



Communicate the How

With a strategy in place and excitement building, it's time to help users learn the ropes and become more confident with Teams. Take a deep breath: you've got this.

DON'T ASSUME USERS KNOW WHY THEY SHOULD CHANGE.

Before users will change the way they work, they need to understand why Teams matters. Look for training solutions that account for different contexts, needs, and experiences.

DID YOU KNOW

The Microsoft Customer Immersion Experience (CIE) is a great way to explore Microsoft solutions in a fun, hands-on way.

Reach out to your Microsoft representative for more information.

CONSIDER EVERYONE A SNOWFLAKE.

“One size fits all” doesn't really fit anybody. Every user has different learning preferences, experiences, computer skills, and job roles. Offer Teams training in a variety of formats to suit the diverse needs of your users.

DON'T GIVE USERS TOO MUCH TOO SOON.

You wouldn't put a lifetime of water onto a plant, so don't throw too much information at users all at once. Pacing is vital to the strong, steady growth of a user's skill set. Deliver the right amount of training at the right time to create change that lasts.

STAY CURRENT OR FALL BEHIND.

Technology changes fast. Every month, dozens of updates come down the Microsoft pipeline. It's vital to make your learning content as current as the updates so that users can keep up.

CREATE CHANGE THROUGH CHAMPIONS.

Creating a culture of change may start at the top, but grassroots efforts are vital to long-term success. Encourage internal champions to share how they're using the new technology. When peers share how they're working differently, users want to know more.

ACTION ITEMS

- Reach out to your Microsoft representative to schedule a Customer Immersion Experience.
- Communicate value (*both professional and personal*) throughout the adoption process.
- Get to know your users and give them only learning content that's relevant. Offer a variety of learning methods so there's something for everyone.
- Keep the training short, sweet, and to-the-point, giving users only what they need in the moment to succeed.
- Encourage internal change champions to share their successes with their peers.

BRAINSTORM SOLUTIONS

- **Our QuickHelp platform scales learning to reach every corner of your organization.** Don't confine your organization to meeting rooms.
- **The QuickHelp experience tailors content and learning to each individual based on experience, role, interests, etc.**
- **Our platform is an evergreen solution.** We're updating as frequently as Microsoft is, so you never have to worry about falling behind.
- **We've got diversity; our content ranges from live events to videos to PDF walkthroughs.** Give your users the variety of learning they need.