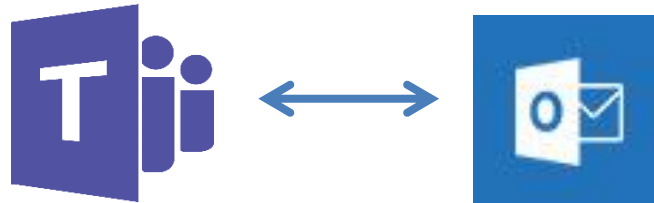


Foundational Tech Workshop Series

EFFECTIVE COMMUNICATION



Presented by SmartDolphins





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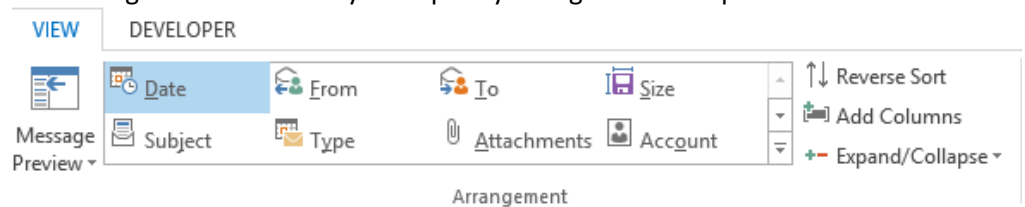
Microsoft Outlook

Message Views

From the View Tab you can change the way you are looking at the items in the current folder. You will be able to use preformatted viewing options, turn on and off features, and customize the view.

Arrangements

There are predefined standard arrangements, such as grouping messages by conversation, category, flag, and importance, that help you see your messages in different ways. To quickly change from one predefined standard arrangement to another, click the **Arranged By** column heading, and then select the arrangement you want.

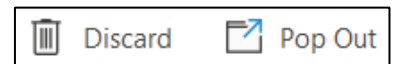


Reading Pane

The Preview Pane found in earlier versions of Outlook has been redesigned and optimized for reading e-mail messages. Like a piece of paper, the Reading Pane is laid out vertically and, when used with the new multi-line layout, displays nearly twice as much information on the screen as the Preview Pane did. Other enhancements include the ability to respond to meeting requests and to use voting buttons without having to open the messages.

Pop Out or Discard

If you reply to a message from the reading pane but decide that you want a full window to type your message, just tap or click **Pop Out** at the top of the message. To discard a message that you started from the reading pane, tap or click **Discard**.

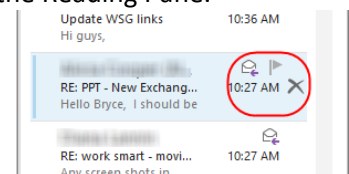


You can quickly **flag** or **delete** messages by using handy commands in the message list.

Inline Replies in Your Inbox

Traditionally, in Outlook, replies could only be written in a new window, activated when the Reply button was clicked. With Outlook this has been revised (at last!) to enable emails to be replied to within the Reading Pane.

This saves some time, as do the majority of improvements in the email view. Many people opt to delete messages once read, and this has been made much simpler in Outlook with the provision of a contextual **Delete** button that appears when the mouse is hovering over a message.



Why show the Reading Pane on the right and not the bottom (or off)?

Reading a longer column of narrow text is easier than reading a shorter, wider section of text. This is because it's easier to move your eyes down than left to right over long distances, which can cause you to move your head and neck and lead to fatigue. It's better to have the Reading Pane on, so that you don't have to open each message to read its contents.

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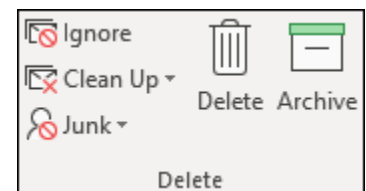
Tame your Inbox with the four Ds

Once you set up your system, you are ready to begin managing incoming messages. By making your Inbox the central place for receiving important messages, you can go through it with the confidence that each item is something you need to deal with.

For every message in your Inbox:

- If it isn't important, delete it immediately.
- If it can be done in two minutes or less, do it (reply, file, call, etc.).
- If it isn't for you or if you can, delegate (forward) it.
- If you need to do it, but it takes longer than two minutes (including reading), defer (hold off on) it.

If you need it as reference (even if you have decided to defer it), move it into your reference folder. The goal is to reduce the number of times you touch each message.



Delete it

Delete messages that you don't need to read. If it's junk, delete it.

If you never want to receive another message as part of this conversation, ignore it.

Do it: The Two-minute drill

It's amazing what can be done in two minutes. For example, many messages can be responded to in two minutes or less. But if a message takes longer than two minutes to deal with, defer it. To get a sense of what two minutes feels like, try timing yourself.

After you have dealt with the message, do one of the following:

- Delete it if it's something of little consequence.
- File it in one of your reference folders using a Quick Step.

To keep a record of the things that you have done, especially for the purposes of reflection around the time of annual reviews or for preparing reports, use the Done Quick Step, which also marks messages as completed.

Delegate it

Sometimes you receive a message that is really meant for someone else to deal with. In these cases, reply and include the person you're delegating the message to on the To line. If you find you're doing this often, consider creating a Quick Step that replies and adds the delegated person to the To line.

If you want to follow up later, flag it for yourself before sending. In your To-Do Bar, mark the task with the @Waiting category.

Defer it

When to defer a message

Deferring a message means that you will review it later, when you have time.

Reasons to defer a message:

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- It can't be dealt with in less than two minutes.
- It will take a while to read.
- It will require a carefully crafted response.
- It requires additional action in another program (for example, "Need to add to <name> document").

How to defer a message: Flag it

When you decide that you don't have time to deal with a message right away, you can flag it:

- If you need to do it today, flag it for Today (just left-click the flag).
- If you can put it off for longer, right-click it and flag it for a later date.
- If you will need to refer to the message more than once and you want easy access to it, drag it to the Later group in the To-Do Bar. If you don't have a Later group, set the flag Start Date on the task to 100 years in the future. (Use this flag rarely so that it doesn't become an overpopulated catch-all.)
- If it's something you will need in the short term, flag it No Date so that it appears at the top of the To-Do Bar. Use this group sparingly and clear it out regularly, because it's at the top of your task list.

Once an item has been flagged, it will appear in the To-Do Bar. By flagging it and filing it into your reference folder, you have processed it, and now you can move it out of your view. But because it's in your task list, you can move on to your next message, knowing that you will return to your flagged items later.

Just file it

Sometimes you receive a message that you don't need to act upon, but which you might need at a future date. A good example is a message with instructions. File these messages in your reference folder by selecting your Reference Quick Step. Adding a category will make the message easier to find later if you need it (for example, @Project). Do this before filing with your Quick Step.

After you finish processing your messages, you should have a clean Inbox and can switch your focus to your calendar and tasks.

Managing Emails Using Quick Steps

In the Options dialog box, from the Quick Steps

Quick Steps apply multiple actions at the same time to email messages. This helps you quickly manage your mailbox. For example, if you frequently move messages to a specific folder, you can use a Quick Step to move the message in one click. Or, if you forward messages to your manager or peers, a one-click Quick Step can simplify the task.



The Quick Steps included with Outlook can be customized. You can also create your own to make a Quick Steps gallery of mail actions that you take most often.

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Note: Quick Steps cannot be undone using a menu command or with a keyboard shortcut like Ctrl+Z. This is because Quick Steps can contain actions such as Permanently Delete that are not able to be undone.


Default Quick Steps

You can customize any of the default Quick Steps. When you use some Quick Steps for the first time, you are prompted to configure them. For example, if you want a Quick Step to move messages to a certain folder, you must specify the folder before you can use the Quick Step.

Default Quick Steps in Outlook include the following:

Quick Step	Action
Move to:	Moves the selected message to a mail folder that you specify and marks the message as read.
To Manager	Forwards the message to your manager. If your organization uses Microsoft Exchange Server or Microsoft 365, your manager's name is detected in the Global Address List and inserted in the To box, or you can specify the recipient.
Team E-mail	Forwards the message to others in your team. If your organization uses Microsoft Exchange Server or Microsoft 365, your team members names are detected in the Global Address List and inserted in the To box.
Done	Moves the message to a specified mail folder, marks the message complete, and then marks it as read.
Reply & Delete	Opens a reply to the selected message, and then deletes the original message.
Create New	Create your own Quick Step to execute any sequence of commands, name it, and then apply an icon to help you identify it.

To configure or change existing Quick Steps, do the following:

1. In Mail, select Home.
2. In the Quick Steps group, select the More  arrow at the side of the Quick Steps box to open Manage Quick Steps.
3. In the Quick Step box, select the Quick Step that you want to change, and then select Edit.
4. Under Actions, change or add the actions that you want this Quick Step to do.
5. If you want, in the Shortcut key box, select a keyboard shortcut that you want to assign to that Quick Step.
6. If you want to change the icon for a Quick Step, select the icon next to the Name box, select an icon, and then select OK.

Create a Quick Step

1. In Mail, select Home.
2. In the Quick Steps group, in the Quick Steps gallery, select the Create New Quick Step.
3. In the Name box, type a name for the new Quick Step.
4. Select the icon button next to the Name box, select an icon, and then select OK.

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5. Under Actions, choose an action that you want the Quick Step to do. Select Add Action for any additional actions.
6. To create a keyboard shortcut, in the Shortcut key box, select the keyboard shortcut that you want to assign.

Note: New Quick Steps appear at the top of the gallery on the Home tab in the Quick Steps group. Although changed Quick Steps keep the same location in the gallery, you can rearrange them in Manage Quick Steps.

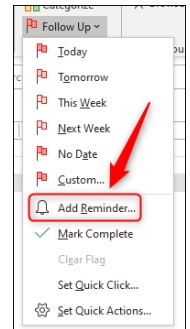
Flagging Messages

By flagging email messages, you can track responses to messages that you send. You can also make sure that you follow up on messages that you receive. In either case, you can include a reminder alert.

When you must have a timely response to a message, use a flag for the recipients.

To get started,

1. Select an email in Outlook, and then click Home, Follow Up (it's in the "Tags" group).
2. In the drop-down menu, select the date on which you want a follow-up on the email. Microsoft offers several quick actions, including "Today," "Tomorrow," or "Next Week." However, you can also click "Custom" to select a date.

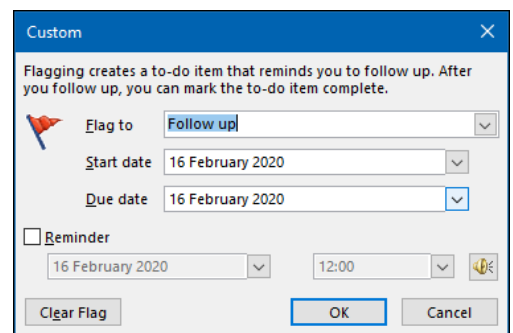


This is called "adding a flag" to an email. Once you've done this, you can move the email to any other folder, like your Archive, and it will remain visible in your task list—just double-click it to open it.

By default, Outlook reminds you about the email on the day you selected. However, if you want to choose the exact date and time of the reminder, head to Home > Follow Up again, and then select "Add Reminder."

This opens the "Custom" panel, where you can change the name of the flag, the Start and Due dates, and the Reminder date and time.

1. You can also click Home, Follow Up, and then select "Custom" to access the panel.
2. The first option, "Flag to," is the name of the flag you're giving the email. This appears at the top of the message as an information tip. In this case, it displays "Follow Up," which is the default name, Start, and Due Date.
3. You can select a different flag name from the drop-down menu or type your own.
4. If you want to change the date you'll follow-up on the email, you can change the "Start Date" and "Due Date" values.
 - By default, Outlook tasks work based on the "Due Date," so when you set one, that determines when the email shows up in your task list.
 - You can also set the date and time you want a pop-up reminder. By default, Outlook uses the default reminder alert noise, but you can change that, too, if you want.
5. When you're done, click "OK" to close the Custom panel.



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Mark Flagged Item as Complete

“Mark Complete” marks the task as done and removes it from the visible task list, while “Clear Flag” deletes the task. Either one works, but we like “Mark Complete” because it’s like ticking something off a to-do list.

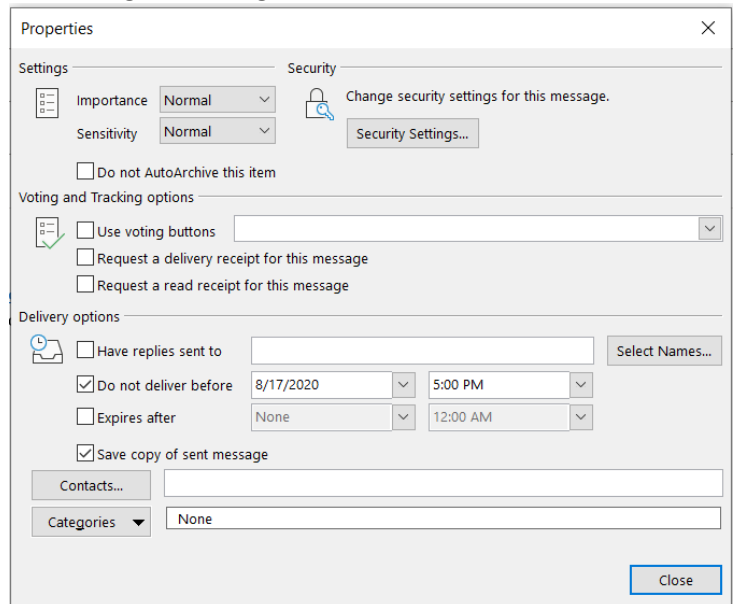
Ignore Messages

You can keep unwanted conversations out of your Inbox by using the Ignore Conversation feature.


Ignore Conversation removes all messages related to the conversation that you select and moves future messages in the conversation directly to your Deleted Items folder.

You might know a Conversation by the term email thread. A Conversation is the complete chain of email messages from the first message through all responses. The messages of a Conversation have the same subject.

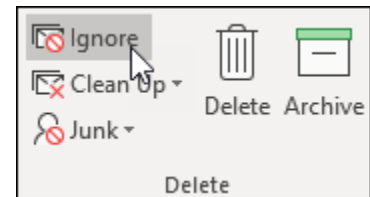
For example, when you send a message to someone and then they reply to a Conversation result. In many Conversations, there might be many replies back and forth, or even multiple people all replying to parts of the Conversation.



Ignore a Conversation

1. In the message list, select the conversation or any message within the conversation that you want to ignore.
2. On the Home tab, in the Delete group, select Ignore .
3. Select Ignore Conversation.


Note: The Ignore Conversation command in step 3 appears in the Ignore Conversation dialog box. This dialog box doesn’t appear if you previously selected the Don’t show this message again check box.



Stop Ignoring a Conversation

To stop ignoring a conversation, do the following:

Note: You can only recover an ignored conversation if it is still available in the Deleted Items folder.

1. In the Deleted Items folder, select the conversation that you want to recover, or any message within that conversation. By default, the Deleted Items folder is arranged by date. To change to Conversation view, select Arrange By, and then select Conversation.
2. On the Home tab, in the Delete group, select Ignore .
3. Select Stop Ignoring Conversation.
4. The conversation is moved back to your Inbox. Future messages are delivered to your Inbox.

Note: The Stop Ignoring Conversation command in step 3 appears in the Stop Ignoring Conversation dialog box. This dialog box doesn’t appear if you previously selected the Don’t show this message again check box.

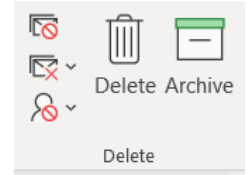
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Email Cleanup

The Conversation Clean Up feature in Outlook can reduce the number of messages in your mail folders. Redundant messages throughout a Conversation are moved to the **Deleted Items** folder.

What is a conversation?

You might know a Conversation by the term email thread. A Conversation is the complete set of email messages from the first message through all responses. The messages of a Conversation have the same subject.



For example, when you send a message to someone and then they reply, a Conversation results. In many Conversations, there might be many replies back and forth. Multiple people might reply to different messages in the Conversation.

What does Conversation Clean Up do?

Conversation Clean Up evaluates the contents of each message in the Conversation. If a message is completely contained within one of the replies, the previous message is deleted. Consider the following example.

Jeff sends a message to Anne and Tim. Anne replies to both Jeff and Tim and in her Outlook message body, Jeff's complete original message is included. Now, Tim sees Anne's message and replies to both Jeff and Anne. Tim's reply includes all of the previous messages in the Conversation. Conversation Clean Up can delete all of the messages except the last one from Tim because within that message is a copy of all of the previous messages.

Conversation Clean Up is most useful on Conversations with many responses back and forth, especially with many recipients.

Remove Redundant Messages

1. On the Home tab, in the Delete group, click Clean Up.
2. Click one of the following:
 - **Clean Up Conversation** - The current Conversation is reviewed, and redundant messages are deleted.
 - **Clean Up Folder** - All Conversations in the selected folder are reviewed, and redundant messages are deleted.
 - **Clean Up Folder & Subfolders** - All Conversations in the selected folder and any folder that it contains are reviewed, and redundant messages are deleted.

Change Conversation Clean Up options

You can specify which messages are exempt from Clean Up and where messages are moved when they are deleted.

1. Click the File tab.
2. Click Options.
3. Click Mail.
4. Under Conversation Clean Up, do any of the following:
 - To change where items are moved, for Cleaned-up items will go to this folder, click Browse, and then select an Outlook folder. By default, messages are moved to the Deleted Items folder. If you have multiple email accounts in your Outlook profile, each account has its own Deleted Items folder. Messages are moved to the Deleted Items folder that corresponds to the email account.

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- To replicate the folder structure of items Clean Up deletes (when you use the Clean Up Folders & Subfolders command), select When cleaning sub-folders, recreate the folder hierarchy in the destination folder.

Note: This option is not available if the destination is the Deleted Items folder.

- To always keep any message that you haven't read, select the Don't move unread messages check box. We recommend that you don't select this option. The remaining Conversation messages will contain any messages that are deleted, such as those that you might not have read.
- To always keep any message that is categorized, select the Don't move categorized messages check box. We recommend that you select this option. Categories apply to specific messages and deleting a categorized message would result in the loss of the categorized message.
- To always keep any message that is flagged, select the Don't move flagged messages check box. We recommend that you select this option. Flags apply to specific messages and deleting a flagged message would result in the loss of the flagged message.
- To always keep any message that is digitally signed, select the Don't move digitally signed messages check box. We recommend that you select this option.
- To always keep the original message if someone alters the message when it is included in replies, select the When a reply modifies a message, don't move the original check box. We recommend that you select this option. This makes sure that you have a complete record of all content in the Conversation in the event someone alters a message that is contained inside a reply.

Deleted Items Folder

The Deleted Items folder in **Outlook** is a convenient way to manage messages that you no longer want. The Deleted Items folder is a temporary location for the messages you delete and makes it easy to **recover accidentally deleted items**.

If you want to make sure a message cannot be recovered, delete it and then empty the Deleted Items folder. When you empty this folder, any messages, contacts, and other items in the folder are also permanently deleted.

When you want to avoid sending a message to the Deleted Items folder and want the message permanently deleted, there is an option.

Permanently Delete an Email in Outlook Beyond Recovery

To permanently delete a message (without having the message go to the Deleted Items folder) in Outlook:

1. Select the message that you want to permanently delete.
2. To permanently delete a folder in Outlook, go to the Folders pane and select the folder.
3. Press **Shift+Del**. Or go to the Home tab, press and hold Shift, and click the Delete icon.
4. A dialog box opens and warns you that the message will be permanently deleted.
5. Select Yes.

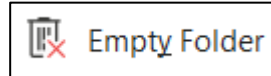
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Empty the Deleted Items Folder in Outlook

When you want to permanently delete all the emails that have been sent to the Deleted Items folder in Outlook, either use your mouse or the Outlook menu.

Empty the deleted items folder with the Mouse

1. Right-click the Deleted Items folder.
2. Select Empty Folder.
3. A dialog box opens and warns you that the everything in the Deleted Items folder will be permanently deleted.
4. Select Yes.

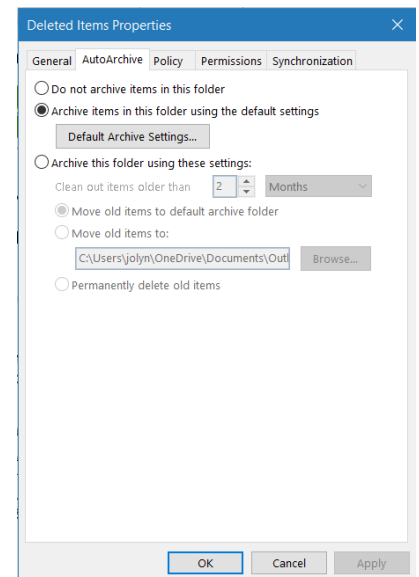


Managing Deleted Items

If you want to have the Deleted items clean out automatically, you have a few options to use.

Delete items after a Specific Time Period:

1. Right click on the Deleted Items Folder, then click on Properties.
2. From the Properties windows, you can setup Emails to be automatically deleted after a specific time period. Choose the settings you want.
3. Then click OK.



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Delete Messages when you Exit Outlook:

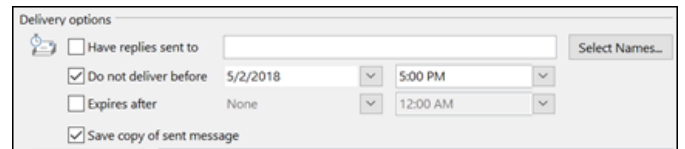
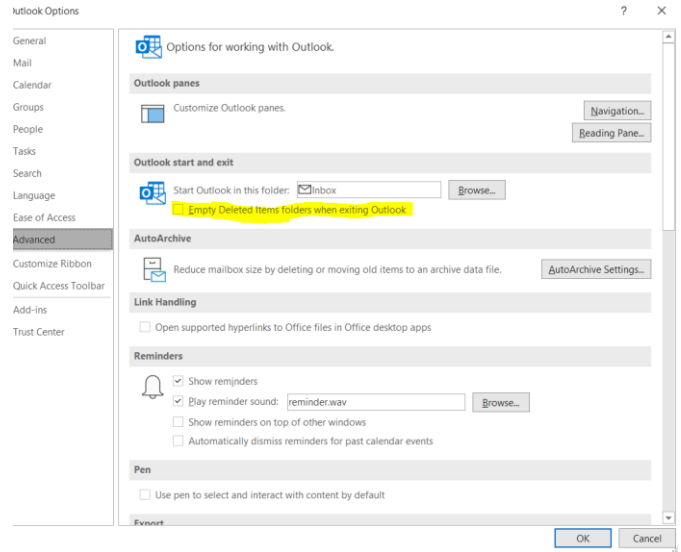
1. From the File menu, click on Options.
2. Click on the Advanced category from the left menu.
3. Under the Outlook start and exit options click Empty Deleted Items folder when exiting Outlook.

Delivery Options

Delay delivery

You can delay the delivery of an individual message, or you can use rules to delay the delivery of all messages by having them held in the Outbox for a specified time after you click Send.

1. While composing a message, select the More options arrow from the Tags group in the Ribbon.
2. Under Delivery options, select the Do not deliver before check box, and then click the delivery date and time you want.
3. Click Close.
4. When you're done composing your email message, select Send.



After you click Send, the message remains in the Outbox folder until the delivery time.

Note: Outlook must be online and connected for this feature to work.

Communicate from Outlook to other apps like Teams

Teams and email, living in harmony.

Teams changes your relationship with email. When your whole group is working in Teams, it means you'll all get fewer emails. And you'll spend less time in your inbox, because you'll use Teams for more of your conversations.

But you'll still get (and even need) email for some things. The balance will depend on how often you interact with people who aren't using Teams and your own preferences. (We've got some folks who only look at email once a day, and others who keep it running alongside Teams all day.) Most people need Teams and email to do their jobs.

Share an email to Teams from Outlook

From Outlook or Outlook on the web, you can share emails to chats and channels in Teams.

Important:

- You must have the Share to Teams [Outlook add-in](#). It's installed automatically for Teams users. Additionally, the Share to Teams feature is currently not supported on mobile.
- Shared mailboxes are not currently supported by the add-in.

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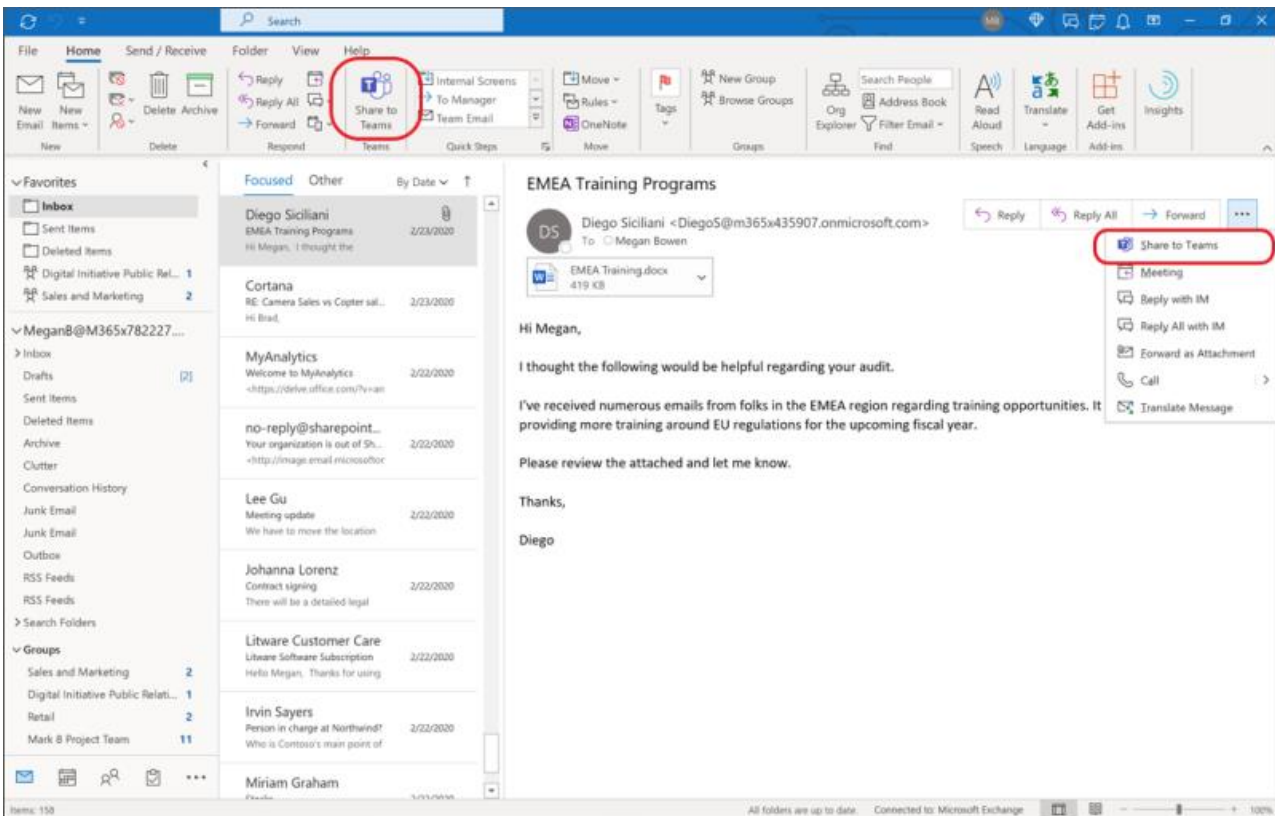
Note: If you have the Teams desktop client installed and are on Outlook Windows build 16.0.13423.10000 (or higher) or the new Outlook for Mac build 16.46.106.0 (or higher), Share to Teams opens a Teams desktop window. Otherwise, it opens an Outlook window.

Send an email from Outlook

To share a copy of an email (including attachments) to a chat or channel in Teams:

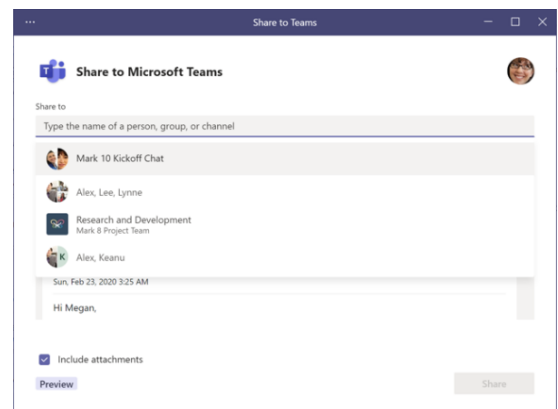
1. While viewing an email in the Outlook desktop app, select Share to Teams located in the toolbar ribbon.

In Outlook on the web (and the new Outlook for Mac), select More actions **...**, and choose Share to Teams.



Choose the person, group, or channel that you want to share your email with in this step. You can do this by either searching or selecting from the set of suggestions.

Suggestions include email recipients, frequent and recent Share to Teams destinations, and chats and channels you've recently visited in Teams.



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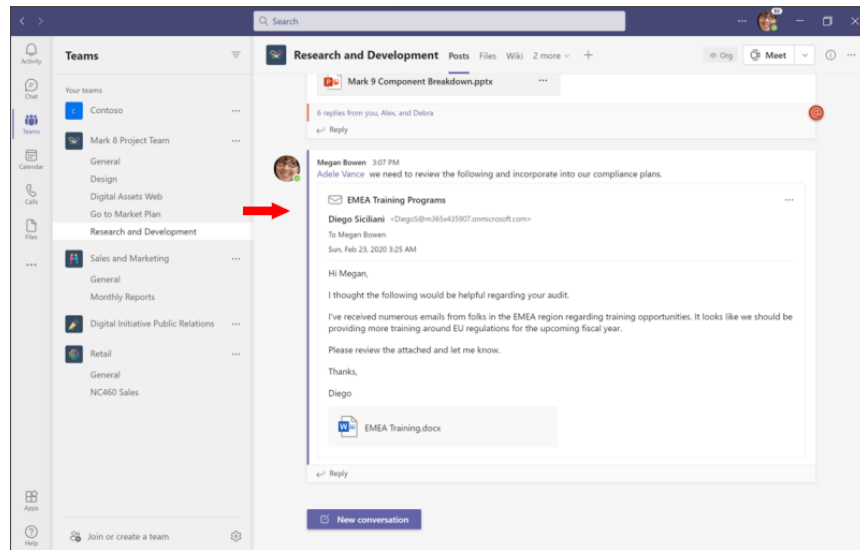
- If you like, you can add a message to introduce your email or communicate any extra information. You can use @mentions like with any other Teams message to get the right peoples' attention.
- If the email has any attachments, they are automatically included when you send the email to Teams. If you prefer not to include the attachments, you can remove them before sending to Teams.

View the email in Teams

In Teams, a preview of the email appears as a message in the chat or channel that you sent to. If this is your first time chatting with the recipient, a new chat will be created.

To open and view the full contents of the email in Teams, you can select the email preview in the message sent to the chat or channel conversation.

You can also find copy of the original email in the Files tab in that chat or channel. (In channels, the emails are placed in the Email Messages folder within the Files tab.)



Microsoft Teams

Chatting in Teams

When you select this view, the list pane shows a list of recent conversations. The most recent conversation is opened in the content pane. You can browse the list of conversations and select one to display in the content pane.

There are three ways to chat with people in Teams:

- In a channel on the Posts tab (with everyone on the team who follows that channel)
- In a group chat (with a few people at once, but outside of a channel)
- In a one-on-one chat (with one other person)

Start a Chat

1. To start a chat, click on the New Chat icon which is always present at the top of the screen.
2. Type your message at the bottom of the screen and click send. That's it! The recipient will receive a popup banner that shows that you want to chat with them, and they can reply directly in the popup.

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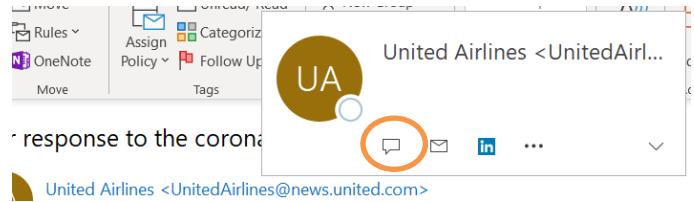
3. Type your message at the bottom of the screen and click send. The recipient will receive a popup banner that shows that you want to chat with them and they can reply directly in the popup.



Private chats are not visible to others in Teams and are journaled in your Teams interface so you have a permanent record of the conversations. As a result, feel free to post details in chat that you may need later as it's easy to go back and find them by clicking on the Chat application on the left sidebar.

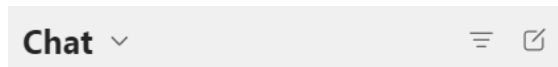
From Outlook:

1. Hesitate on someone email address. This will display a pop out window.
2. Click on the Send an IM to... icon.



From Teams:

At the top left of the main menu click on the New Chat icon.






Or Click on the Chat icon from the Navigation Pane. Click on Contacts, then the person you want to communicate with.

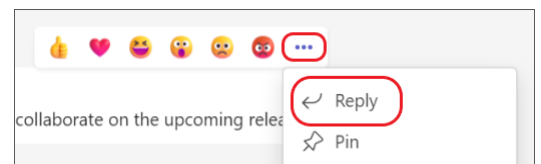


Or Click on the Calls icon from the Navigation Pane. Click on Calls, then from the Speed dial or History categories, hesitate on a name then click Chat.

Reply to a Message



To reply to a message, select the Reply button underneath the message you're responding to. This will ensure that your message gets included in the conversation thread, and that the other people participating in the thread will be notified. Type your message in the box and press Enter or select the paper airplane icon to send it.

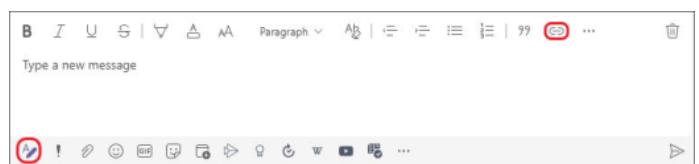
1. On the left side of Teams, select Chat  to open the chat list.
2. Find the chat you want, and then go to the message you want to reply to.
3. Hover over the message and choose More options  > Reply.
4. The message you selected will appear in the compose box. Type your reply in the compose box and select Send .




Send a Link

When you're in a chat, you can send messages that include files, pictures, and links.

1. To send a link, select Format  beneath the message box,
2. Then select Insert link .




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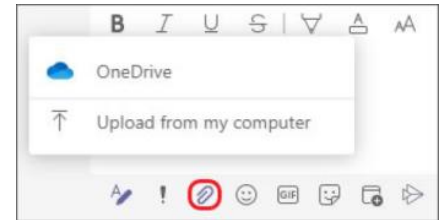
Add display text and the address, select Insert, or copy and paste the link into the message box, and then select Send .

Once you send it, the message containing your link includes a thumbnail image and preview, which you can close if you want to.

Include a File or Picture

To include a file or picture in a message, select Choose file  beneath the message box. Then upload a file or picture from your computer or OneDrive.

In a chat conversation, select Choose file  and choose a file or picture from your computer or OneDrive.

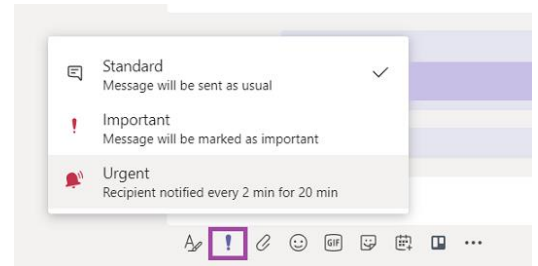


Important or Urgent Chats in Teams

If you want to make sure people pay attention to your message, mark it as important or urgent.

To do that, select Set Delivery Options Mark as important button beneath the compose box, and then select Important or Urgent. That adds the word "IMPORTANT!" or "URGENT!" to your message. Once in the message, you'll be able to include files, links, or pictures.

An **urgent message** will notify a person or group repeatedly, every 2 minutes for 20 minutes, or until they read it. You'll have to judge based on your organization and culture what messages are urgent.



Note: If you don't see the option to mark a message as urgent, it may be because there are more than 20 members in your group chat. Additionally, your administrator needs to enable urgent messages.

Group Chats


You can create a group within Microsoft Teams to chat with multiple people at once.

To create a Microsoft Teams group chat thread, you must;

- Be able to chat with other team members i.e., you must not be an external user.
- Everyone you want to chat with must be part of the same team as you in order for them to be included in the group chat.

Each group chat has its own Files tab and you can share files over it.


To start a group chat in Microsoft Teams, follow these steps;

1. Open Microsoft Teams.
2. Go to Chats from the column on the left.
3. Click the new chat button. 

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4. Enter the name of a user/team member, and continue adding names until you've added everyone you want to include in the group.
5. Send a message.
6. The group chat will be created.

It's a good idea to name your group chat, so it's clear what the subject of the conversation is. The group chat is named after the people included in it. This name will eventually become useless if you have multiple groups with the same people or there are too many people in a group. You can create a custom name for the group.

To rename a group chat, select Name group chat  at any time.

To create a Microsoft Teams group chat thread, you must; Be able to chat with other team members i.e., you must not be an external user.

- Everyone you want to chat with must be part of the same team as you in order for them to be included in the group chat.

@Mentions

To get someone's attention in a channel conversation or a chat, @mention them. Just type @ before their name and then select them from the menu that appears.

Note: You can also mention someone simply by typing their name. Start by capitalizing the first letter and as you continue to type the name, a list of people will show for you to choose from.

They receive a notification, which they can click to go directly into the point in the conversation where they were mentioned.

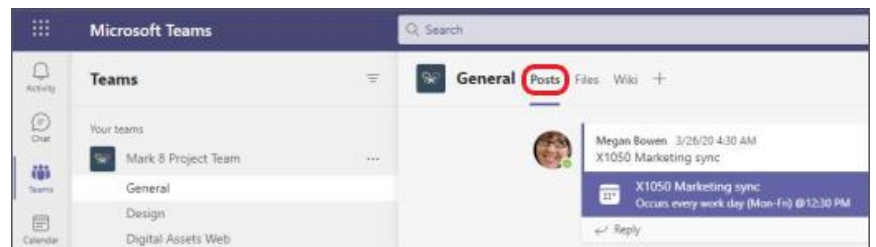
To get the attention of an entire team, try one of these:

- Post something in the Team's general channel. The channel name appears bold for every team member.
- Type @team to message everyone on that team.
- Type @channel to notify everyone who has favorited that channel.

Team Channel - Post Tab

When you go to any channel in Teams, the first tab you'll see is Posts. Think of Posts as one big group conversation. Everyone who has access to the channel can see the messages on the Posts tab.

The Post tab in Microsoft Teams appears in the General channel, as well as any additional channels you create. All class members can view and add to conversations in the General channel. In other channels, use @mention button Mention to invite certain students or staff to participate in a conversation.



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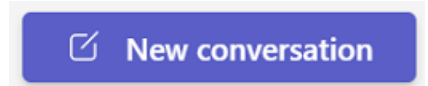
Posts are different from chats because they are visible to everyone in a channel and not private. Documents shared in a conversation automatically become part of the Files tab in that file.

You can manage a “post” by hovering on it, a popup menu will appear. From the menu you can Save a message, copy a link and other options.

Another key thing to know about messages in a channel is that replies to a channel message stay attached to the original message. This way, the whole thread of the conversation can be easily followed by anyone reading it. This is what's great about threaded conversations.

- To reply to a channel message, select the little Reply link underneath the message.
- To post a new conversation in the channel, select the New conversation button at the lower left on the Posts tab.

Replying to an existing message thread or starting a new conversation opens a compose box for you to type and format your message. Either option sends a message to everyone in a particular channel (the entire team).



When you're done composing your message, select Send . Your message is now live in the channel.

Best Practices

Different communication tools are suited for different means. While emails are great for recaps, updates, and other informational exchanges, it can slow down or muddle an important message. Choosing the right medium speeds information access and agility.

Use chats and channels in Teams for day-to-day work with your closest colleagues.

The everyday back-and-forth flows best in Teams. Chats and channels are made for discussing event logistics, weighing the pros and cons of new features, and sending updates on our progress.

With these sorts of messages out of our inboxes, the volume and types of email activities we do have changed (see the next sections for more on that).

Decide where you like to respond to meeting invitations.

Some of us like to review our meeting requests queue-style in Outlook. Others like to do this from the Calendar area in Teams. Either is great—do what works for you.

Watch email for broad announcements and newsletters.

We tend to see formal, company-wide announcements come through email—things like a change for a division, the kickoff for our annual Giving campaign, a message from Satya, a newsletter from Customer Support, and the like. These are usually carefully formatted and meant to reach many, many people. We keep our eyes on email for these

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sorts of things. Sometimes people will forward these sorts of emails into one of our channels to make sure that even folks who hardly ever check email see it.

Choose external people to add as guests in Teams.

If we've got a project we'll be working on with people outside of Microsoft, we might create a specific Teams team for the project, then invite those external folks as guests. This lets us do project communications in our preferred way in Teams, and keeps the notifications about the project right in Teams. Because that's where we're tracking all our other projects too, it's more likely that we'll see important chats and files in a timely fashion.

With external folks we work with just occasionally, email is fine.

Things to Consider

- Showcase the value in utilizing instant messages, such as Chats in Microsoft Teams for quick questions.
- Launch a champions program for employees who are early adopters of Microsoft Teams and can guide, teach, and train their peers.
- Use Power BI Microsoft Teams insights to monitor Teams usage through Viva Insights data, including instant messages, meeting, and email metrics.
- Consider the nature of the conversation based on the subject and type of response needed and identify the appropriate medium for communication.
- Encourage using instant messages for urgent questions to get what you need faster.
- When dealing with a sensitive topic, a quick chat on the phone or in person is more ideal than volleying emails back and forth.
- Schedule a more structured meeting or conference call when dealing with multiple people.
- Keep emails short and be sure the subject line is searchable.

Be a role model for Teams use

Your team is more likely to use Microsoft Teams if they are familiar with it and if they have coworkers that are already using it. Model the following behaviors with your team and encourage others to join you:

- Communicate the personal and team benefits of using Teams. Take a communication that you usually send by email and move it to Teams.
- If you receive an email from a siloed group, post it in your Teams channel and tag people that might benefit from the shared knowledge.
- Each week give a team member kudos for a job well done on your Teams channel.

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You'll still get (and even need) email for some things. The balance will depend on how often you interact with people who aren't using Teams and your own preferences.
