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A guide to unlocking the benefits of Microsoft Teams

How to drive user adoption in your workforce

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Microsoft Teams

Silver
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If your organisation and colleagues contribute to the 250 million monthly worldwide users of Microsoft Teams, then you will be well aware of the rise this go-to UC platform has taken over the last year.

However, as is always the case when implementing new technology, adoption rates can differ. Some individuals stride forwards and take on the new platform with ease, whereas others can struggle to get to grips with features and functionality and are left feeling a little confused and reluctant to use it.

To ensure your organisation makes the most of the platform and leverages full value from the Microsoft licenses you have invested in, we have created this How To Guide to help you unlock the full benefit of Microsoft Teams and drive employee engagement and usage.

Look out for some Top Tips for IT managers

TOP TIP

Step 1

Training and ongoing support

Sounds simple right? But many businesses fall short on delivering internal training when implementing new technology. Instead they focus on the customer training and benefits, without thinking of the need to teach staff how to use it.

As such, a key trend that has occurred as new technology has gathered pace and digital transformation strategies have accelerated, is that of a widening skills gap. One in which individuals teach themselves to become self-sufficient in new technology, but in doing so often miss many of the core features and the value they bring.

Simple and consistent training can help prevent this by ensuring everyone knows how to make the most of Microsoft Teams. It may be through dedicated training or refresher sessions, e-learning modules, webinars, monthly drop-in sessions or a mix of the above. However you do this, it's key to ensure your team have the insight required to make the best use of the tool.

- Devise a list of key features that employees will use every day

- Compile a list of frequently asked questions that will help users navigate any uncertainties
  > Click for FAQ blog link

- Create a training and resources library for access to informative documents and links

TOP TIP

Step 2

Sell the benefits with relatable examples

The easiest and most obvious way to encourage adoption of any new technology is to demonstrate how it can make an individual's life better.

If someone can see a clear cause and effect, buy-in will be a lot stronger. Take the time to understand what key challenges each team faces, and consider how Teams can help resolve or lessen issues - this will help employees feel connected to the technology and see the benefits.

TOP TIP

Use a case, for example; a co-worker struggling with the isolation of remote working and missing the team environment

- Microsoft Teams helps bridge the gap between team members through easy messaging and video conferencing – why not have a weekly team catch up to stay in touch?

- Once familiar with basics, it's easier to work around and use more efficiently for team meetings and use collaboration features like screen or document sharing.

Step 3

Build buy-in and usage through adoption campaigns

Not all colleagues will consume information in the same way, so avoid falling into the trap of running 'one size fits all' training.

Some employees (most likely to be those who are open to new technology) are more inclined to want to know all the features and benefits at once and get on with using the new technology straight away. Whereas for those who are a little more hesitant or nervous, too much information too soon can have the opposite effect.

It's worth considering a phased adoption campaign that allows those who want to understand all the features at once to do so. Those who prefer a more staggered approach can then take things a little slower and build understanding of the different elements gradually.

Develop a modular adoption campaign by breaking training into specific features such as:

- Managing and sharing files
- Scheduling meetings
- Creating individual and group chats
- Making and receiving calls
- Using emojis and GIFs :-)
- Formatting text within a message

TOP TIP

Step 4

Create Teams champions

Consider establishing a group of champions who take on the key role of 'go-to Teams members'. Their aim being to be available for colleagues to ask questions and for advice, whilst encouraging co-workers to adopt the technology. They are likely to be early adopters themselves and have quickly become or are already familiar with Microsoft Teams.

Your Teams champions, super users, working group, or whatever you choose to call your volunteers, will play a pivotal role in your roll-out plan so it's important to choose the right people.

TOP TIP

- Champions must convey enthusiasm about Teams, encouraging co-workers to adopt the technology

- Choose influential individuals who colleagues will respond well to

- They should be adept users who are able to provide feedback and guidance, offering support and advice

- A must-do attitude and desire to help solve common problems is key

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