



10 Ps of Microsoft Teams Design

Making Microsoft Teams work for you

Adopt & Embrace.

Thank you for downloading

- The purpose of this workbook is to help you set yourself up for collaboration and coordination success in Microsoft Teams
- For more context on each of the 10Ps, read “Adopt & Embrace Microsoft Teams: A Manager’s guide to communication, collaboration and coordination with Microsoft Teams”
- To purchase the book, or to make a bulk order for the rest of your team, visit www.teamsbook.info

ADOPT & EMBRACE MICROSOFT TEAMS

A manager’s guide to communication, collaboration,
and coordination with Microsoft Teams



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Practically, what does this mean?

- **You may:**
 - use this workbook inside your organisation to help structure conversations around how to design Teams in Microsoft Teams, and:
 - make this workbook available on your internal intranet,
 - Use it in digital or printed form in your internal training or coaching sessions for your employees to use
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 - If you plan to use this workbook within your organisation, we would greatly appreciate it if you purchased a copy of the paperback yourself, and for each of your management team from www.teamsbook.info
 - Purchasing the book supports the original authors of this work, and will help your management team better understand how to apply the 10P framework in your organisation

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Adopt & Embrace's

10 P_s of Microsoft Teams Design

Problem

Purpose

People

Priorities

Principles

Plugins

Permissions

Performance

Provisioning

Perishability

Inspired, impactful
teamwork, with
Microsoft Teams

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10 P_s of Microsoft Teams Design

Problem - What is the problem that is trying to be addressed

Purpose - What is the purpose of the team

People – Who do we want/need to collaborate with

Priorities - what are the 5 – 7 things that would map nicely to channels

Principles - What is the 'general channel' for? What does @mention & 'Like ' mean?

Plugins – How will we use Tabs (Website, OneNote, PDF etc)

Permissions - Privacy, who should have access to what; Roles and responsibilities

Performance - What does success look like? (Reduction in email, efficiencies)

Provisioning - Who is responsible. Should it be templated or automated?

Perishability – How do we capture lessons learned. What is the hiding/archiving policy

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Structuring your Team

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Step 1:

What is the business **Problem**/opportunity you are focused on?

Is this problem one that is both logical and rational, and one that everyone would understand? **This helps to get buy in**

Yes (move to step 2)

No (start refining your problem)

TIP:

Try to solve only one problem at a time

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Step 2:

What is the **Purpose** of this group coming together?

How would you summarise this purpose in as few characters as possible (<50)?

That is our Team Name

Can you clearly distinguish the purpose of this Team based on the name you have proposed?

Yes (move to step 3)

No (refine your Team name until it is clear)

TIP:
Each Team should have a single purpose

Step 3:

Who are the right **People** to be part of this group?

Are any of these participants external to your organisation?

Make sure that everyone knows

Yes (go back to step 2 and add [EXT] to the start of your team name)

No (go to the next question)

How many subgroups would need different levels of access?

2 or more? We should split this Team

Just 1 (move to step 4)

More than 1?

(you have multiple purposes, go back to Step 2 and split your Team into two or more)

TIP:

One subgroup? We can use a Private channel

Step 4:

What are your **Priorities**?

Do we have fewer than seven priorities for this team?

Greater than 7? We should split this Team

Yes, seven or fewer
(move to step 5)

No, greater than seven...
(you have too many priorities, go back to Step 2 and refine your purpose)

Mark which channel needs to be private for your sub-group



Corresponding Channel Names	
General	
1	
2	
3	

TIP:
Use Numbers or Emoji's to prioritise channels

Forming your Team

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Step 5:

What **Principles** do we all agree we will follow?

What expectations we are placing on each other for responsiveness?

Has everyone configured their notifications / quiet hours to meet their individual needs?

Feature	Use/meaning/expectation
General Channel	
@ mention	
Like	
Important	
Video/Webcam	
Files	
Meetings	

Yes (move to step 6)

No (make sure you talk about it as a group)

TIP:
Document this in the Wiki Tab of your General Channel

Step 6:

What **Plugins** can add context to this Team?

Channel	Tab/Connector Name
General	
1	
2	
3	

Are there any 3rd party online services that this group will use that we have not included with a “Website” tab?

Yes (consider adding them to reduce switching)

No (move on to Step 7)

TIP:
The ‘Website’ tab can be used for any https:// resource,

Step 7:

What is the **Permissions**, roles, and responsibilities in this Team?

TEAM OWNER IS ACCOUNTABLE FOR...

WE WILL APPLY THE FOLLOWING CONTROLS TO THE TEAM ...

Does the Team Owner understand how Microsoft Teams is governed by your IT Team?

Yes (move to step 8)

No (start a conversation with your IT team)

TIP:

Team Owners should be accountable for the Team, not just added because you need an owner

Step 8:

How will we monitor our **Performance**? What does success look like?

Does our measure of success blend both professional goals (KPIs) and personal goals (reduce email, increase flexibility)

Yes (move to step 9)

No (ensure you are focused on professional, and personal goals)

TIP:

Keep it simple, but aligned to existing goals in your business

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Step 9:

How will we Provision this Team?

Do it yourself (via Create Team button)

Templated (but user driven)

IT Assisted (via Service Desk Request)

Automated (triggered by a system)

If “Do it yourself” do you have the appropriate permissions to create a Team?

Yes (move to step 10)

No (discuss your needs with IT)

TIP:

If you are going to create this more than once, template/automate it

Step 10:

What happens at the end? How do we manage **Perishability**?

How will we capture intellectual property / share lessons learned from the work we do in this Team?

What (if any) retention or archiving rules do we need to consider?

Based on the IP/retention/archiving needs of this Team, have we reviewed our Team design to ensure we can meet these requirements?

Yes (complete)

No (review your answers in this workbook to ensure you can)

TIP:
Curating content as you go makes it easier to harvest IP at the end

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