Balancing Productivity with Employee Wellness

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ONLINE

It is our ability to work together that makes our dreams believable and, ultimately, achievable.

We must learn to build on the ideas of others and collaborate across boundaries to bring the best of Microsoft to our customers as one—one Microsoft.

Satya Nadella, *Hit Refresh*

Why do we aspire to teamwork?

Human connection

Makes showing up every day rewarding, whether it's in person or remotely.

Personal growth

We learn from others and build our networks.

Achieving together

We accomplish things we couldn't alone.

Shared impact

We contribute to the success of others and build on their efforts.

Evolving Adoption For Our Times

#HumansFirst Approach

Modern Collaboration Architecture (MOCA)

Microsoft 365 Adoption Framework

Prioritize employee health & wellness

Evolve the "What tool when?" conversation

Deliver on business outcomes

#HumansFirst
Prioritizing the health & well being of employees

Engage with co-workers & customers beyond work topics

Formalize online social engagement

Encourage employees to support work/life balance

Alter meeting practices to allow for mental rest & context switching

82%

of managers expect to have more flexible work from home policies post-pandemic

Can people work together when they're apart?

How do teams collaborate on deliverables?

Do your project teams stay organized?

Is email the most efficient communication?

Can new team members get up to speed quickly?

Team Culture

Whatever we face.
We'll do it together.
#HumansFirst

We place a high value on our team culture. We strive for it to be:

Open & Welcoming

We welcome new everyone with warmth at our team table. There's plenty of room for everyone.

Embracing Diversity of Thought & Style

We value a wide range of communication and work styles. On our team you can work in a way that works for you and your life. We value everyone's diverse ideas and background.

Bias for Action

We like to drive impact! We have a bias for action but not at the expense of the customer experience. We make decisions, use data to evaluate them and adjust as needed. We strive to keep things in perspective to reduce stress.

Team Practices

▶

No Meeting Fridays! Let's have less meetings and more focus time! This will be instituted across our division over the coming days so we're going first.

Time to Breath! One hour meetings will now be scheduled for 50 minutes, starting at 10 min after the hour. 30 min meetings will be scheduled for 25 starting at 5 or 35 after the hour.

Workstream stand ups will all be converted to Channel meetings held in our channel in the primary group team. All are welcome. People are encouraged to attend meetings outside of their primary responsibility area to have visibility into what is happening across the group.
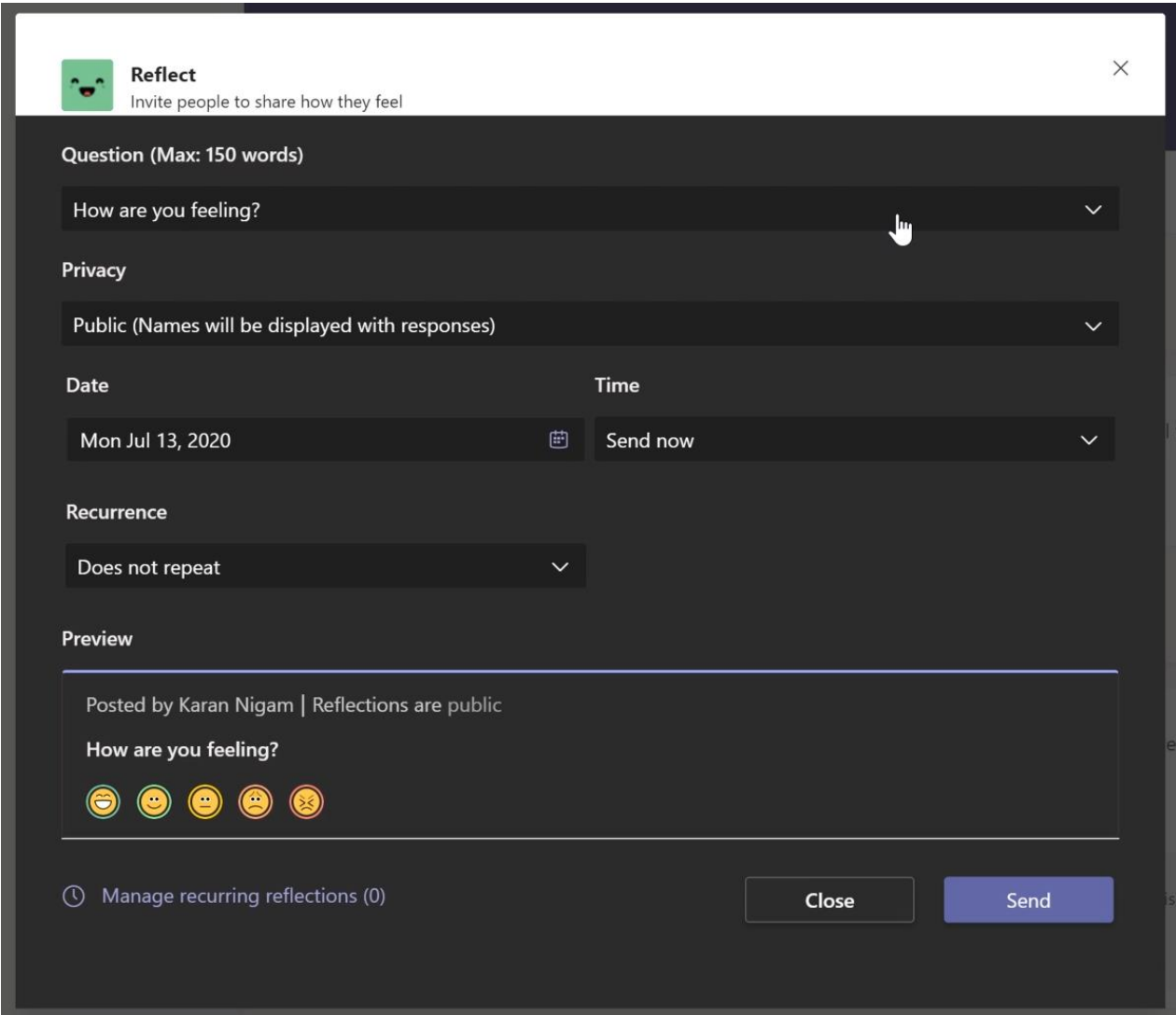
Staff Meetings: Alternating weeks for FTEs and FTE + Suppliers Thursdays at 9am (same as FY20) will have 1-2 key topics and allow time for check-ins and conversation. We will slow down to speed up!

OOF Buddy: Select a buddy to cover your projects, meetings & inbox during your out of office time so you can unplug without worrying about the flood of tasks when you return. Plus it's great cross training!

Poll the health of your team with Reflect

- Configure per team

- Step by step installation instructions

- Uses Microsoft Teams and Azure subscription

- Available today https://aka.ms/ReflectApp

The power of the right tools

The right **intentions** + The right **behaviors** + The right **tools** = Healthy **teamwork**
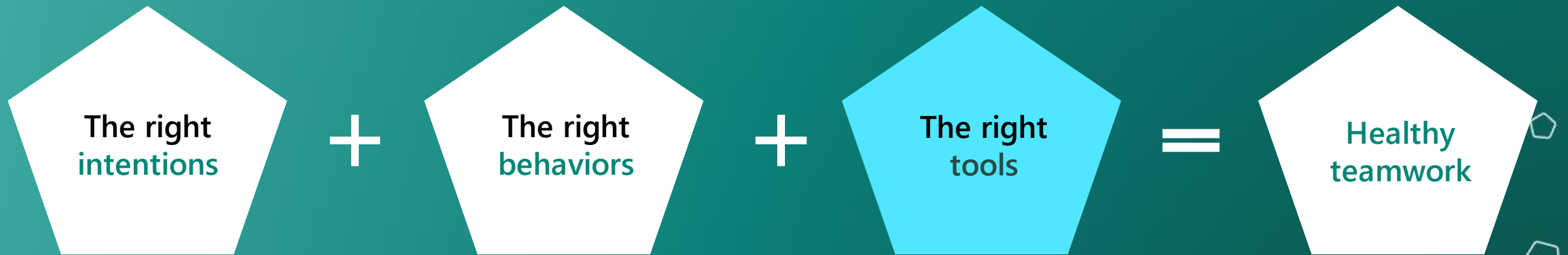
Tools in Microsoft 365 can support healthy teamwork culture and optimize business processes to improve productivity.

Modern collaboration architecture

Individual

Perform

Grows

Team

Organization
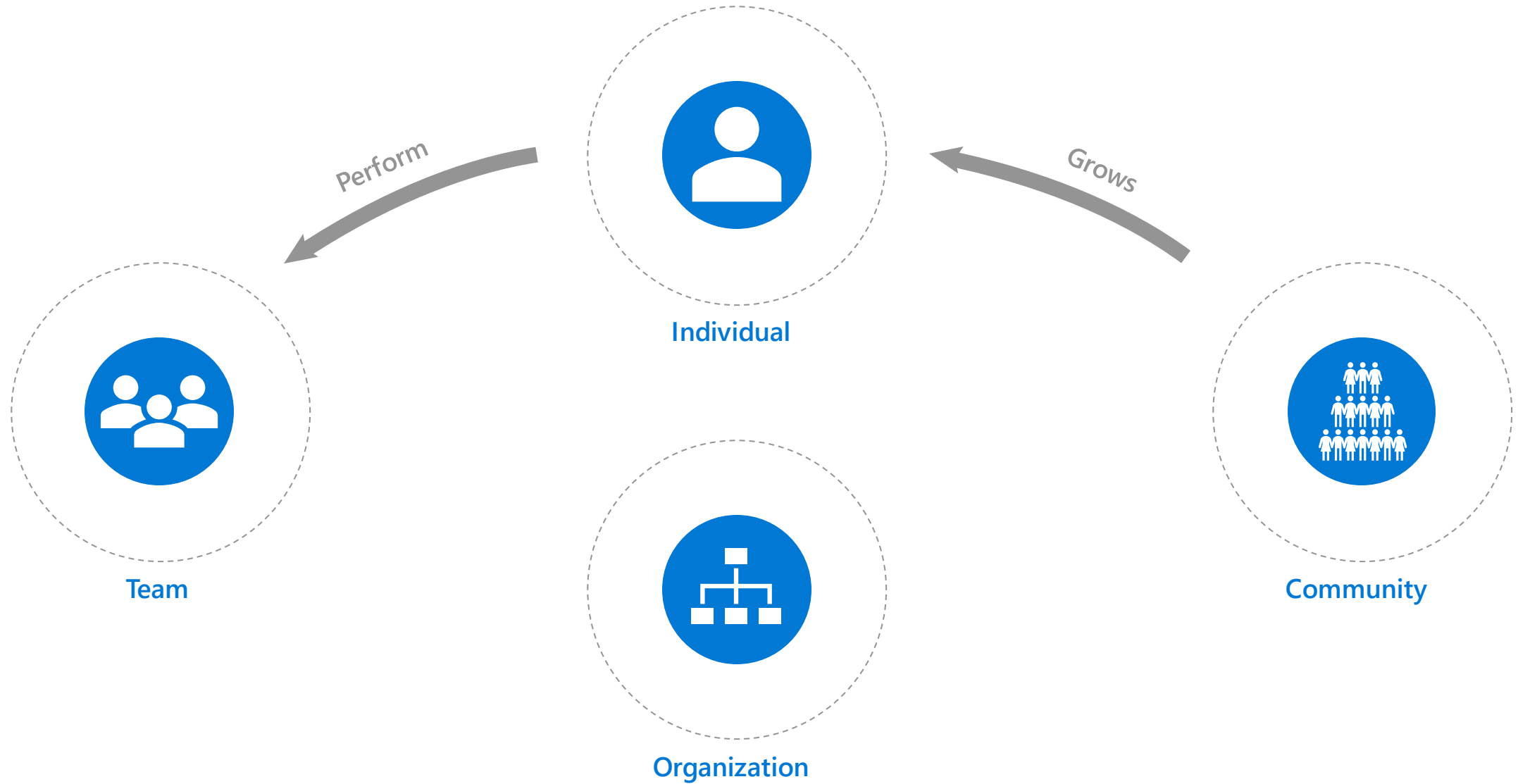
Community

Individual Productivity

Individual Characteristics

- Skills
- Experiences
- Mindset
- KPIs

Reflect on my behaviors

Find documents & people

Store my files

Manage my tasks

Manage my time

Send + receive instructions

Organize workspaces

Develop documents

Participate in meetings

Chat with others

Automate routine tasks

Measure my performance

Windows 10

Individual

Outlook
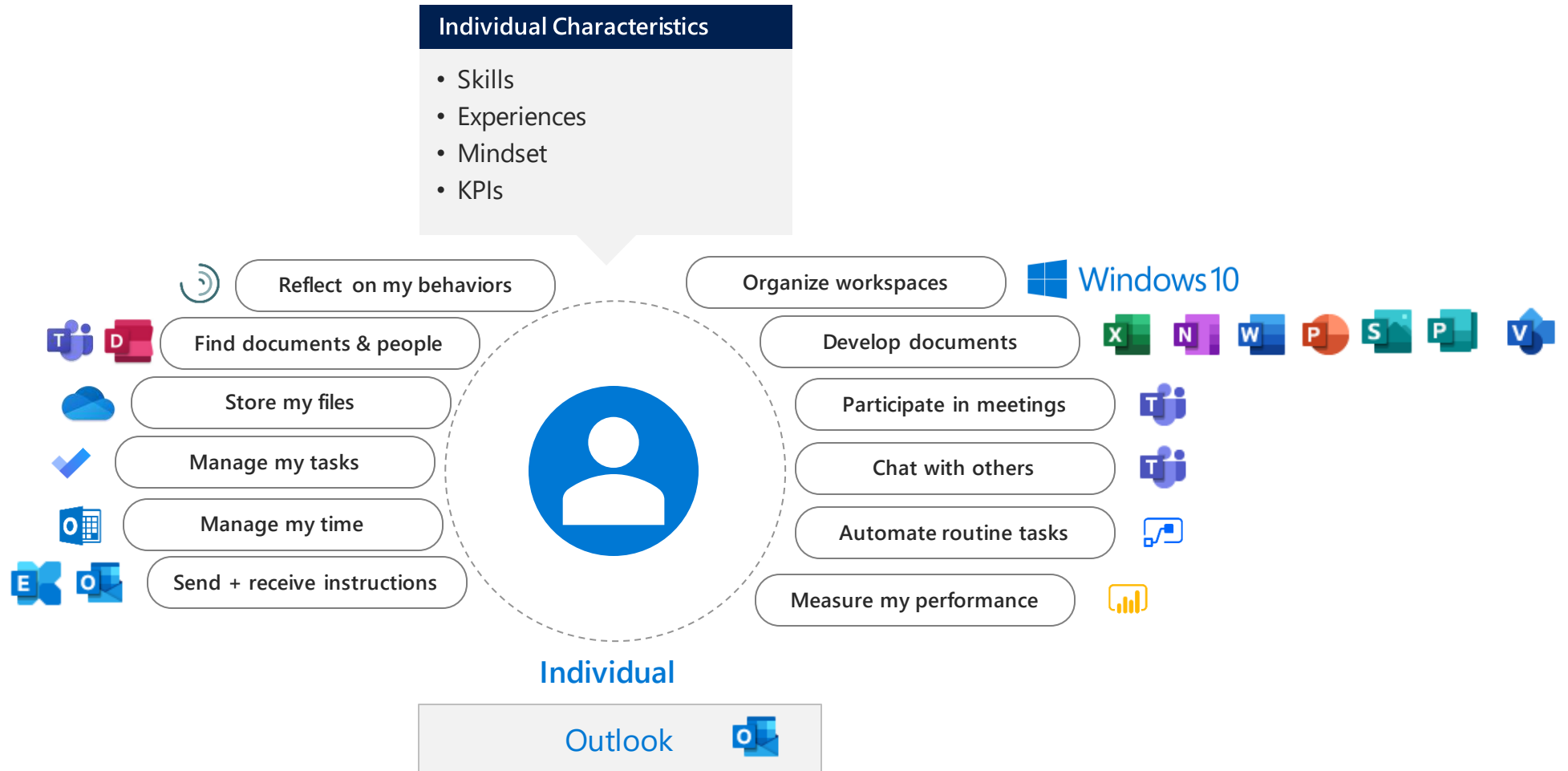
Individual: A single person as distinguished from a group.

Team productivity

Team Characteristics

- Outcomes
- Leader
- Processes
- Skills
- Roles & responsibilities
- Membership

Capture best practice

Schedule work dependencies

Store team files

Manage team tasks

Manage our time

Send + receive instructions

Team meetings

Share screen/present information

Market

Chat with team members

Manage performance

Ideate

Team

Microsoft Teams
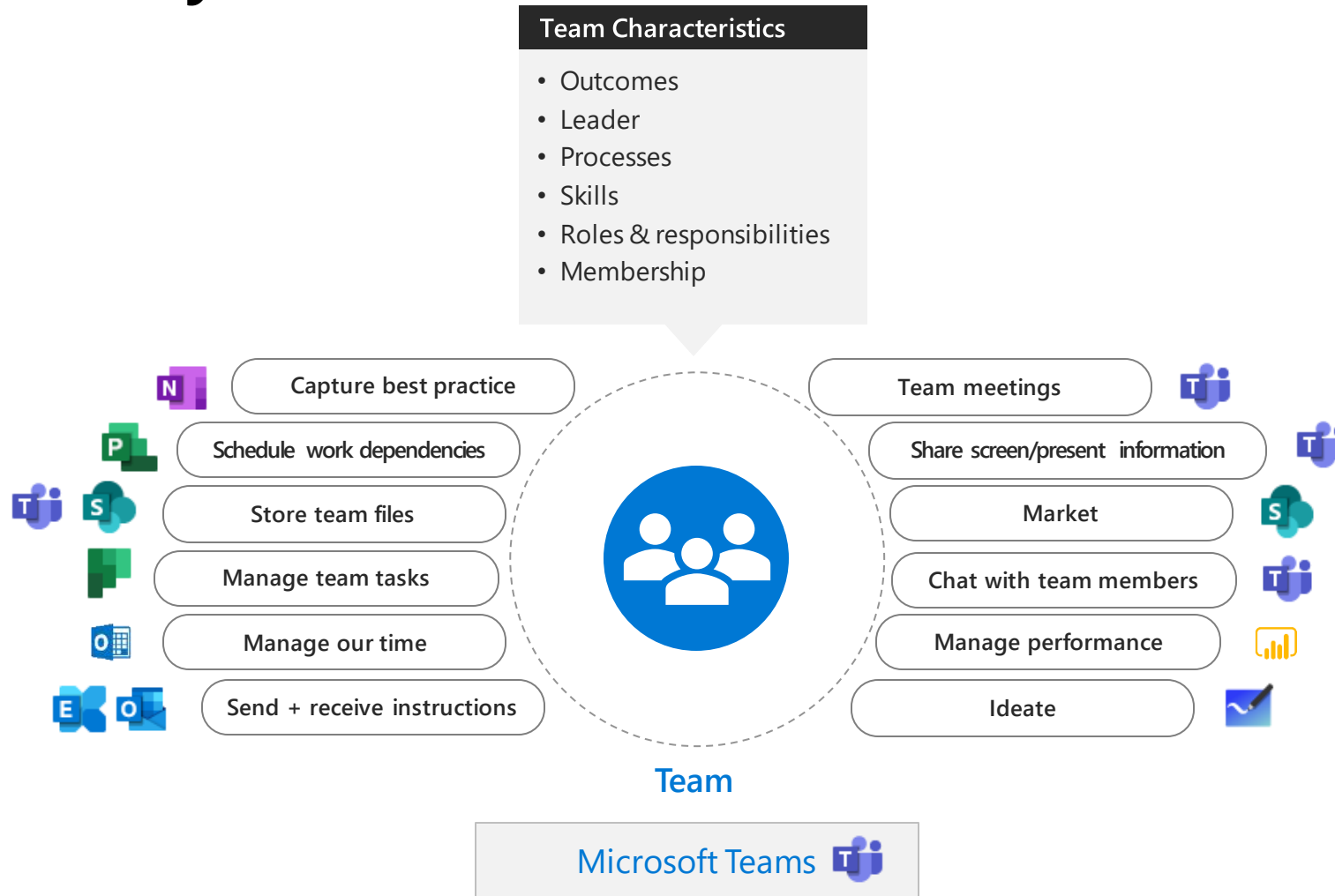
Team: A group of individuals with **interdependent activities** that work together towards a **common outcome**.

Community enablement

Community Characteristics

- Interest/passion
- Facilitator
- Innovation
- Membership

Employee engagement

Share innovation

Capture experience

Crowd-sourcing

Build on community ideas

Knowledge Management

Community Events

Assess sentiment

Manage membership

Community calls

Community

Yammer
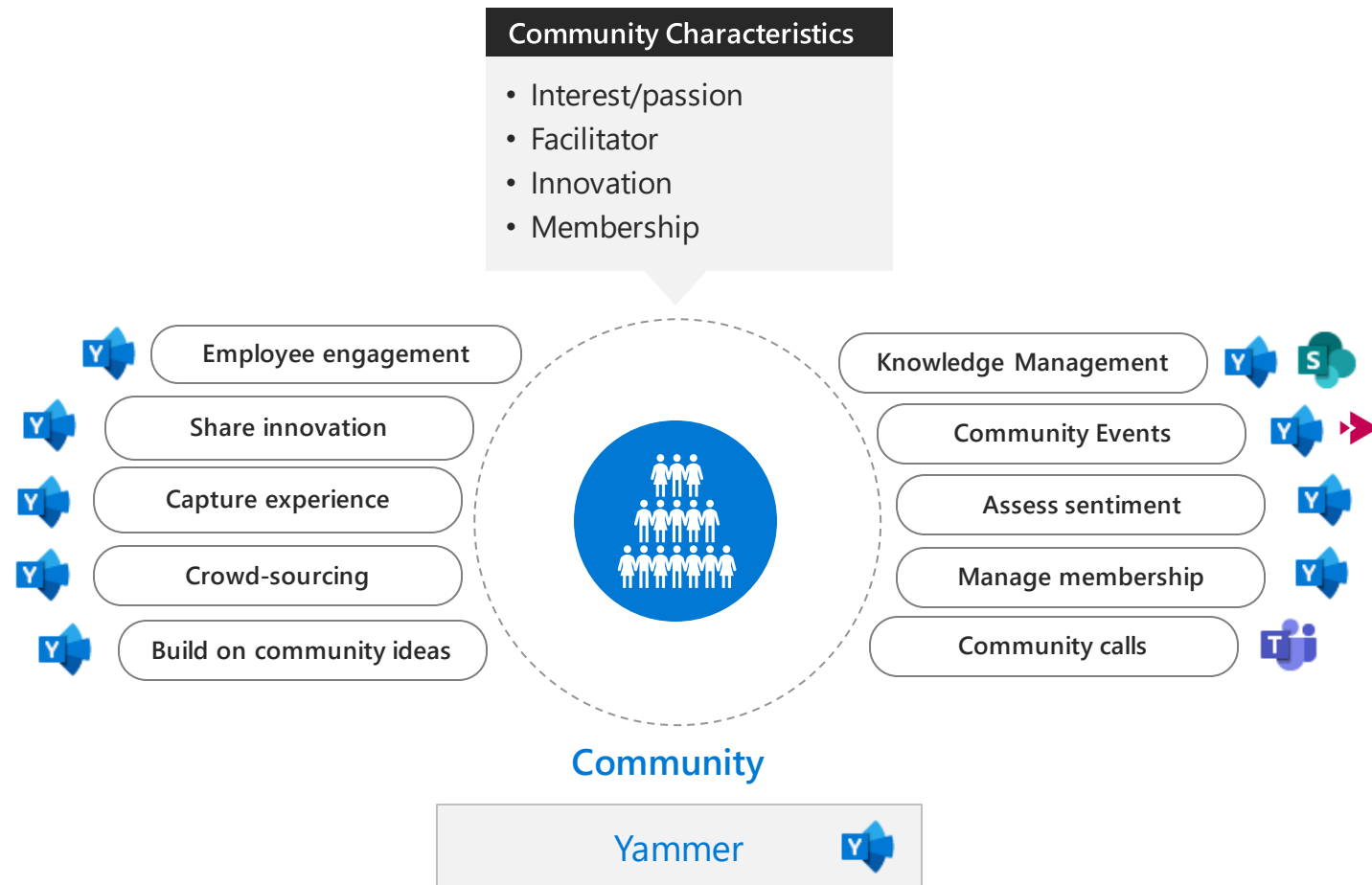
Community: A group of individuals with a **common interest** and a **common passion**.

Types: Centre of Excellence (CoE) News Social

Continuous momentum: Microsoft Teams roadmap

https://aka.ms/TeamsRoadmap

October 2020

NEW TOGETHER MODE SCENES

Use AI in meetings to digitally place participants in a shared background to make it feel like you're sitting in the same room

Q3 2020

CUSTOM LAYOUTS

Presenters can customize how content shows up for during a meeting to allow for a more dynamic content viewing experience

Q4 2020

LARGE MEETINGS

Hold interactive meetings with up to 1,000 attendees. When needed, the meeting will scale to accommodate up to 20,000 view only attendees

BREAKOUT ROOMS

Meeting hosts can create breakout rooms to be used by meeting participants for smaller group discussion

Q4 2020

DYNAMIC VIEW

Optimize your view to suit your needs and preferences, such as showing shared content and participants side by side

Q4 2020

LIVE REACTIONS AND POLLS

Use emojis during meetings to share reactions with all participants

Q4 2020

Improving Process Maturity

Ad Hoc 1

Improving 2

Proficient 3

Focused 4

World Class 5

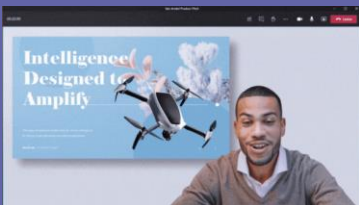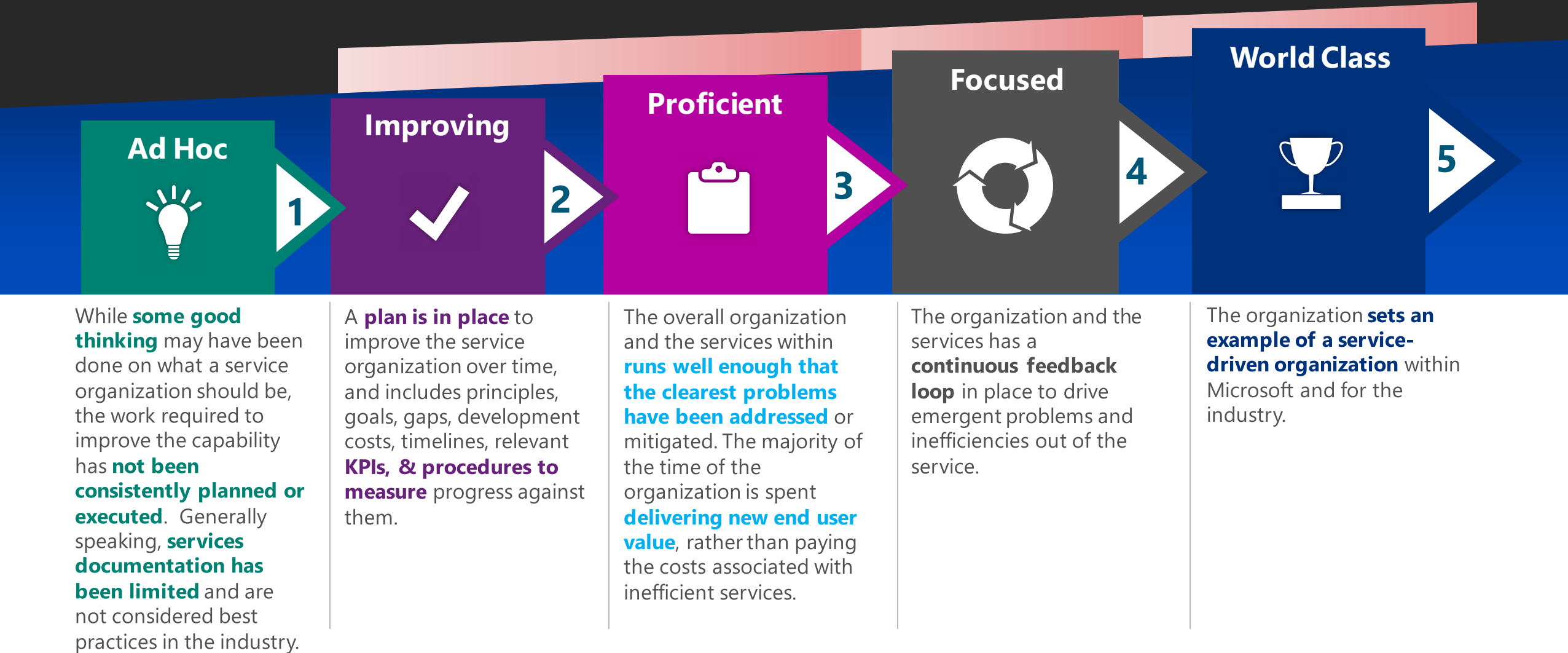While **some good thinking** may have been done on what a service organization should be, the work required to improve the capability has **not been consistently planned or executed**. Generally speaking, **services documentation has been limited** and are not considered best practices in the industry.

A **plan is in place** to improve the service organization over time, and includes principles, goals, gaps, development costs, timelines, relevant **KPIs, & procedures to measure** progress against them.

The overall organization and the services within **runs well enough that the clearest problems have been addressed** or mitigated. The majority of the time of the organization is spent **delivering new end user value**, rather than paying the costs associated with inefficient services.

The organization and the services has a **continuous feedback loop** in place to drive emergent problems and inefficiencies out of the service.

The organization **sets an example of a service-driven organization** within Microsoft and for the industry.

The goal of the organization should be a maturity level of 3 or greater because it indicates a general proficiency in running a high-quality service driven organization. Depending upon the organization requirements, a higher maturity level may be pursued, though trade-offs between cost and value will need to be evaluated.

Teams is a platform for your apps and workflows

hundreds of partner apps

Ready-made apps

Low-code apps & workflows (Power Platform)

Build custom apps

Automate repetitive tasks

Create tailored chatbots

Visualize and discuss data

Full-code custom solutions

Departmental tools

Employee resources

Processes and workflow

Support and info

Teams + Power Platform for any department

MARKETING

- Manage product update process, from receiving customer feedback to sharing product guidance with Sales
- Plan and execute marketing campaigns, and track outcomes

SALES

- Easily create and manage Sales leads from chat
- Keep Sales teams informed about the latest product details and promotions

HUMAN RESOURCES

- Onboard new hires and share helpful resources
- Coordinate organization-wide crisis communications
- Manage employee learning with tailored resources
- Manage candidate recruitment lifecycle

PROJECT MANAGEMENT

- Create/update project details and track progress
- Manage scrums with remote teams, and streamline task assignment and tracking
- Streamline approvals for project staffing, timeline, and budgets

CUSTOMER SERVICE

- Manage and track the customer service call process
- Provide employees in the field with updated promo and product information

OPERATIONS

- Manage end-to-end product return process
- Share inventory levels and take action to replenish
- Track equipment status
- Manage manufacturing process lifecycle

ENGINEERING/IT

- Allow users to request IT support directly from chat
- Manage hardware and software refresh cycles
- Create tickets and track incident management processes

FINANCE

- Coordinate Investor Relations communications process
- Organize budget requests and updates
- Submit and approve procurement requests

SERVICES/FACILITIES

- Manage the facilities request lifecycle via chat (e.g., replace light bulbs)
- Receive, track, and respond to employee grievances

FIRSTLINE WORKERS

- Document repairs on-site and connect with other experts
- Submit and track customer feedback in real time

What to do next...

1. **#HumansFirst**: Invest in your team. Use best practices and influence your team culture

2. **Join the Community**: Microsoft Tech & Power Platform communities are waiting!

3. Get Inspired: Visit adoption.microsoft.com to:
   - Sign up for our Microsoft 365 Champion program
   - Learn at our Virtual Hub
   - Grab our tools & resources

Powerful Online Learning

Microsoft Ignite (Moment in Time)	Virtual Hub (Ongoing)	Microsoft Learn (Microlearning & Certification)
• Product futures • Strategy • 100/200 Level Content	• Deep technical content • Across Modern Work, Security/Compliance and Developer content • Real World scenarios	• Microlearning segments • Robust Azure training • Product certification preparation
Ignite.microsoft.com	Adoption.microsoft.com	Learn.microsoft.com

Microsoft

Virtual Event Playbook
Accessible ◆ Inclusive ◆ Engaging

https://adoption.microsoft.com/virtual-event-guidance

Expanded Microsoft 365 Champion Program

Adoption Strategy & Execution

Business Process Improvement
Low code / No code solutions, Power Apps & Bots

Cloud Productivity
Microsoft Teams, SharePoint, Stream, Forms & Power Automate

Microsoft 365 Apps
Word, PowerPoint, Excel, Outlook

**Security Fundamentals**
Basic identity & content protection features
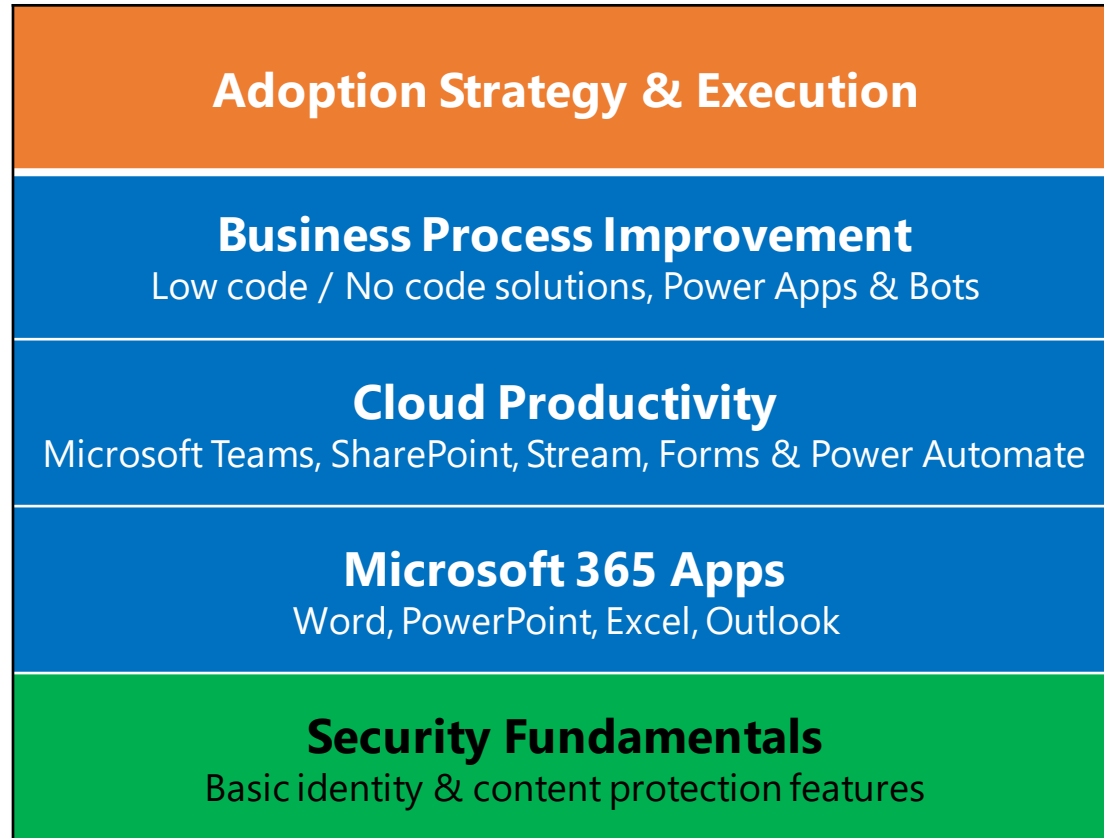
❑ Clarify areas of technical acumen

❑ Provide options for focus and career development

❑ Provide framework for continuing education

❑ Update essential learning areas for security

❑ Properly reflect the industry demand

Microsoft Technical & Business Applications Communities

Join free for these benefits:

- **Connect** with peers and experts in online communities and local user groups

- **Learn** from engaging discussions and informative blogs, webinars, and videos

- **Share** and get answers to technical questions

- **Inspire** others, and be inspired by data galleries, product use examples, and more
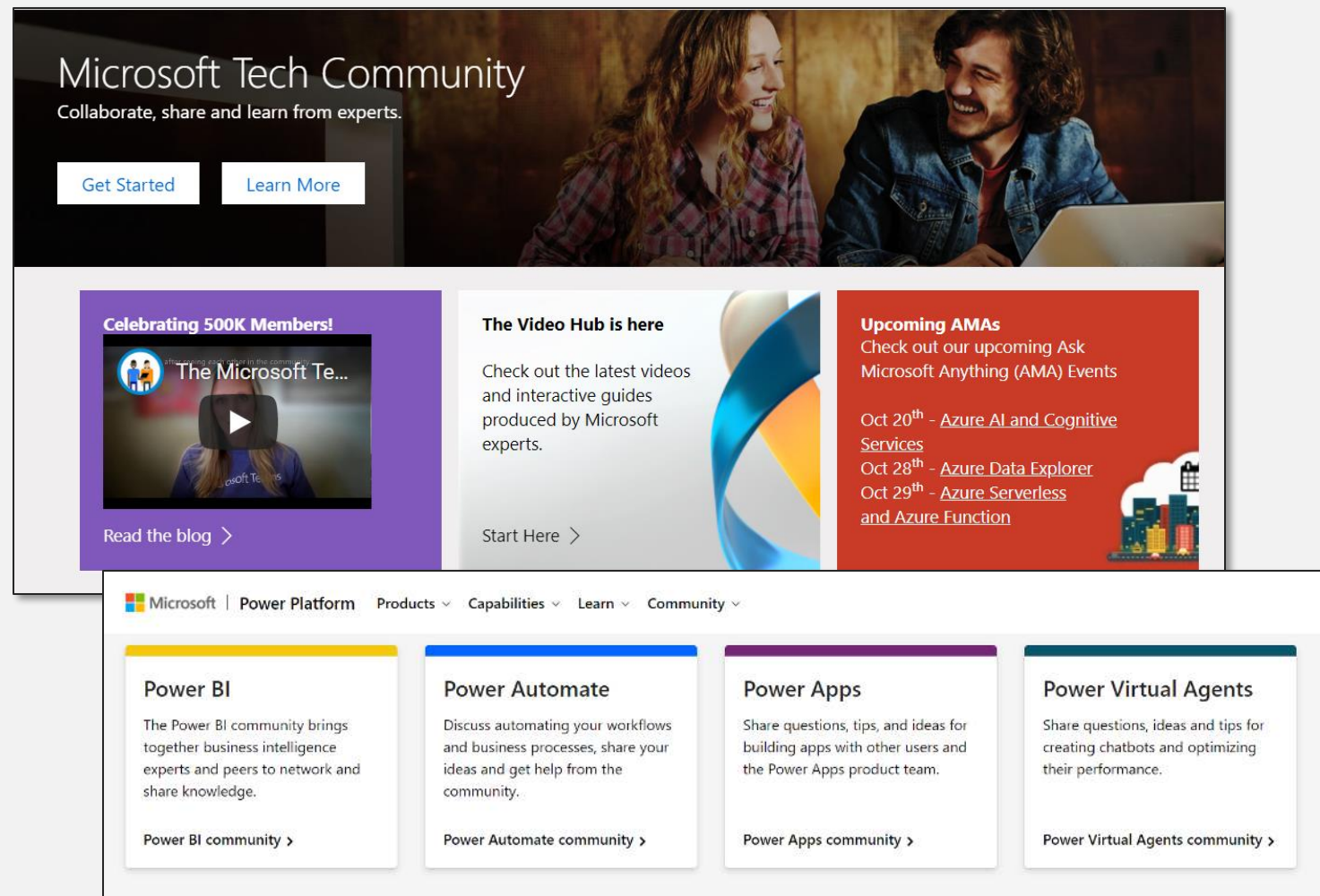
#PowerPlatform
#PowerAddicts
#FlowFam
#BotSquad
#CommunityRocks

Online Communities		Twitter
Microsoft Dynamics 365	community.dynamics.com	@MSFTDynamics365
Microsoft Power Platform	community.powerplatform.com	@MSPowerPlat
Microsoft Tech Community	https://aka.ms/TechCommunity	@MSTCommunity

Thank you!

#ESPC20 — ONLINE