

Microsoft Teams Approaches to Solve Collaboration Needs

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ABSTRACT

Team collaboration in organizations is an effort to facilitate better work delivery and employee engagement. Most of organizations has emphasized on its employees collaborating at the work place. However, there are short comings from team collaboration which should be solved to facilitate better team work. Microsoft Teams collaboration facilitates bringing communication tools in one gathering and sharing working space. This paper will discuss, and elaborate approaches of Microsoft Teams have been using to solve collaboration problems experienced in different work teams. Team collaboration is an important aspect in ensuring teams will work better in collaboration. Team collaboration is important because it facilitates working better in the organization and builds team work among team members. Work and business management through team work is easy because members of the team corporate to instill change in the organization that helps to businesses to achieve their goal.

General Terms

Collaboration, Team members, Communication, Engagement

Keywords

Microsoft Teams, Team work, Teams, application Collaboration and Communication

1. INTRODUCTION

Team collaboration facilitates pooling work resources and skills for better delivery in a work place. Microsoft teams are nowadays collaborating based on several aspects. For instance, organizations now want to ensure its employees are the base for planning meetings and instilling change in the organization. Microsoft recently initiated change on the way employees communicate and interact. Microsoft is educating its employees through change management process to ensure they utilize teams in the work place. Team work is slowly being adopted in the work place, employees are learning strategy modification to shift working culture to fit a working culture in the modern society (Balu, 2018).

Team work is key in digital transformation of Microsoft's office to a modern work place. Through team work places can pull together working tools and well channeled communication methods. However, as teams plan to work together there are challenges in team collaboration. There are several approaches Microsoft Teams will provide to ensure it is able to solve the collaboration challenges. For instance, through office 365 facilitates proper communication in the organization. Through Microsoft Teams employees will be able to communicate through; voice, video, live chat, sharing documents and meetings. Applications in Office 365 are also integrated with Teams, applications such as Microsoft Office, Excel, PowerPoint, Task management application, OneNote, and Microsoft SharePoint are collaborated to pull together work tools and resources (Balu, 2018). Team members can also include other software applications to customize the

applications to satisfy their needs in the work place. For instance, they can bring tabs, bots and connectors to integrate them with their working applications to ensure they fit their needs. Community development is an application development, through which employees can develop applications with several capabilities. Microsoft teams can develop applications that will facilitate better working and high performing teams. Microsoft Teams has improved meeting experience through Office 365 cloud-based services, conferencing devices, modernizing the work place. Office 365 gives employees capability to review previous conversations that are relevant to the current working tasks (Fleming, 2014).

2. DIFFERENT WAYS TO SOLVE COLLABORATION CHALLENGES

Working towards the team goal and plan to work together, there are challenges in team collaboration because implementing planned change can be difficult. Members in a team have different skills and they also have a different learning curve. Team effort in an organization makes it easier to implement change in the organization. Using Teams, employees in organizations will become more empowered and employees can adapt to teams to ways that fit their working styles they are able to work better. In instances where team members have planned for change, members have regular meetings to discuss progress of team tasks. Through Teams meeting members become aware on why there is need of change in the organization. Team members through team meetings also get motivation to work better and work more aggressively to team Microsoft projects (Gibson and Skarcynski, 2018)

2.1 Employee Engagement

Employee Engagement is another strategy Organizations are using to solve team collaboration needs, they ensure that through respective team employees get training, guided and team work tools to increase productivity in the respective team. Once employees are trained, A pilot program is conducted. This pilot test is to analyze how well the employees perform in Team Collaboration. Based on performance evaluation, Personal guidance is provided to each team member. Personal guidance is to motivate team members to improve their workmanship. Common scenarios are created during the sessions, scenarios where members can work as a team. Team features are demonstrated to show how teams will be used to deliver work as expected. Organizations also plans to develop internal resources, internal resources will help teams to increase their team engagement and encourage effectiveness in team work (Hauser and Clausing, 2018). Microsoft Teams helps in employee engagement by empowering employee to express their ideas more effectively, enable employees to engage with their peers and leadership, share collective knowledge, have a single place for onboarding and training materials, participate in communities of interest (Balu, 2018).

2.2 Virtual Engagement

Virtual engagement is another method that will be used to solve collaboration problems. Previously, teams must be physically available in meetings. Virtual engagement, however, makes it possible for team members to meet online even from geographically dispersed locations using Microsoft Teams. Team members have few physical meetings and spend more time running company errands in their respective teams while they are based abroad. Team understanding and cohesion is also key in solving collaboration needs. Previously, teams were formed depending on area of specialization. However, these kinds of teams were not effective because they lacked diversity as teams. The new teams will be formed based on diversity and ability of team members to work together while they are productive at the same time.

2.3 Setting up common goal

Everyone in a team must grasp the needful to do and stand by it. They must be shrewd as abundant work is anticipated of them. They therefore need time to make sure everything goes as planned in their teams. They must jointly grasp parts of the project and act on them in teams. Microsoft Teams makes this easier by allowing Teams for project work and adding different topics/channels within a team (Balu, 2017). For team work, employees must seek support and resources for better team delivery. Leaders in respective teams must connect group goals to strategically set up corporate goals and objectives. It is necessary to align individual expectations with shared expectations in the team. Furthermore, teams must establish programs and timelines within the team to share progress, updates in order to make sure all members grasp concepts they need to accomplish and specialize in alternative aspects of project milestones. Team coverage is important. Therefore, do not forget to update team members or the executives in the group. So, they will be able to show improvement in team delivery (Hauser and Clausing, 2018).

2.4 Stay connected from everywhere

Team workers expect to go into the workplace where they will work all day and deliver in their area. But nowadays, whenever they are needing to work in a team, they are using Microsoft Teams cloud-based solutions which grip constantly connected team culture (Balu, 2017). Cloud adoption within a team for collaboration is an area increasing abundantly. It was recently revealed that many organizations are provisioned partially in workplace systems with capabilities from cloud technology within the coming years. There are suggestions to deliver team applications necessary to increase productivity in Microsoft Teams which accelerates cognitive processes and keep connection to get through the workplace.

Team collaboration increases pace in different geographic points that surround means of everybody concerned in an exceedingly project desires has the foremost up-to-date data in the slightest degree times. To encourage data sharing and to assist team members stay prime of things they must review and comment. Team members would like a correct computer code to facilitate such interaction. Most computer code applications keep communication during team projects all in one place. Replacement of team members come on board, team members can get simple hurry through reviewing interactions among team members (Hauser and Clausing, 2018).

Applications facilitate teams to enable notifications to get well channeled communications in the correct time whereas keeping the data in market to everybody in the slightest degree times. They facilitate elimination of back and forth

nature of email communication. Area units exhaust to stay on track to get confusion of terrible team work (Holtzman, 2018).

2.5 Building Trust

Celebrating success and acknowledging every team member role towards success of every milestone provides help to cultivate respect and trust among team members from different departments in Microsoft. Do not limit team celebration in completion of big project. Setting milestones to build habits of celebrating small project team work and milestones is important, Microsoft Teams makes it easier by adding channel to project for fun activity and celebration (Balu, 2018).

Strategic directions are important in team direction. Organizations have ensured investing in strategic directions through team work. Teams must have strategic directions which will guide them to achieve team and organizational goals. Strategic directions also enable teams to have a sense of direction in all the team work. As soon as teams are formed, strategic directions are formulated. All team members are involved in Strategic Direction Formulation to ensure they have a common goal as a team.

After team formulation, there are resources provided for the team to ensure teams have all it takes to achieve their objectives. However, financial support is important in team goal achievement. On several occasions, teams have been frustrated because they have tight budgets and they strain on achieving team goals.

Financial expenditure for all teams is planned by the organization and team members as well to ensure the prepared budget is enough for the team (Holtzman, 2018). Analysis of team work by Microsoft has revealed that there is strained communication between team members. Microsoft has taken this initiative to solve the problem, members are now required to check in on their progress on the team project. This way Microsoft ensures that it can keep in touch and they all understand what has not been captured in the team. Sign in will also facilitate better communication and team collaboration. Microsoft Teams serves as a hub for teamwork and brings together apps, communication tools, and shared spaces that groups are already using. Using Teams is an adjustment though and requires a change in behavior and work style. (Microsoft Case Study, 2018).

2.6 Transparency

Transparency in team work has been another concern, members in the team have been updating that they have completed project milestones while they have not, this has been a problem as the group takes a lot of time in completing the project. Organization has been guiding team members on the importance of transparency as they carry out team projects. Ethical practice, competence in team work project is also key in ensuring teams can collaborate better. Additionally, team members must be on lookout for each other through assisting other team members to ensure they are in line with the team project work and they are able to move at a collaborated team work pace. Microsoft Teams making everything transparent by adding all project related material and information in one place and keeping every team member informed by giving access and sending notification for every activity happens in teams (Balu, 2018).

3. SUREVEY METHODOLOGY

Survey methodology in this paper is used to question individuals on the topic, Microsoft Teams approaches to solve collaboration needs. A sample size of 9 questions was determined using (Krejcie & Morgan, 1970) model of defining a sample size. After questioning, people responses are then analyzed so see their take on the topic. Primary data source is used in this case, the data is collected from Organization as their employees fill the survey. The survey is to establish the level of satisfaction on team collaboration among team members using Microsoft Teams. Employees were given printed surveys to fill them. The team member was also asked to complete the survey within ten minutes and submit anonymously to avoid any privacy concerns by some of them. The survey is given to members in the team who are willing to participate. However, all the members must be part of a team. (Office vibe, 2018).

3.1 Sample Survey

1. On a scale of 1-10 how satisfied are you with the organization of team work?
2. Do team members know their roles in the team? Strongly disagree Partially Disagree Neutral Partially Agree Strongly agree
3. Is there an effective strategy to solve conflict in your organization? Strongly disagree Partially Disagree Neutral Partially Agree Strongly agree
4. Does your organization encourage team work? Strongly disagree Partially Disagree Neutral Partially Agree Strongly agree
5. Are team members held liable for their decisions? Strongly disagree Partially Disagree Neutral Partially Agree Strongly agree
6. Are team members supportive of each other's role? Strongly disagree Partially Disagree Neutral Partially Agree Strongly agree
7. Do team members give timely feedback? Strongly disagree Partially Disagree Neutral Partially Agree Strongly agree
8. Is team communication transparent? Strongly disagree Partially Disagree Neutral Partially Agree Strongly agree
9. Does Microsoft Teams benefit in Team collaboration? Strongly disagree Partially Disagree Neutral Partially Agree Strongly agree

3.2 Survey Results

There are 30 employees who participated in the survey, 28 of the 30 employees filled all the 9 survey questions. Below is a table showing results from the survey

Table 1. Responses for Question 1

Scale	1	2	3	4	5	6	7	8	9	10
Number of participants	0	1	2	13	1	0	8	2	1	0

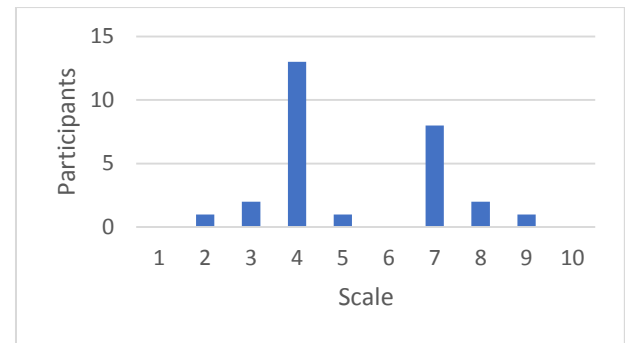


Figure 1 Responses of Question 1

Table 2. Responses for Other Questions

Question	2	3	4	5	6	7	8	9
Strongly Disagree	2	10	7	14	6	13	15	2
Partially Disagree	3	8	13	7	14	7	8	1
Neutral	5	6	5	5	4	5	3	3
Partially Agree	4	3	2	2	3	2	2	6
Strongly Agree	14	1	1	0	1	1	0	18

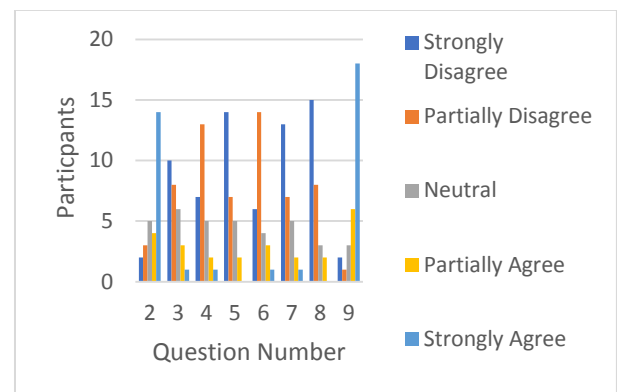


Figure 2 Response for Questions 2-9

3.3 Result analysis

Analysis from the survey with 30 participants based on Table 1 and Figure 1 shows that Teams are not satisfied with the organization of current team work and majority of the employees believed there was need to make improvement in the current team collaboration. From the table 2 and Figure 2 employees believed that employees did not know their roles in team work, there is poor communication in the group as well. Members in teams are also not held liable for their roles in the team. There is poor communication between team members as well. Members are not supportive of each other's role in their teams. Microsoft has also not been supportive of team collaboration because there are no well working mechanisms to support team work (Office vibe, 2018). Result (Response to question 9 from table 2 and Figure 2) also shows Microsoft Teams application does help in team collaboration and add value

4. CONCLUSION

Based on research and survey on team collaboration, there is need to have better team collaboration techniques to ensure there will be better team work in team for proper decision making and work delivery. However, there are members in the survey who did not have an idea if team work was working well in their organization. Microsoft Teams collaboration tool hub for teamwork been supportive of team work because it has not properly set up team collaboration mechanisms but also brings together apps, communication and collaboration tools, and shared spaces that groups are already using. Using Teams is an adjustment, though, and requires a change in behavior and work style. Research above has team collaboration mechanisms organization should practice in the organization to steer to better collaboration.

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