

TEAMS Terms, Ten Tips and Best Practices



May 2020

Terms and Definitions

(T)eams: Use of a Capital T in Teams refers to a Microsoft Teams workspace. A Teams workspace can be established when a group of people are united by a business unit, initiative or have a common goal to accomplish; for example a project team may benefit from a Teams workspace for ease of collaboration.

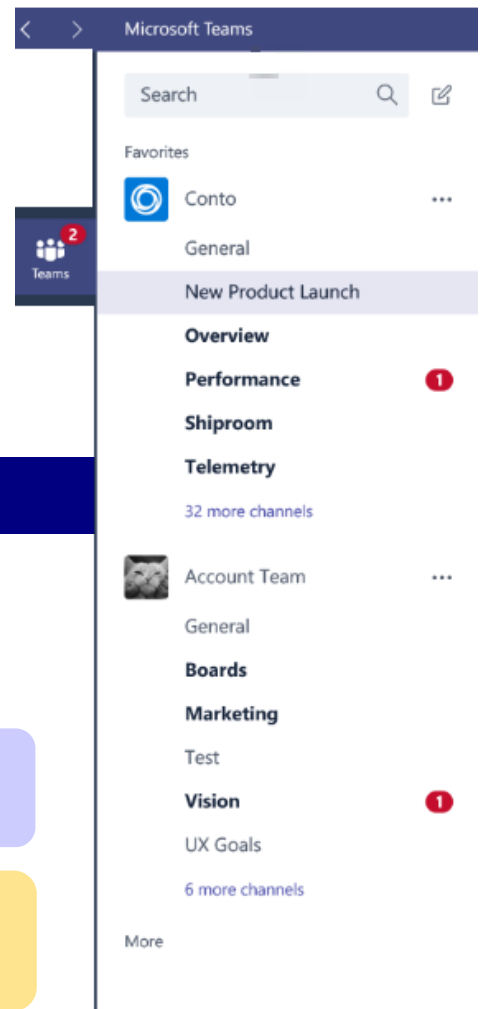
(t)eams: Use of a lowercase t in teams refers to a group of people, ex. a project team or management team.

Persistent Chat: A continuous thread of messages, sent and received; like Facebook, What’s App, Messenger or iMessage conversations.

Channel (standard): A sub-division of a Teams workspace. Similar to folders within a Shared Drive. All team members of the Teams workspace have access to a standard channel. A Teams workspace may have several Channels. Once a channel is established at standard, or private, it can not be switched to the other style.

Channel (private): Like a standard channel, it is a sub-division of a Teams workspace. The difference is only those team members permissioned to access the channel will have access to it. Private channels are not visible to the other team members. Additionally, they do not have all the functionality of a standard channel. For example, a private channel does not have the ability to use Planner or OneNote.

@mention: Using the @mention feature when sending a message provides a notification immediately to the recipient. Simply hit the “@” symbol and start typing the person’s name.



Ten Teams Tips

You may be a member of multiple Teams and each Team may have multiple channels. Here are some tips to help organize your Teams, conversations and other nifty features that will help you navigate and better manager your Teams workspace.

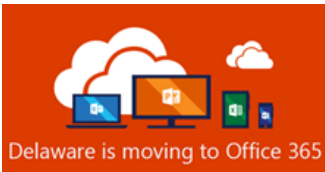
Tip 1: Choose to hide Teams and Channels that are less frequently used.

How—Click the ellipse (...) next to the Team or Channel. Select Hide.

Tip 2: As priorities change, move a Teams position up or down.

How—Click and hold on the Teams Title. Once the screen turns grey move the Team up or down.

Visit www.office365.delaware.gov/office-365-applications/office-365-training-references for additional information.



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Ten Teams Tips (continued)

Tip 3: @mention a Team Name to get everyone on the team's attention or @mention a individual on the team to get only their attention.

How—In the "Reply" or "Start a new conversation" text area, begin your message with @ and start typing the Team or individual's name.

Tip 4: When a conversation is created in Teams make sure to reply to the same thread and not create a new conversation thread.

How—"Start a new conversation" and "Reply" are two different text boxes. Use "reply" to continue as a persistent chat. Use "Start a new conversation" for a new communication.

Tip 5: Use Teams Rich Text Editing features when a more formal conversation or announcement is needed. Rich Text Editing provides many of the same feature you would find in Microsoft Outlook; you can bold, italicize, underline, highlight, change font colors & size, create bullet or number lists, and more.

How—Select the  symbol at the bottom of the new message field to open rich text editing features.

Tip 6: Identify a topic or use a subject line when starting a new conversation. Subject lines make conversations easier to find.

How—Simply begin the conversation with a word or two that identifies the conversation. Or, use the rich text editing feature and enter a subject regarding the conversation or announcement.

Tip 7: Bookmark a message or content to easily find it later.

How—To bookmark, select the ellipse (...) next to the message, choose more options and select "Save this message". To easily locate the bookmarked items (1) type "saved" in the search bar at the top, or (2) click on your profile picture (top right - small circle with initials or picture) and choose "Saved".

Tip 8: In place of acknowledging a post by having to type "Got it", "Ok" or "Thanks", simply give a "thumbs up" to show your acknowledgment.

How—Hover the cursor over the message, in the upper right of the text box several emoji choices will display. Select the thumbs up" emoji.

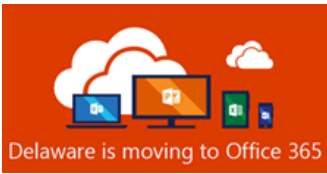
Tip 9: When overwhelmed by the notifications you are receiving, manage how you receive Team notifications.

How—Click on your profile picture (top right - small circle with initials or picture), choose settings, than notifications.

Tip 10: When appropriate, have some fun with conversations!

How—Add an emoji, giphy or sticker!





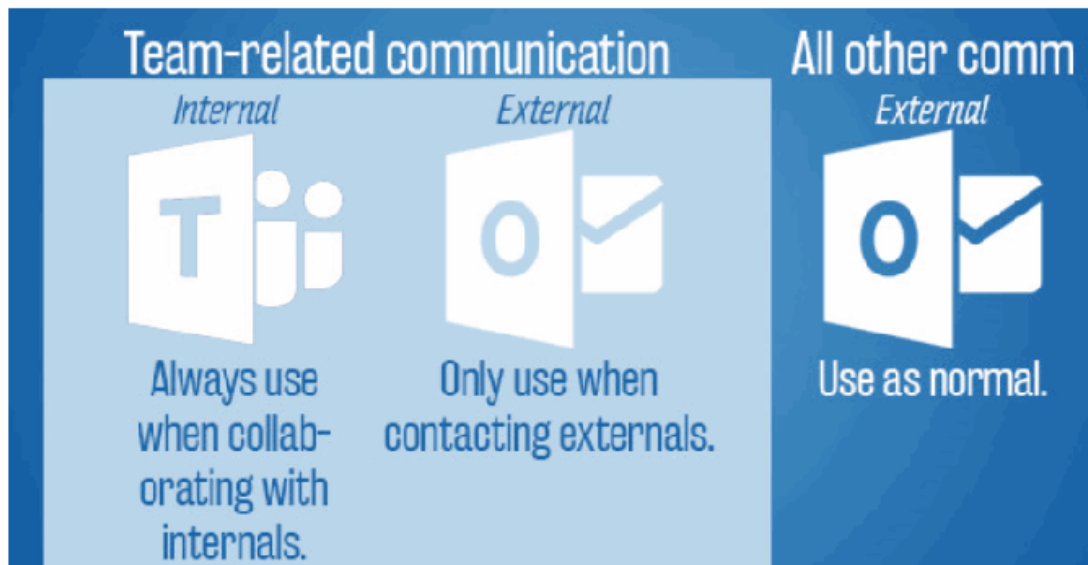
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Suggested Best Practices

- A new Teams workspace comes with many features, you don't have to use everything that comes with it right away. In addition to a persistent chat section there is a SharePoint site, Microsoft Planner, OneNote, and more. Take time to become familiar with the other products and features, use them when appropriate.
- Only create a new Teams workspace when you must. Frequently a new Channel, within an existing Teams workspace, will suffice.
- However, be cognizant of the number of Channels in a Team. Too many Channels can lead to confusion on where to post a message or announcement. Use the General Channel for announcements and non-channel specific conversations.
- A Teams workspace provides the ability for new team members to get up to speed quickly on both current and prior team tasks. Adding new members to a Teams workspace allows them access to all Channels within that Team (minus any private channels established), all prior persistent chat discussions, uploaded files, planner items, and any other features used.
- For the best collaboration experience, you will want to use more than the Teams persistent chat section, make use of all Teams features. Upload files to a Teams Channel for all team members to review or co-edit in real time. Help the team stay organized with the use of Planner and OneNote.
- Keep Teams as your Internal collaboration tool; use Outlook email for more formal, external communications.



Have a Question? Send an email to Project_o365@delaware.gov.