



# 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

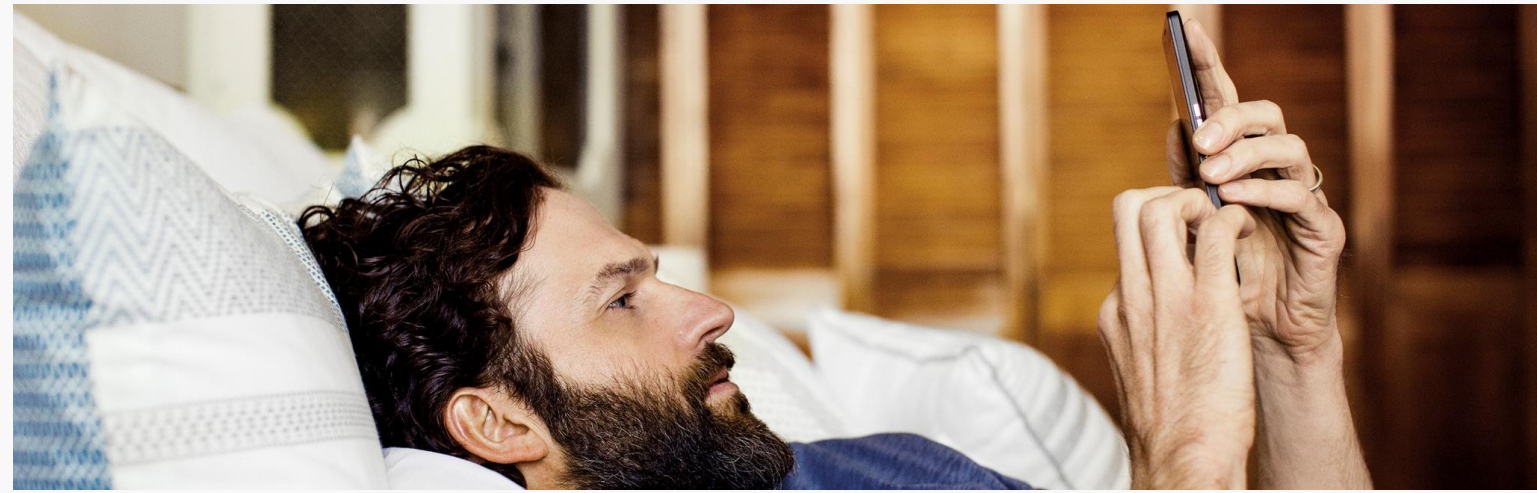
Drive Sustainable Adoption



# Modern Workplace Today



Digital trends  
are changing  
the way  
people work



# Teamwork is how work gets done

2<sub>x</sub>

Teams compared to 5 years ago

50%

Increase in “collaborative” work

5<sub>x</sub>

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

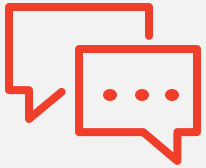
Office 365

Windows 10

Enterprise Mobility + Security

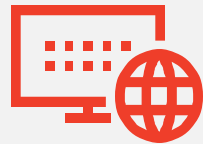


## Teams



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

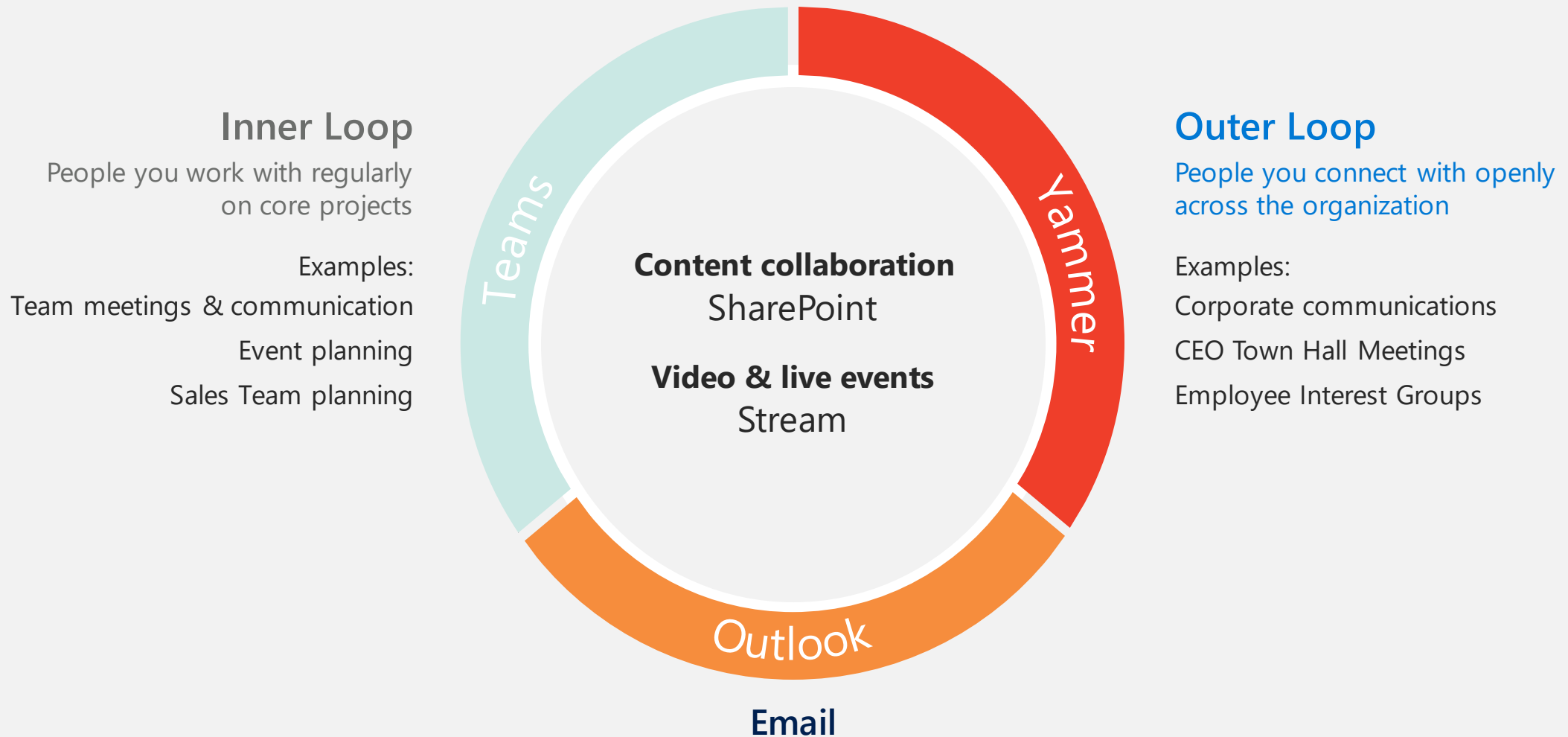
## Security and Compliance

Centralized policy management





# Teamwork in Microsoft 365



Pervasive availability. Targeted communications.

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# Connect Across Your Organization





» Born to connect

**EVERYONE**

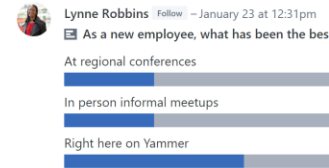
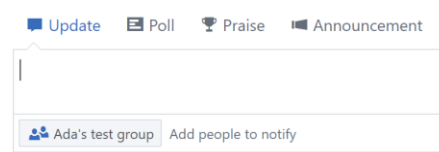
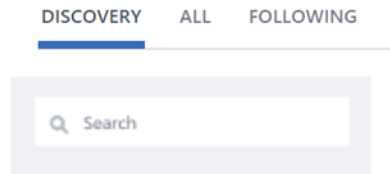
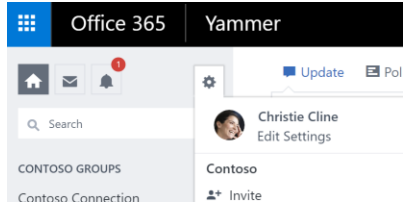
in the workplace

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

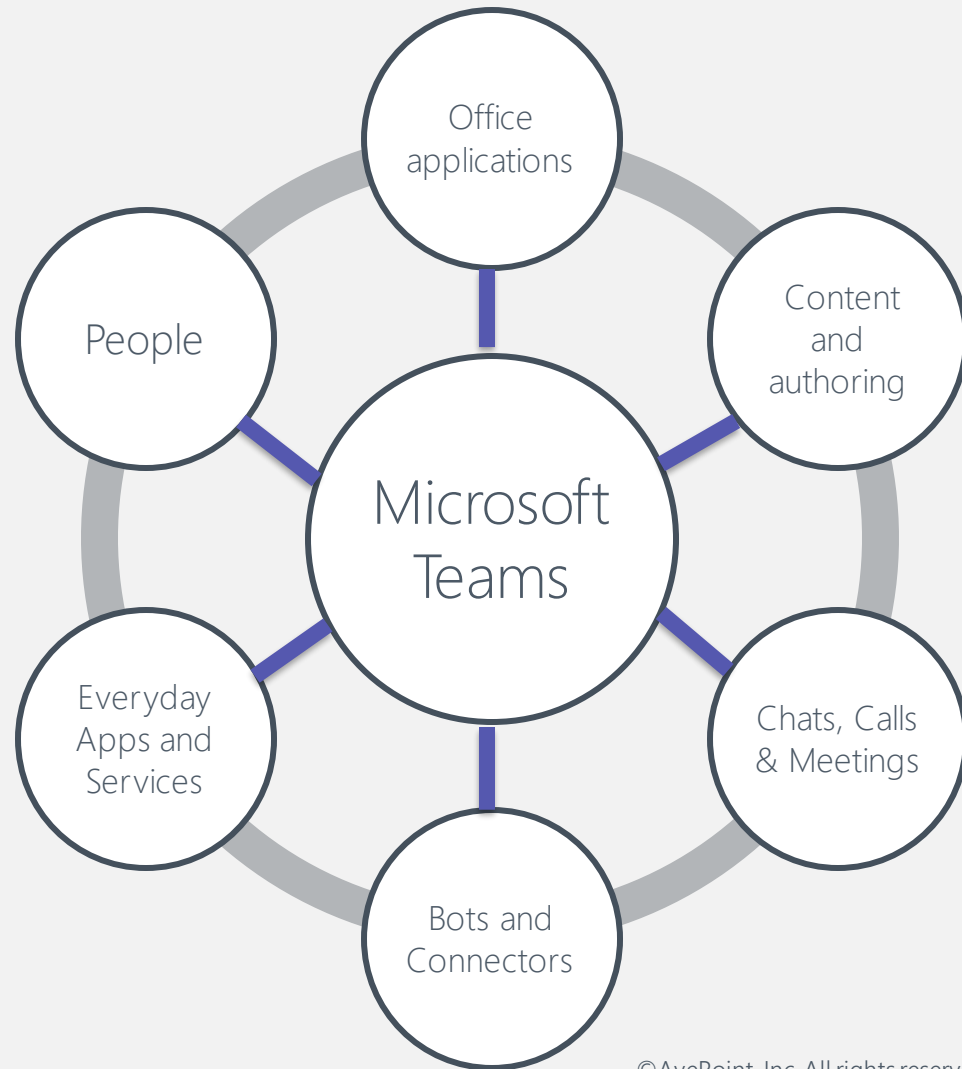
Embed Yammer group conversations into Skype Meeting Broadcasts or SharePoint sites

\*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



## Connectors

- Simple webhook notifications in channels



## Compose Extensions

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



## Bots in channels

- Coordinate tasks in a team environment
- Broadly share information



## Personal Tabs

- Create a personal workspace
- Aggregate content from across Teams



## 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



Lack of buy-in

Unclear expectations

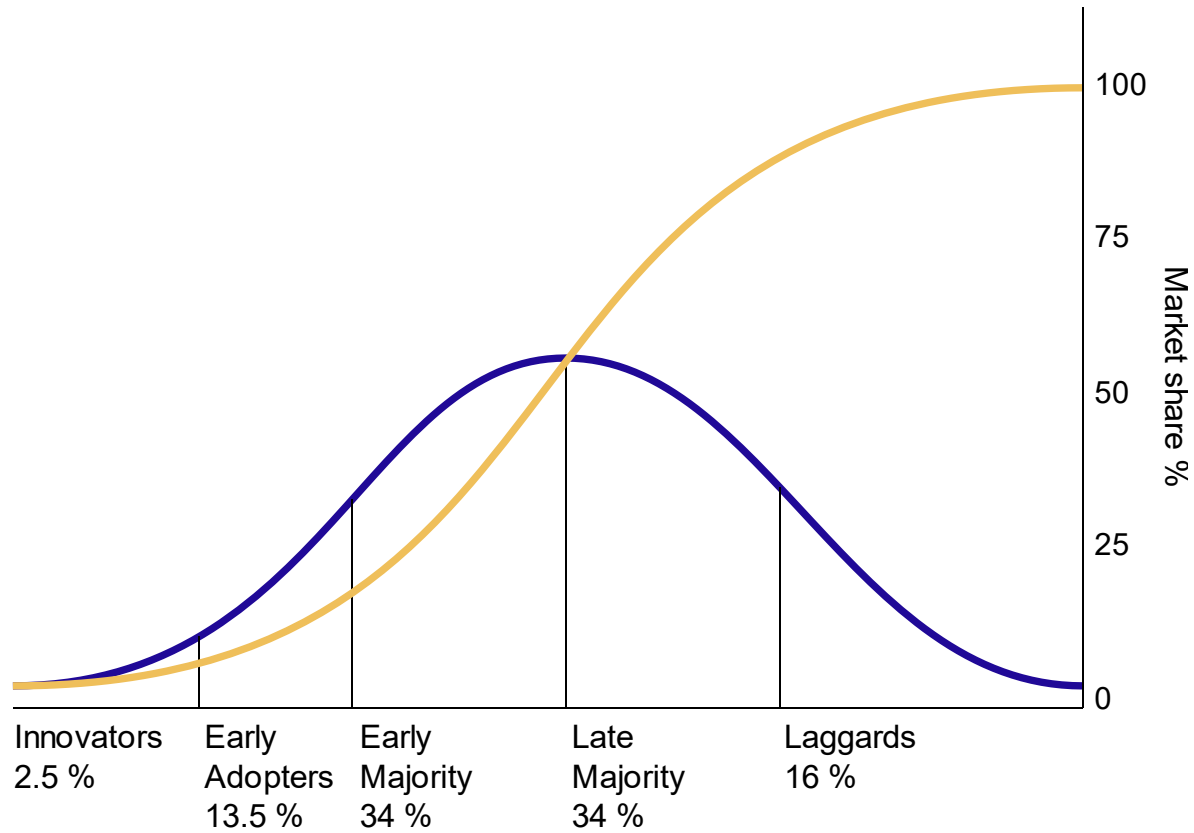
Non-contextual

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



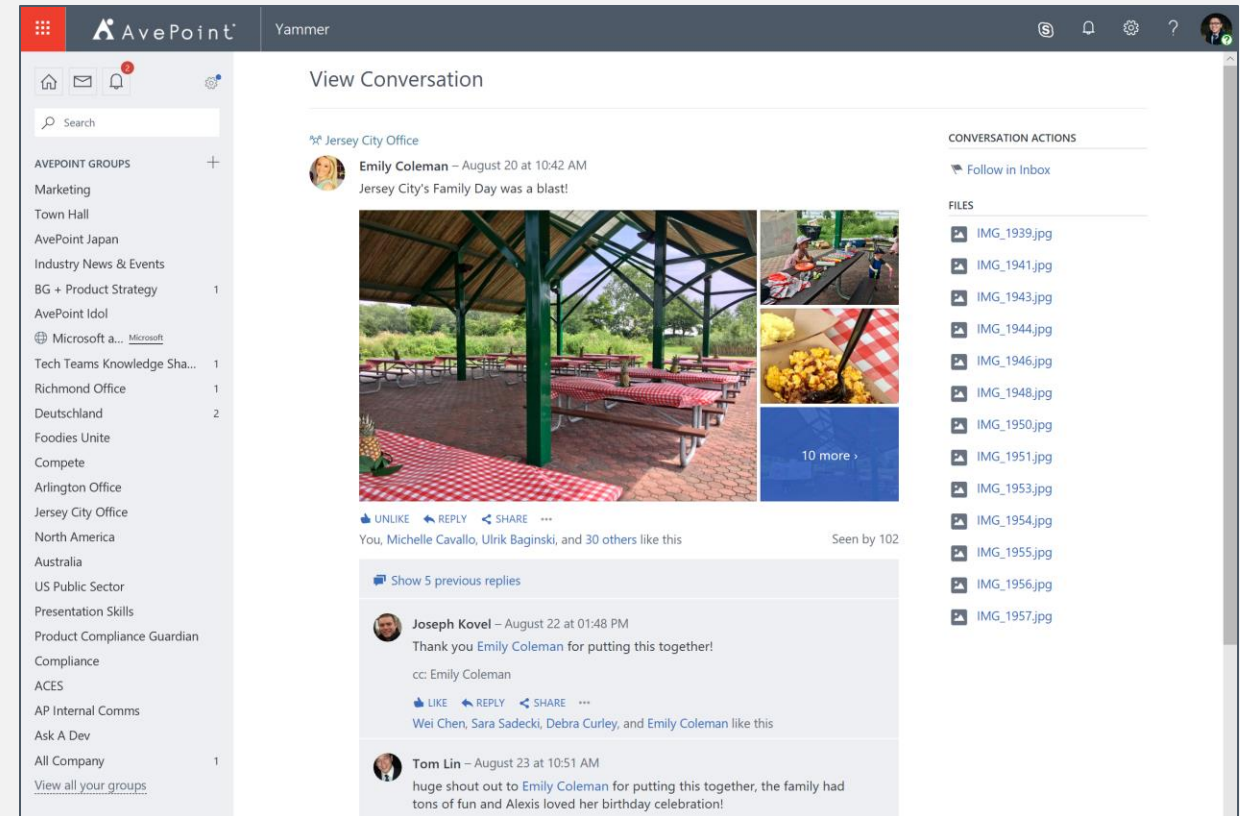
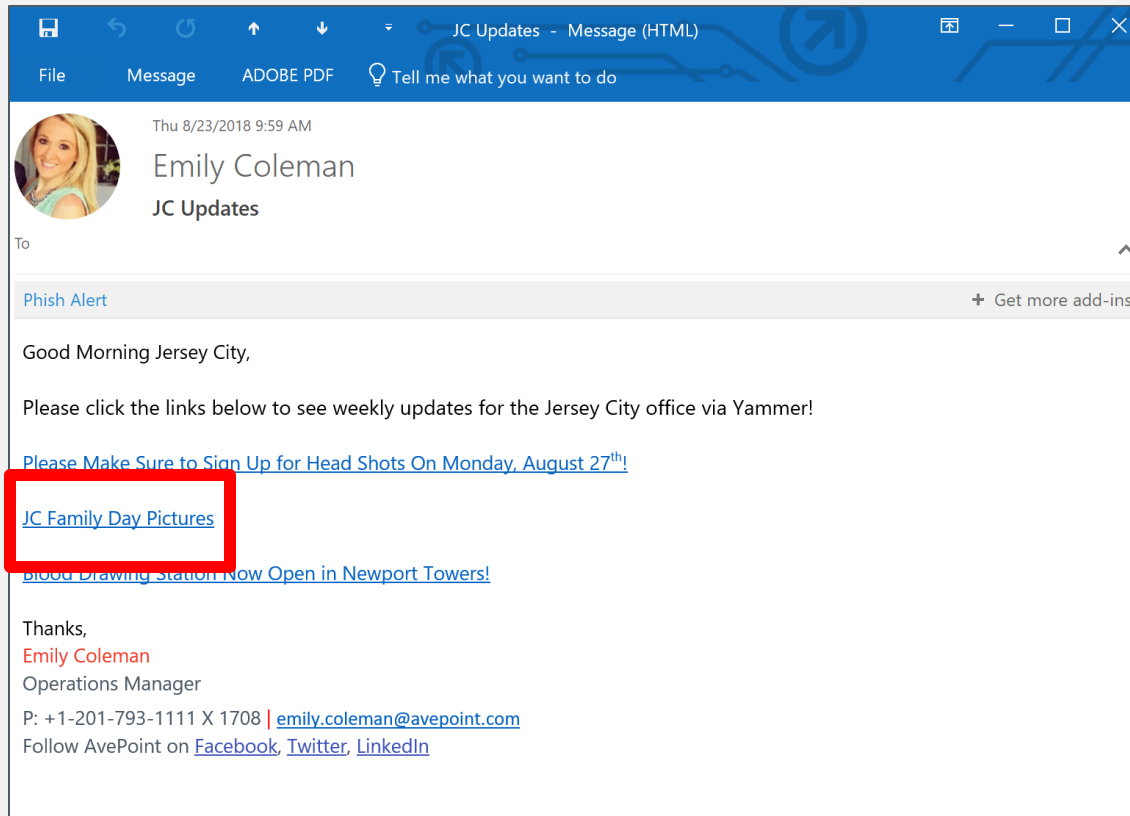
- Post company wide message on All Company group and send link via email
- Post office announcements on specific yammer group and send summary via email
- Encourage knowledge sharing



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



# Example: Office updates



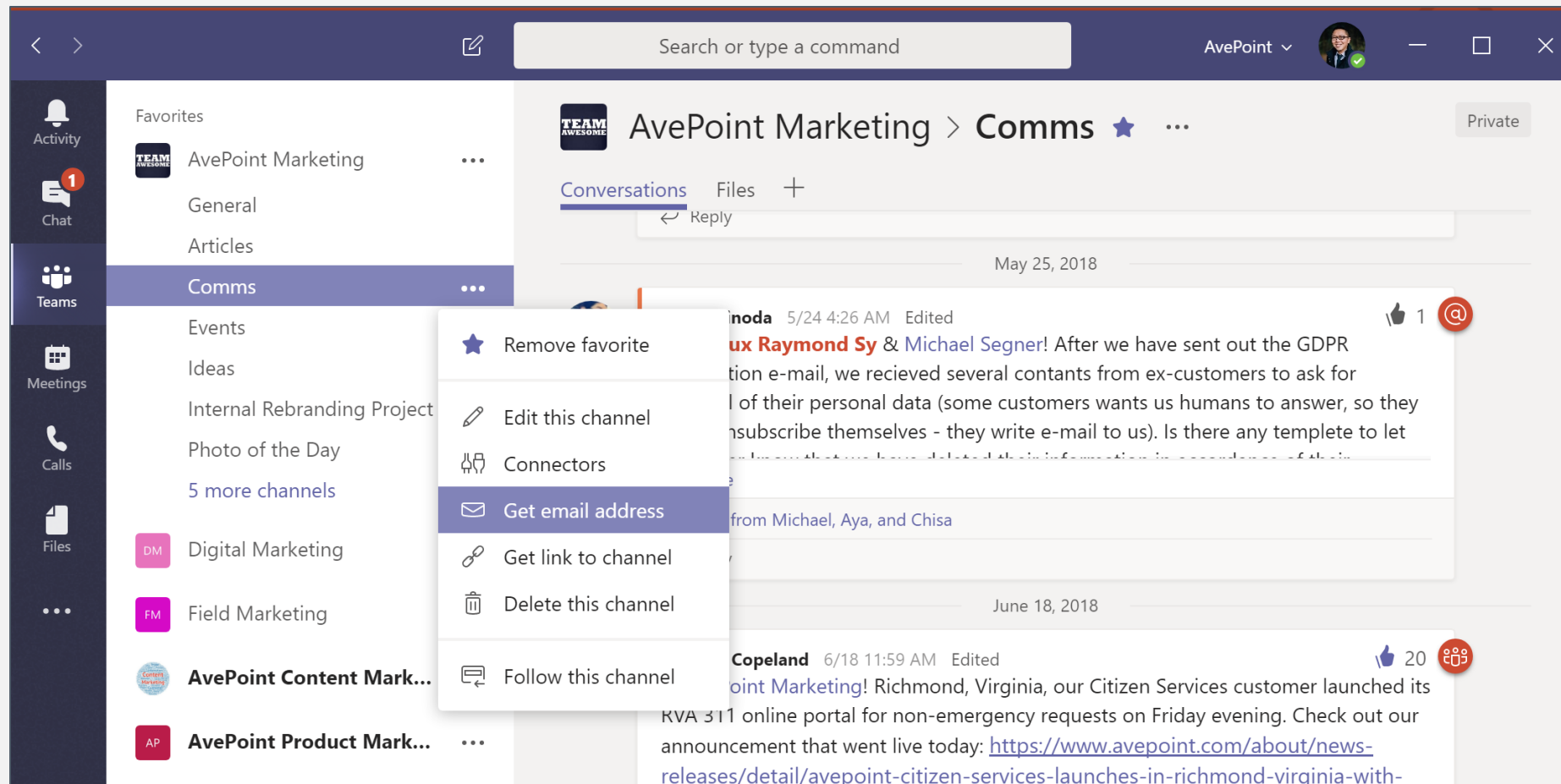
# Example: Departmental collaboration

The screenshot shows a Microsoft Teams chat window for the 'AvePoint Marketing > General' channel. The left sidebar lists various channels including 'General', 'Articles', 'Comms', 'Events', 'Ideas', 'Internal Rebranding Project', 'Photo of the Day', and '5 more channels'. The main chat area shows a conversation from Evelyn Wang, dated 8/15 3:42 AM. She introduces a new technical writer, Jenny Dong, and mentions her self-introduction below. The chat also shows a message from Violet Zhang, dated 8/16 6:35 AM, asking for help with a general process to work with the technology team. The chat interface includes a search bar at the top, a list of channels on the left, and a list of messages in the center.

The screenshot shows a Microsoft Word document titled 'Citizen Services 1.3.1 Product Update...'. The document content includes a title 'Citizen Services 1.3.1', a paragraph describing the release, and a section titled 'Smart Forms'. The 'Smart Forms' section includes a list of features: 'Conditional Logic to Show/Hide fields' and 'Cascading Dropdowns'. The document also includes a sidebar on the right with a search bar and a list of channels. The document interface includes a search bar at the top, a list of channels on the left, and a list of messages in the center.



# Example: Make email work better





A woman with short dark hair, wearing a blue button-down shirt and a black skirt, stands in a modern office. She is holding a tablet and looking at it with a smile. In the foreground, a desk is visible with a white mug, a black telephone, a vase of colorful flowers, and some papers. A large, light-colored office chair is positioned behind the desk. The background features wooden cabinets, a clock, and a vase with red flowers.

# 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>



2018 Q1 Town Hall

66 0


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 [redacted] 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**  


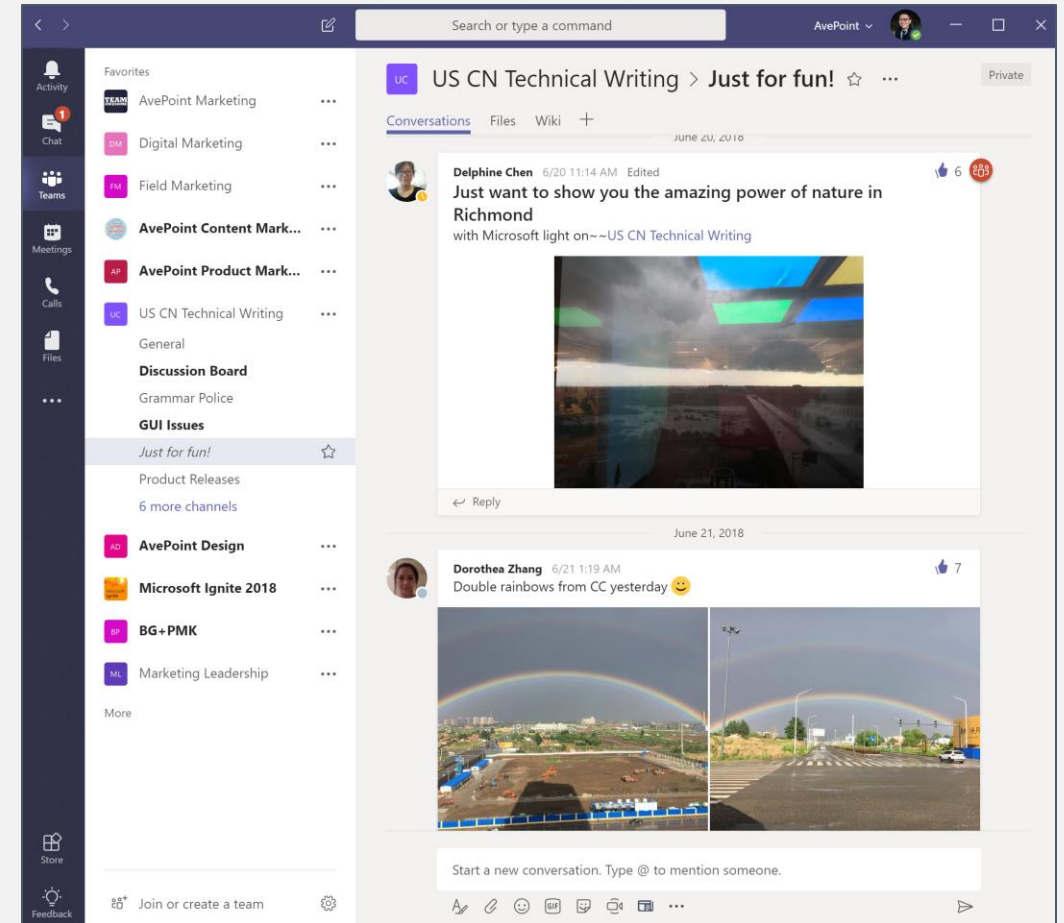
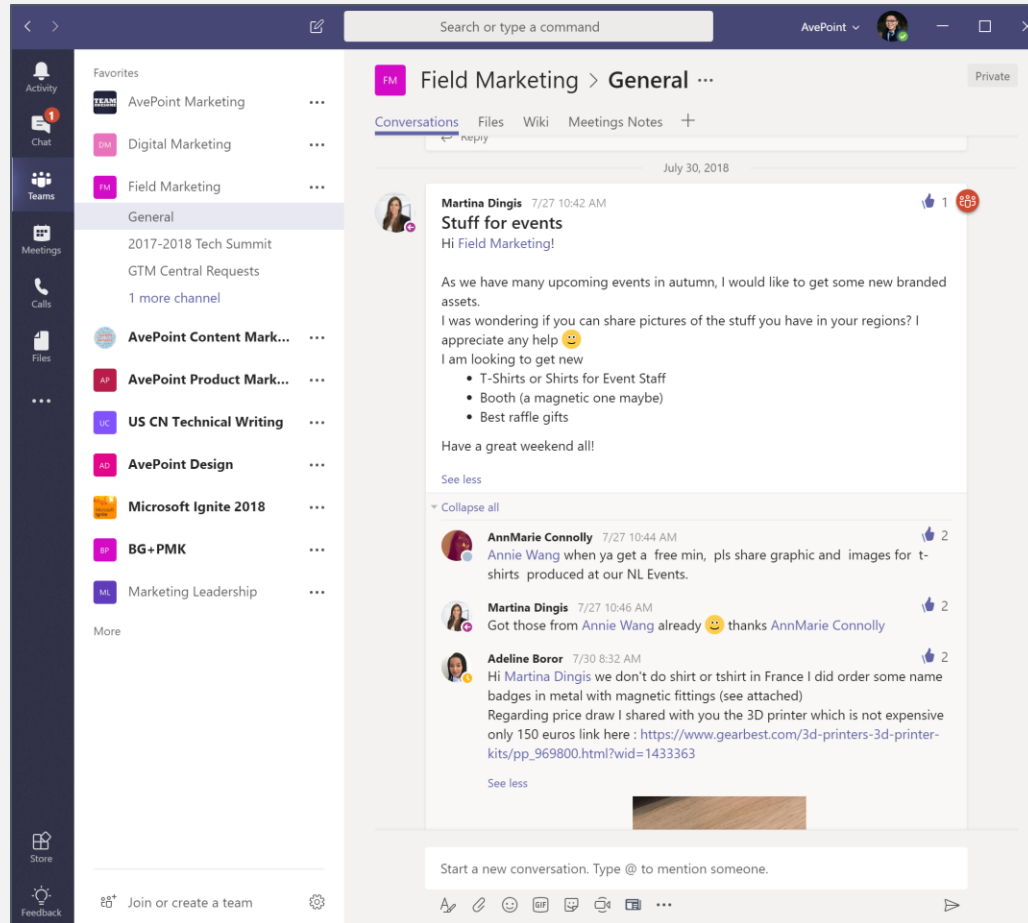
**INFO**  
Stay tuned for details on the next Employee Q&A with Satya, and visit <http://aka.ms/ceoconnection> to watch past events.  
**How to ask a question:** 1. Read through this group to see if your question has already been asked. If so, vote it up by liking or commenting. 2. Don't see it? Post 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







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 displays the AvePoint Yammer interface. The top navigation bar includes the AvePoint logo, the word 'Yammer', and user profile icons. The left sidebar lists various groups, with 'AvePoint Idol' selected. The main content area shows the 'AvePoint Idol' group page, which includes a header with the group name and a description: 'A global competition open to ALL employees, teams & offices.' Below the header, there are tabs for 'NEW CONVERSATIONS', 'ALL CONVERSATIONS', 'FILES', and 'SEARCH'. A post by Anna Goranson is visible, dated August 17 at 01:29 PM. The post text reads: '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 Präsl, Jesse Strauch, Ken Teoh, Hunter Willis, Peter Sandeen, Alexander Dick know about the company. Congrats to our semi-finalists!'. Below the text, there are options to 'UNLIKE', 'REPLY', and 'SHARE'. The post has been liked by 'You, Tianyi Jiang, Yatindra Ranpura, and 11 others'. The right sidebar shows the 'MEMBERS (90)' section, followed by 'INFO' (Who will be voted AvePoint Idol 2018?), 'GROUP ACTIONS' (View Group Insights), 'PINNED' (AvePoint Idol Audition Rou..., AvePoint Idol - Season 3 -...), and 'RELATED GROUPS' (Add a related group).

**AvePoint Idol**  
A global competition open to ALL employees, teams & offices.

NEW CONVERSATIONS ALL CONVERSATIONS FILES SEARCH

Update Poll Praise Announcement

Share something with this group...

**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 Präsl](#), [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 Präsl, 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](#)

**MEMBERS (90)**

**INFO** [Edit](#)

Who will be voted AvePoint Idol 2018?

**GROUP ACTIONS**

[View Group Insights](#)

**PINNED** [Add](#)

[AvePoint Idol Audition Rou...](#)

[AvePoint Idol - Season 3 -...](#)

**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	SharePoint for Business	SharePoint	Groups in Office 365
Speed	Fast Suitable for instant communication	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 managed	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, notebook, chat, or app integration)	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 does 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. Unable to co-edit from a single version of truth.	Easily Shared It does 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 data 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 armed with tools for collaboration (Teams, SharePoint, Yammer, etc.)
- ...And who collaborate internally, externally or both (internal clients)
- ...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/office365groups>

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](https://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

ໂພນລຸ້ນລຸ້ນ

Dziękuję

谢谢

Tack

Mulțumesc

спасибо

Merci

תודה

多謝晒

дядкую

Ďakujem

# Let's Connect



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