamwork

Drive Sustainable Adoption



Modern Workplace Today



Digital trends
are changing
the way
people work



Teamwork is how work gets done

2_x

Teams compared to 5 years ago

50%

Increase in "collaborative" work

5_x

More likely to be high performing



Internal & External Members
People outside the firewall need unfettered access



Geographically Distributed
Need varied ways to connect across locations and time-zones



Diverse Workforce
Different expectations, preferences, and tool demands

Microsoft 365

A complete, intelligent solution to empower employees to be creative and work together, securely

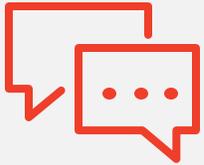
Office 365

Windows 10

Enterprise Mobility + Security

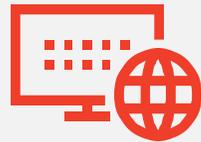


Teams



Hub
for Teamwork

SharePoint



Intranets &
Content Management

Yammer



Connect Across
the Organization

Office Apps



Co-Author

Outlook



Email
& Calendar

Office 365 Groups

Single team membership
across apps and services

Microsoft Graph

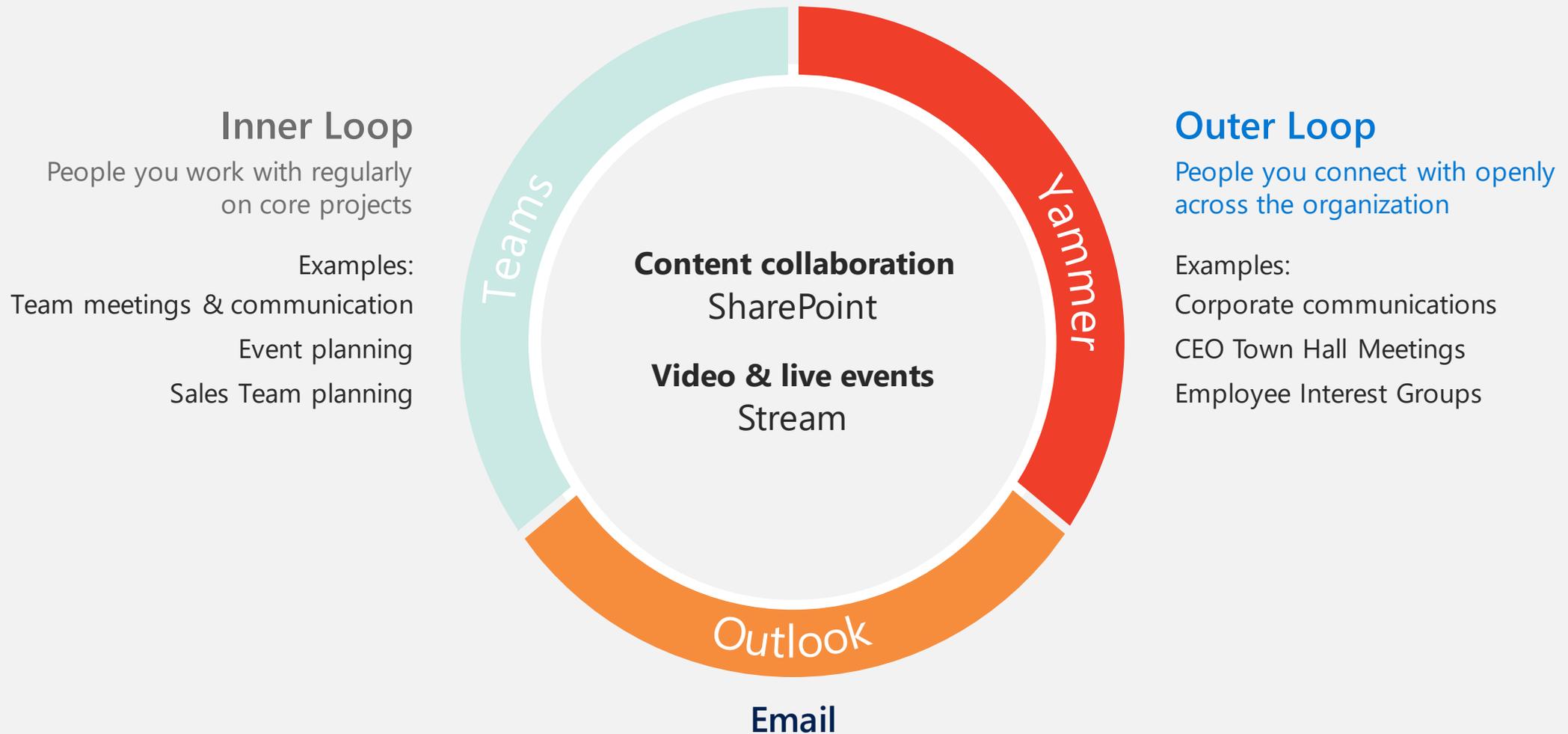
Suite-wide intelligence
connecting people and content

Security and Compliance

Centralized policy management



Teamwork in Microsoft 365



Pervasive availability. Targeted communications.

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Connect Across Your Organization



yammer[®]

» Born to connect

EVERYONE

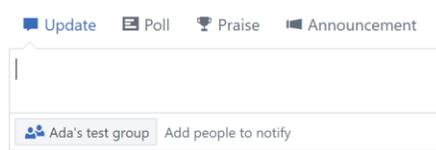
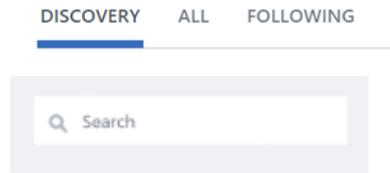
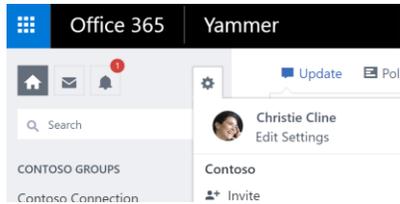
in the workplace

Create a community around topics of interest or areas of practice

Drive initiatives for cross-organizational innovation

Foster two-way engagement between leadership and staff for specific initiatives

Yammer Quick Start



Join our network

Log in at Yammer.com or from the app launcher

Edit your profile with expertise & interests

Customize your email digest by setting notifications

Download the free mobile and desktop apps

Discover and search

Use discovery tab to uncover information

Quickly find people and information

Follow co-workers and groups

Discover more groups or create a group

Share conversations between groups

Join the conversation

Like posts to show agreement or appreciation

Reply with your expertise or POV

Group admins can make rich text announcements

Praise someone who has helped you

Add external participants*

Add relevance

@mention subject matter experts

Pin frequently referenced resources

Use polls to get a quick survey from the group

Easily take and share photos or videos

Use connectors to automate information flow from 3rd party tools

Stay productive

Triage conversations you're participating in or @mentioned in

Get notifications activity related to you

Subscribe to groups you want email updates for

Share, create and edit documents in Yammer

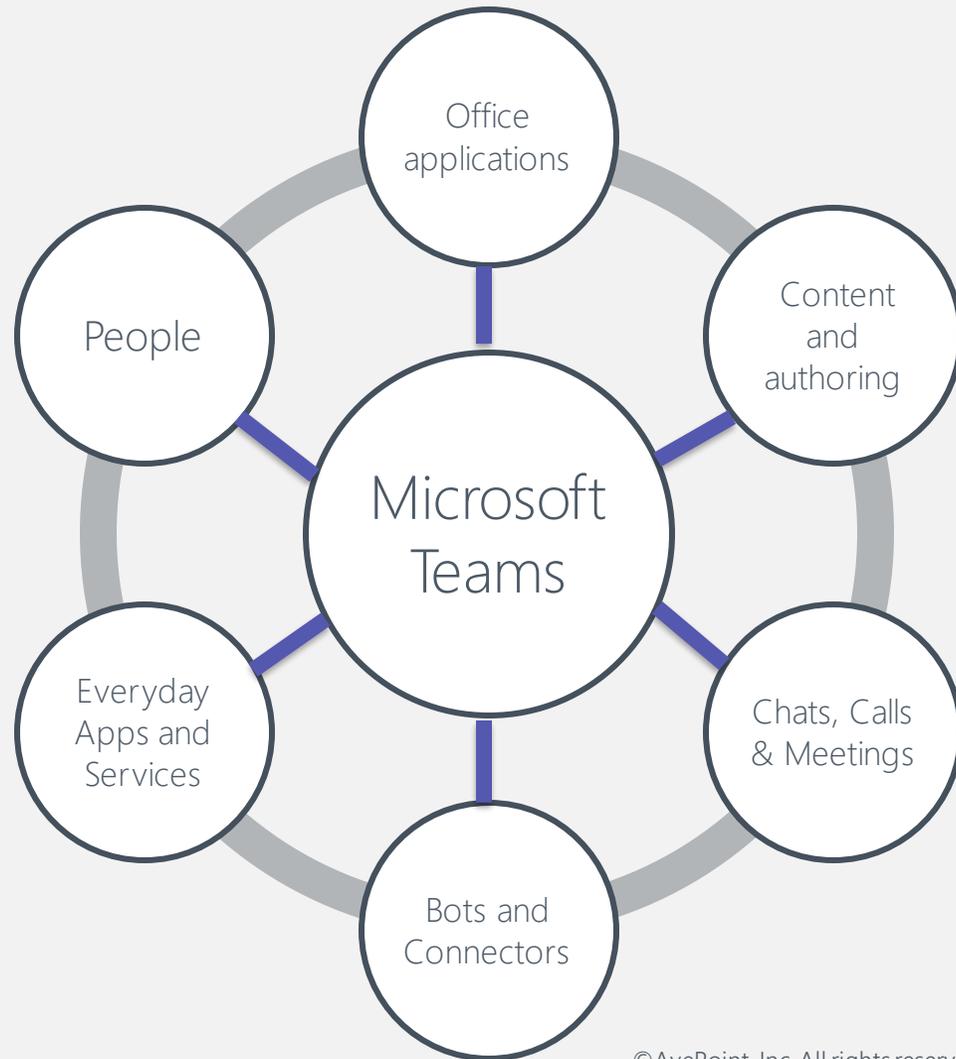
Embed Yammer group conversations into Skype Meeting Broadcasts or SharePoint sites

*External participants can be added via their company email and will only see contents of the external group they are in or thread they are @mentioned in

Facilitate Teamwork



Microsoft Teams – The Hub for Teamwork



Chat, calls & meetings for today's teams



Integrated Office 365 apps



Customizable and extensible



Enterprise security, compliance & manageability



Microsoft Teams Capabilities



Channel Tabs

- Sharing group information
- Pin information or tools important for the channel

Compose Extensions

- Make it easy for your users to look up and share information

Connectors

- Simple webhook notifications in channels

Personal Tabs

- Create a personal workspace
- Aggregate content from across Teams

Bots in channels

- Coordinate tasks in a team environment
- Broadly share information

Bots in 1:1 chat

- Easy access to commands
- Q&A
- Provide user right insight at right time



Microsoft Teams Quick Start



Join or create a team

Create a team for your project

Create channels by topic or sub-team

Pin tabs for Yammer, SharePoint and other apps into your channels



Start chatting

Private chat with people 1:1 or 1:few

Chat in a channel with your team & @mention

Before, during, and post meeting conversation



Share documents

Share OneDrive documents in private chats

Co-author documents with your teams in channels

Reduce email attachments



Have productive meetings

On demand or scheduled meetings

Chat, video, screen sharing, and files in context

Track actions with Planner or other tools



Be productive teams

Easily share reference information with your team

Onboard new team members quickly

Stop hunting for information!

Drive Sustainable Adoption





Change is
often met with
resistance

Only 34% are the early
majority willing to adopt
new technology within the
enterprise *



Adoption challenges

SaaS productivity platform move is “lift and shift” and no new value is delivered

Organizations are ill-prepared to deliver continuous change provided by SaaS productivity platform

Lack of “digital dexterity” investment such as mobile first programs

* [Maximize the Value of Office 365 by Making it Part of a Digital Dexterity Program](#)

Why training alone doesn't work



Technology focused

Lack of buy-in

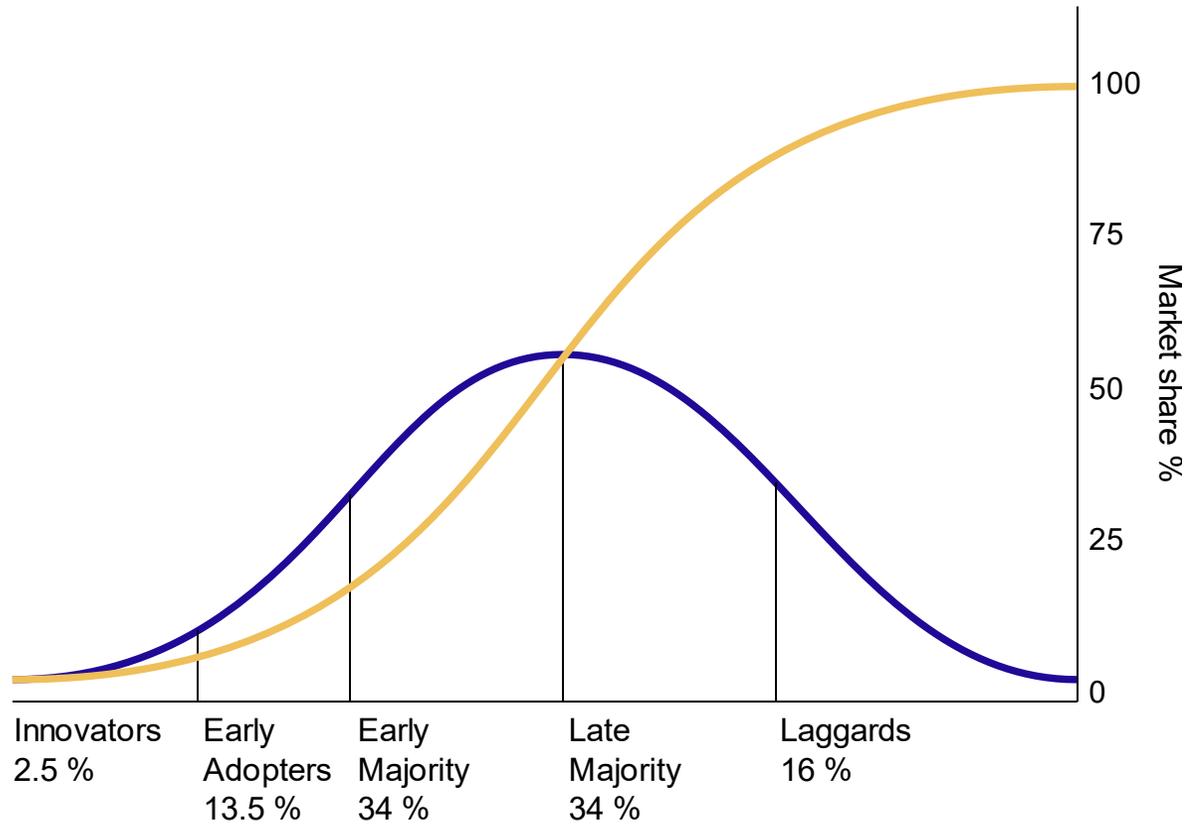
Unclear expectations

Non-contextual

What's in it for me?



How do you achieve 90% adoption?



* [Diffusion of Innovations](#) by Everett Rogers



Specify rules of engagement

Corporate communications + collaboration

What tools to use when

Expected roles and responsibilities



Examples: Specify rules



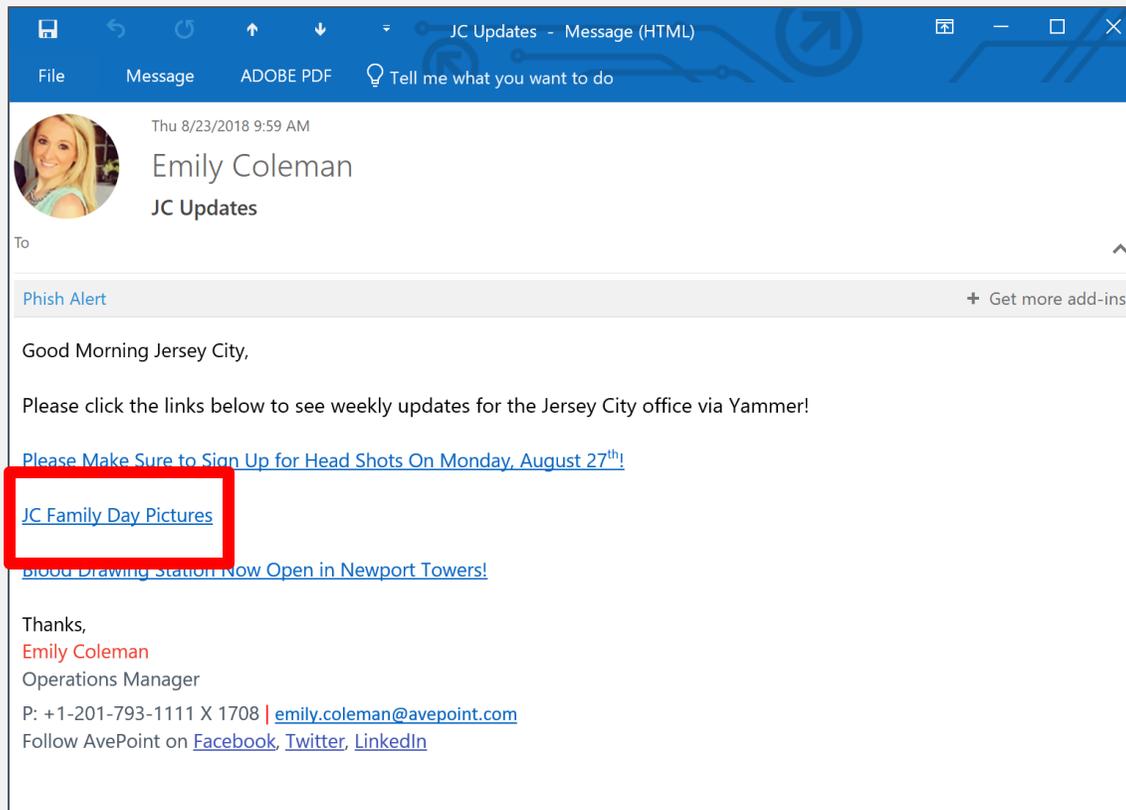
- Post company wide message on All Company group and send link via email
- Post office announcements on specific yammer group and send summary via email
- Encourage knowledge sharing



- Departmental and/or project-based communications and collaboration
- Virtual meetings
- Instant messaging



Example: Office updates



File Message ADOBE PDF Tell me what you want to do

JC Updates - Message (HTML)

Thu 8/23/2018 9:59 AM

Emily Coleman
JC Updates

To

Phish Alert + Get more add-ins

Good Morning Jersey City,

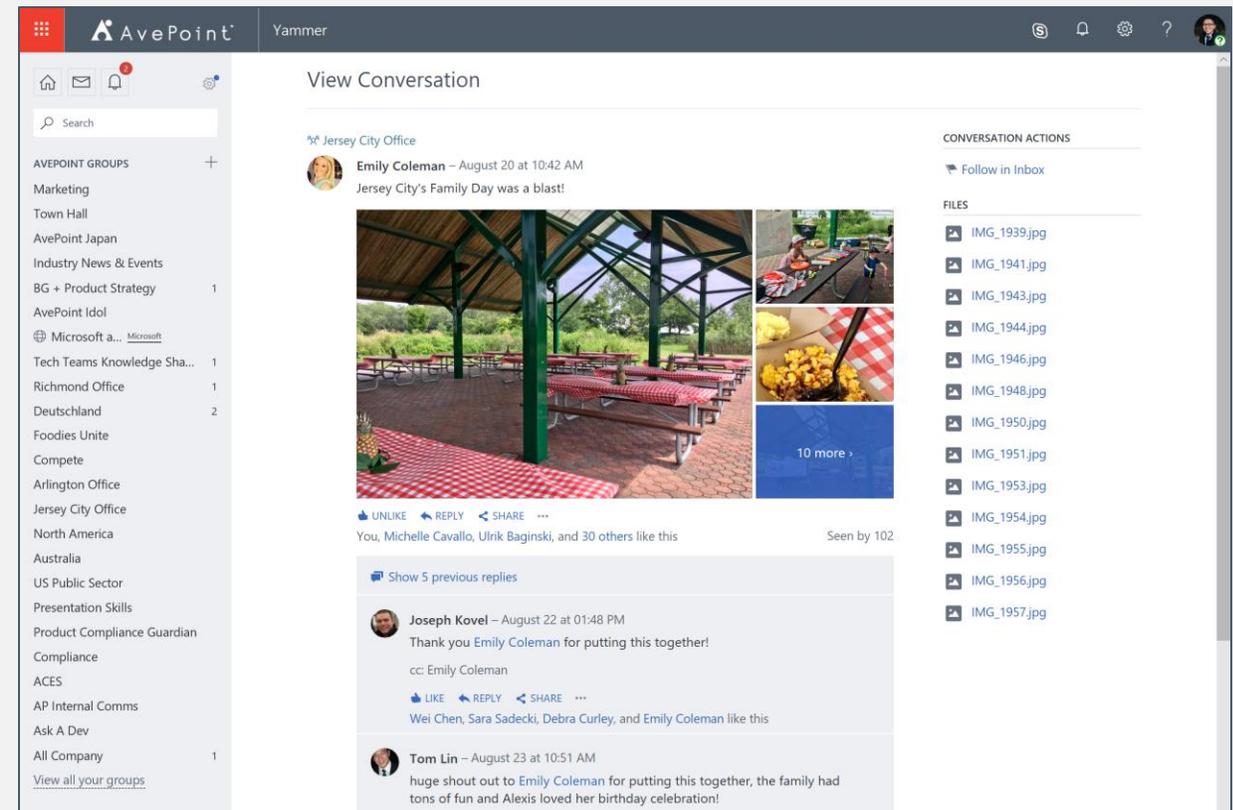
Please click the links below to see weekly updates for the Jersey City office via Yammer!

[Please Make Sure to Sign Up for Head Shots On Monday, August 27th!](#)

[JC Family Day Pictures](#)

[Blood Drawing Station Now Open in Newport Towers!](#)

Thanks,
Emily Coleman
Operations Manager
P: +1-201-793-1111 X 1708 | emily.coleman@avepoint.com
Follow AvePoint on [Facebook](#), [Twitter](#), [LinkedIn](#)



AvePoint Yammer

View Conversation

Jersey City Office

Emily Coleman - August 20 at 10:42 AM
Jersey City's Family Day was a blast!



UNLIKE REPLY SHARE ...

You, Michelle Cavallo, Ulrik Baginski, and 30 others like this

Seen by 102

Show 5 previous replies

Joseph Kovel - August 22 at 01:48 PM
Thank you Emily Coleman for putting this together!
cc: Emily Coleman

LIKE REPLY SHARE ...

Wei Chen, Sara Sadecki, Debra Curley, and Emily Coleman like this

Tom Lin - August 23 at 10:51 AM
huge shout out to Emily Coleman for putting this together, the family had tons of fun and Alexis loved her birthday celebration!

CONVERSATION ACTIONS

Follow in Inbox

FILES

- IMG_1939.jpg
- IMG_1941.jpg
- IMG_1943.jpg
- IMG_1944.jpg
- IMG_1946.jpg
- IMG_1948.jpg
- IMG_1950.jpg
- IMG_1951.jpg
- IMG_1953.jpg
- IMG_1954.jpg
- IMG_1955.jpg
- IMG_1956.jpg
- IMG_1957.jpg



Example: Departmental collaboration

The screenshot shows a Microsoft Teams chat window for the 'AvePoint Marketing > General' channel. The left sidebar lists various channels including 'AvePoint Marketing', 'Articles', 'Comms', 'Events', 'Ideas', 'Internal Rebranding Project', 'Photo of the Day', '5 more channels', 'Digital Marketing', 'Field Marketing', 'AvePoint Content Mark...', 'AvePoint Product Mark...', 'US CN Technical Writing', 'AvePoint Design', 'Microsoft Ignite 2018', 'BG+PMK', and 'Marketing Leadership'. The main chat area shows a conversation from August 16, 2018. Evelyn Wang posted a message at 3:42 AM: 'Meet Jenny Dong, New Technical Writer. Dear AvePoint Marketing! I wanted to introduce our new technical writer Jenny Dong to you guys. See her self introduction below and join me in giving her a warm welcome.' Violet Zhang replied at 6:35 AM: 'hi AvePoint Marketing, i'd ask your huge help to direct me if you have a general process to work with technology team to draft a blog for specific projects. As i'm working with SG project team right now, Most of them are very experienced in projects, and we'd like to use their project cases to draft some blogs for future marketing promotion. Any suggestions from you are welcome! Thanks in advance!' Dux Raymond Sy replied at 8:44 AM: 'Brent Middleton and Michael Segner can help'. Violet Zhang replied at 9:31 PM: 'Thanks Dux Raymond Sy and Much appreciated for Brent Middleton and Michael Segner's great help!'.

The screenshot shows a Microsoft Word document titled 'Citizen Services 1.3.1 Product Update...'. The document content includes the title 'Citizen Services 1.3.1', a paragraph describing the release, and a section titled 'Smart Forms' with a numbered list. The list item is: '1. Conditional Logic to Show/Hide fields. Conditional logic can be added to the form so that certain fields on the form will only appear if specific conditions are met. For example, a form for reporting abandoned vehicles may have a field to indicate whether the car has a license plate. If the user selects "yes", a new field can appear where the user can enter the license plate number, and conversely, that field will disappear if the user selects "no."'. Below this is a caption: 'Figure 1: Show or hide fields based on other form selections.' Another section is titled 'Cascading Dropdowns' with a paragraph: 'In many situations, it's useful for drop-down fields to be related to each other. For example, for a form requesting maintenance in an office, there may be a drop-down list to select which floor the office is on and another drop-down to select the room number. A cascading drop-down would allow you to configure the form so that only the relevant room numbers are loaded in the second drop-down once the floor is selected in the first drop-down.' This is followed by another caption: 'Figure 2: Configure cascading dropdown lists.' The document also includes a section titled 'Export Service Request Data to CSV' with a paragraph: 'Those familiar with Citizen Services know we provide an out-of-the-box dashboard with analytics derived from customers' service request data, providing a rich, interactive tool that automatically surfaces insights, as well as the ability to export the data.' The right sidebar shows a chat window with messages from Paul Olenick and Vanessa Molnar.



Example: Make email work better

The screenshot displays the Microsoft Teams interface. On the left, a navigation pane shows 'Favorites' with 'AvePoint Marketing' selected, and a 'Comms' channel highlighted. A context menu is open over the 'Comms' channel, listing actions: 'Remove favorite', 'Edit this channel', 'Connectors', 'Get email address', 'Get link to channel', 'Delete this channel', and 'Follow this channel'. The main area shows a message from 'Copeland' dated 6/18 11:59 AM, which reads: 'AvePoint Marketing! Richmond, Virginia, our Citizen Services customer launched its KVA 311 online portal for non-emergency requests on Friday evening. Check out our announcement that went live today: <https://www.avepoint.com/about/news-releases/detail/avepoint-citizen-services-launches-in-richmond-virginia-with->





Facilitate leadership buy-in

Highlight financial benefits

Demonstrate better transparency

Expedite organizational agility

Examples: Leadership buy-in



- Conduct townhalls
- Institutional knowledge repository for new hire onboarding
- Executive engagement



- Geographically dispersed teams visibility
- Facilitate better knowledge management across docs, chats, meetings
- Integrate line of business tools



Example: Executive engagement

Town Hall
NEW CONVERSATIONS ALL CONVERSATIONS FILES SEARCH

Here's the PPT:
<https://www.yammer.com/avepoint.com/#/files/118834492>

Here's the recording:
<https://web.microsoftstream.com/video/f592ffb2-1706-4369-b32e-caa6e9e02f75?list=studio>



66 views 0 hearts

LIKE REPLY SHARE EDIT ...

Pengbin Zhang, Ricky Yin, Xiao Ma, and 17 others like this

Seen by 216

< 1 share #Cg #Greathappens #Goodtogreat #Gtmcentral #Avepointrebrand #Yourock

Show 2 previous replies

CEO Connection
Share what's on your mind and see what others are saying about Satya's recent employee...
CONVERSATIONS FILES SEARCH Join Group

Update Poll Praise

Share something with this group...

– May 10 at 9:38 AM

Greetings Satya,
I was told I had too much of a fixed mindset, so set off to figure out what that meant. I now understand the difference between a "fixed mindset" and an "open growth mindset". Truly I am thankful I now have a knowledge of these thought processes and the incredible differences between them. I fully 100% support the new Microsoft culture and work every day to improve myself and anyone else I am able to help. My thought is this.. there is no training or workshops available outside of Redmond that I am aware of. There are a couple online presentations that have software issues, but outside of that, people must rely on their own resources to become exposed to this new and dynamic culture. When will any scope of training, or workshops, or classes, or any helpful resources pertinent to open growth, become available to those who don't reside in Redmond?

LIKE REPLY SHARE ... and like this Seen by 912

2 shares Add Topics

– May 10 at 8:10 PM from Desktop

If you haven't already, take a look at [link] It has huge number of very useful courses accessible to Microsoft employees worldwide. The course titled "Explore Growth mindset through Sway" was extremely useful for me and it covers whole Microsoft ideology of growth mindset.

LIKE REPLY SHARE ...

MEMBERS

INFO

Stay tuned for details on the next Employee Q&A with Satya, and visit <http://aka.ms/ceoconnection> to watch past events.

How to ask a question: 1. Read through this group to see if your question has already been asked. If so, vote it up by liking or commenting. 2. Don't see it? Post a new question. 3. Satya will answer questions based on what's on most employees' minds.

GROUP ACTIONS

View Group Insights

OFFICE 365 RESOURCES

- SharePoint Document Library
- SharePoint Site
- OneNote
- Planner



Example: Global team collaboration

The screenshot shows a Microsoft Teams chat window for the 'Field Marketing' team. The left sidebar lists various channels including 'AvePoint Marketing', 'Digital Marketing', 'Field Marketing', and 'US CN Technical Writing'. The main chat area is titled 'Field Marketing > General' and shows a conversation from July 30, 2018. A message from Martina Dingis asks for help with event assets, listing items like T-shirts, a booth, and raffle gifts. Other team members, AnnMarie Connolly and Adeline Boror, respond with helpful information and links.

The screenshot shows a Microsoft Teams chat window for the 'US CN Technical Writing' team. The left sidebar lists various channels including 'AvePoint Marketing', 'Digital Marketing', 'Field Marketing', and 'US CN Technical Writing'. The main chat area is titled 'US CN Technical Writing > Just for fun!' and shows a conversation from June 20, 2018. A message from Delphine Chen shares a photo of a sunset and asks for help with a presentation. Another team member, Dorothea Zhang, responds with a photo of double rainbows.



Ensure quick wins

Enable mobility

Partner with other dept

Activate champions



Examples: Quick Wins



- Corporate initiatives
- External collaboration
- Learning and enrichment



- Utilize mobile app
- Forward emails to channels
- Conduct meetings



Example: Corporate initiatives

The screenshot shows a Yammer group interface for 'AvePoint Idol'. The top navigation bar includes the AvePoint logo, the word 'Yammer', and utility icons for search, notifications, settings, and help. A user profile picture is visible in the top right corner.

Left Sidebar (Groups):

- AVEPOINT GROUPS
- Marketing
- Town Hall
- AvePoint Japan
- Industry News & Events
- BG + Product Strategy 1
- AvePoint Idol**
- Microsoft a... Microsoft
- Tech Teams Knowledge Sha... 1
- Richmond Office 1
- Deutschland 2
- Foodies Unite
- Compete
- Arlington Office
- Jersey City Office
- North America
- Australia
- US Public Sector
- Presentation Skills
- Product Compliance Guardian

Main Content Area:

- AvePoint Idol**: A global competition open to ALL employees, teams & offices. Status: **Joined**
- Navigation: NEW CONVERSATIONS | ALL CONVERSATIONS | FILES | SEARCH
- Actions: Update | Poll | Praise | Announcement
- Text input: Share something with this group...
- Post by Anna Goranson** (August 17 at 01:29 PM):
Hi AvePoint People! AvePoint Idol is moving on to the next round of competition – the TRIVIA round. See how much [Thomas Heinz](#), [Eric Lam](#), [Matthias Prösl](#), [Jesse Strauch](#), [Ken Teoh](#), [Hunter Willis](#), [Peter Sandeen](#), [Alexander Dick](#) know about the company. Congrats to our semi-finalists!

Cheer on your favorite contestant here or use [#avepointidol](#)!

Stayed tuned until next Monday for the results and the finalist announcement!

cc: Thomas Heinz, Eric Lam, Matthias Prösl, Jesse Strauch, Ken Teoh, Hunter Willis, Peter Sandeen, and Alexander Dick

UNLIKE | REPLY | SHARE | ...
You, Tianyi Jiang, Yatindra Ranpura, and 11 others like this
Seen by 59

[#Avepointidol](#)

Right Sidebar (Group Info):

- MEMBERS (90)**: List of member avatars and a plus icon.
- INFO** (Edit): Who will be voted AvePoint Idol 2018?
- GROUP ACTIONS**: [View Group Insights](#)
- PINNED** (Add):
 - [AvePoint Idol Audition Rou...](#) (PDF)
 - [AvePoint Idol - Season 3 - ...](#) (PDF)
- RELATED GROUPS**: [+ Add a related group](#)



Example: Make meetings better



Example 90 Day Roadmap

Month 1

- Identify 3 use cases for Yammer and 3 use cases for Teams
- Engage leadership and secure buy-in
- Develop rules of engagement and how-to resources

Month 2

- Engage 3 departments/groups to pilot Yammer and Teams use cases
- Identify what works and what doesn't with use cases then modify
- Configure Yammer and Teams to support use cases for company wide deployment

Month 3

- Launch use cases company wide
- Encourage leadership to consistently promote and adopt the use cases
- Showcase and highlight wins of adopting Yammer and Teams





【When to use Teams vs other tools?】

Understanding the advantages and disadvantages of each tool helps you and your end users choose the right tool for the right occasion:

	Microsoft Teams	Yammer	E-Mail / Outlook	Slip for Business	SharePoint	Groups in Outlook
Speed	Fast Suitable for instant communication of any speed	Varies Can be used for communications of any speed	Slow Difficult to know if your email has been read or when you will hear back	Fast Suitable for instant communication	Slow When a document is shared via another tool, users find and access materials as they need it.	Varies Message is sent through Outlook. Difficult to know when you will hear back.
Audience	Small Designed for smaller, close-knit teams	Large More suitable for organization-wide communication or collaboration across departments	Varies Can be used for audiences of any size	Small Typically one-to-one or one-to-few	Varies While some sites can be limited to just team members, other SharePoint sites are designed for company-wide access	Small Designed for smaller, close-knit teams
Tone	Informal Personal and conversational. Suitable for team members who know each other well	Varies Mix of conversational and professional	Formal Professional. For instance, for sending contracts to clients	Varies Tone depends on the mix of people on messaging / calls and the situation	Formal Communication within SharePoint sites is typically brief and formal, directing users where content is and how it should be navigated	Varies Tone depends on the mix of people on messaging / calls and the situation
Sharing of information	Very easily shared Information is shared with a specific group of people and in various formats and methods (shared library, network, chat, or app integrations)	Easily shared Accessed once uploaded, however, you may lose track of specific content when you follow many feeds and groups. Idea for referencing content and not collaboration.	Not easily shared If it lives in attachment form - forwarding back and forth makes it hard to track. Attachments are better shared via OneDrive for Business	Not easily shared Attachments become downloaded files on your local drive. Manual maneuvering is required to share	Very easily shared and accessed Primarily a document management and storage system. Trouble co-editing from a single version of truth.	Easily Shared It lives in attachment form and stored in the Office 365 Groups document library / files repository.
Knowledge transfer	Easily transferred Change in membership has no impact on content availability. Newly added members have access to conversations and files accumulated from the start	Very easily transferred If your organization is consistent in tagging topics and if groups are maintained well, newly added users can easily find what they need moving forward	Not easily transferred Knowledge contained within the mailbox is lost to others after a user's account is deactivated	Not easily transferred Downloaded files and conversation history will be lost to others after a user's account is deactivated	Easily transferred Data is organized for new team members to easily locate and leverage even if the content producer's account is deactivated	Easily transferred Change in membership has no impact on content availability. Newly added members have access to group conversations and files accumulated from the start
Confidentiality	Medium/Low If default settings are not managed properly, confidential information can be exposed to those who should not see it	Low High visibility organization-wide means this is unsuitable for exchanging confidential or private information	High Only sender and recipient have the email and its content. Outlook users can restrict access to email using Office 365 Message Encryption or Active Information Protection templates. Can be accidentally forwarded to wrong parties	Medium Only sender and recipient have the conversation history and files	Medium/Low Users can choose to make their site public or private to a select group of users. Access to authorized groups is easily pronounced. Sensitive data may require extra safeguards for compliance.	Medium/Low If default settings are not managed properly, confidential information can be exposed to those who should not see it.

Office 365 Groups can be described as:

- A collection of people with a common purpose (a department, a project, a client etc.)
- ... That are aimed at tools for collaboration (Teams, SharePoint, Yammer etc.)
- ... And who collaborate internally, externally or both internal/external.
- ... With an appropriate level of transparency (public/private).

Check out our Office 365 Groups Playbook for access to regularly updated articles, webinars with industry leaders, and best practices.
<https://www.avepoint.com/oh365/groups>

Free eBook

When to Use and How to Manage Microsoft Teams & Office 365 Groups

- Chapter 1: What are Office 365 Groups?
- Chapter 2: What is Microsoft Teams?
- Chapter 3: What collaboration tool should I use when?
- Chapter 4: Top 3 concerns for Office 365 admins and how to alleviate them

Free Download >

avepoint.com/resources

thank you

Gracias

ευχαριστώ

Danke

Grazie

благодаря

Hvala

Obrigado

Kiitos

شكراً

Tak

Ahsante

Teşekkürler

متشكراً

Salamat Po

감사합니다

Cám ơn

شكريه

Terima Kasih

Dank u Wel

Děkuji

நன்றி

Köszönöm

ありがとう
ございます

ໜ້ອຍຄຸນຄຳ

Dziękuję

谢谢

Tack

Mulțumesc

спасибо

Merci

תודה

多謝晒

дякую

Ďakujem

Let's Connect



Steve Nguyen
@espnguyen
snguyen@microsoft.com



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