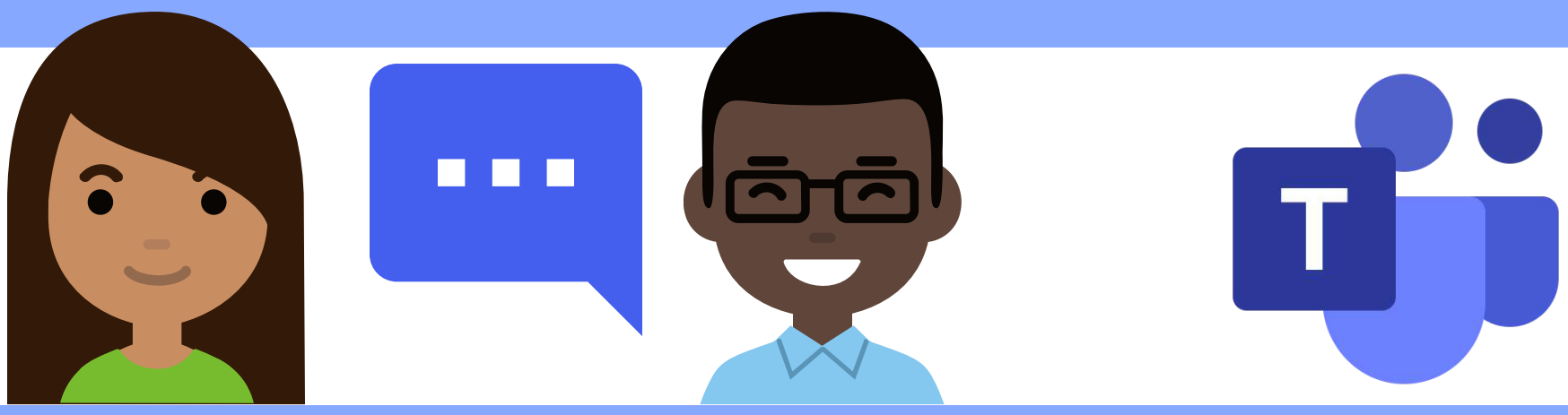
16 TIPS ON POSTING, CHATTING & SHARING VIA MICROSOFT TEAMS



Microsoft Teams has become THE go-to tool for collaborating and communicating while working remotely. The nice thing about using Teams is that everything is saved in one place . Each department, faculty and even team may have its own set of recommendations for using Teams. For example, some people may still prefer email communications, while others will use Teams across the board for communications. Check what the recommended protocols are for the teams that you're in and take it from there. You can always adapt as necessary.

We're all members of teams, both at UCT and sometimes at external organisations too. So we need to be mindful of other people's time constraints and work style. We've come up with some recommendations to help you better manage posts and chats, whether you're the sender or receiver.

- Only start a new conversation for a new discussion.
- If what you want to post is not essential to everyone (i.e. if it is informational), rather post it in the applicable channel without @mentioning the whole team.
- Where posts are applicable to everyone, you can happily @mention the whole team.
- Only post relevant information that is related to the specific channel. For general information, use the **General** tab.
- If a post only applies to a group of people, consider creating a tag, instead of having to mention them individually.
- If a message is specifically for an individual, rather send them a direct message instead of posting in a channel.
- When @mentioning someone, you don't need to use their name and surname. Use their first name only as this saves on message space.
- Files that are shared in chats are saved in OneDrive for Business. Files that are shared via channel posts are stored in SharePoint.
- Even though messages are instantly delivered, don't expect immediate responses from potentially busy people. If it is a matter of urgency, use the **Set Delivery Options** feature and mark the message **Important**.
- When creating a new post, either add a subject or header image so that people can quickly see what you're communicating about.
- Only use the **Announcements** option when sharing important or urgent information. This option is used for emergencies only, so individuals will know they need to check it as soon as possible.
- If you need to share an email in a post, you can forward it to the applicable channel's email address.
- Before posting, search to see if someone has already posted the question you would like answered.
- When you're in a meeting and you need to comment or share information, communicate via the chat feature (available on the meeting toolbar). Everyone in the meeting will be able to view the posted messages.
- Meeting organisers can set **meeting options** so that chats can be accessed during the meeting only, during and after the meeting (for ongoing engagement), or not at all.
- Acknowledge a post by using the applicable emoji . Only send a response if you have a query. 👍 ❤️ 😇 😲 😕 ☹️