Microsoft 365 Adoption

Scenario 5 : Workshops and Webinars

Aug 2023

Agenda

- List of Scenarios

- Scenario Details, Description and Demo

- Resources

- Next Steps

Scenarios

1 Team Collaboration

- Better Meetings
- Document Collaboration
- Managing Team Tasks
- Project Teams
- Effective Committees

Frequency: High

Scale: High

Complexity: Medium

Innovative: High

Benefit: High

2 Managing Work

- My Tasks
- Managing Team Tasks
- Project Tasks
- Meeting Actions
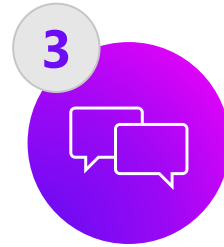- Flagged Emails

Frequency: Medium

Scale: High

Complexity: Medium

Innovative: High

Benefit: High

3 Effective Communication

- Department Hub
- Alerts & Messaging
- Announcements and News
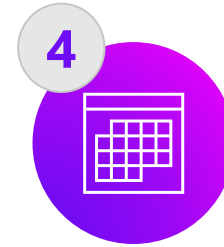- Recognition
- Stakeholder Engagement

Frequency: Medium

Scale: High

Complexity: Medium

Innovative: Medium

Benefit: High

4 Roster Management

- Document Collaboration
- Managing Team Tasks
- Approvals
- Effective Communication

Frequency: Low

Scale: Medium

Complexity: Medium

Innovative: High

Benefit: High

5 Workshops and Webinars

- Better Meetings
- Webinars
- Managing Team Tasks
- Registrations and Logistics
- Canvas (Whiteboard)

Frequency: Low

Scale: High

Complexity: Medium

Innovative: Medium

Benefit: Medium

Next Phase Scenarios: Forms & Workflow (PowerAutomate, Forms, Approvals); Roster Mgt 2.0 (Shifts); Communications 2.0 (Viva Engage); External Collaboration

Microsoft

Champion Roles & Responsibilities

Champions provide nearby employees with a resource for usage, guidance and Q&A. They are promoters of the New Ways of Working, and not technology trainers.
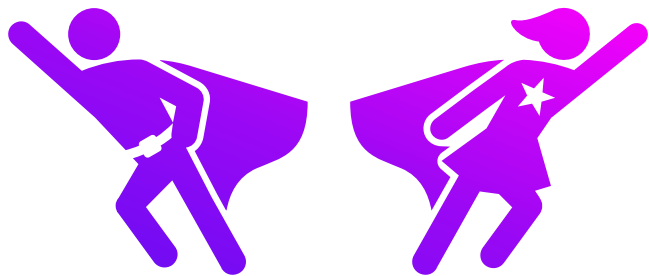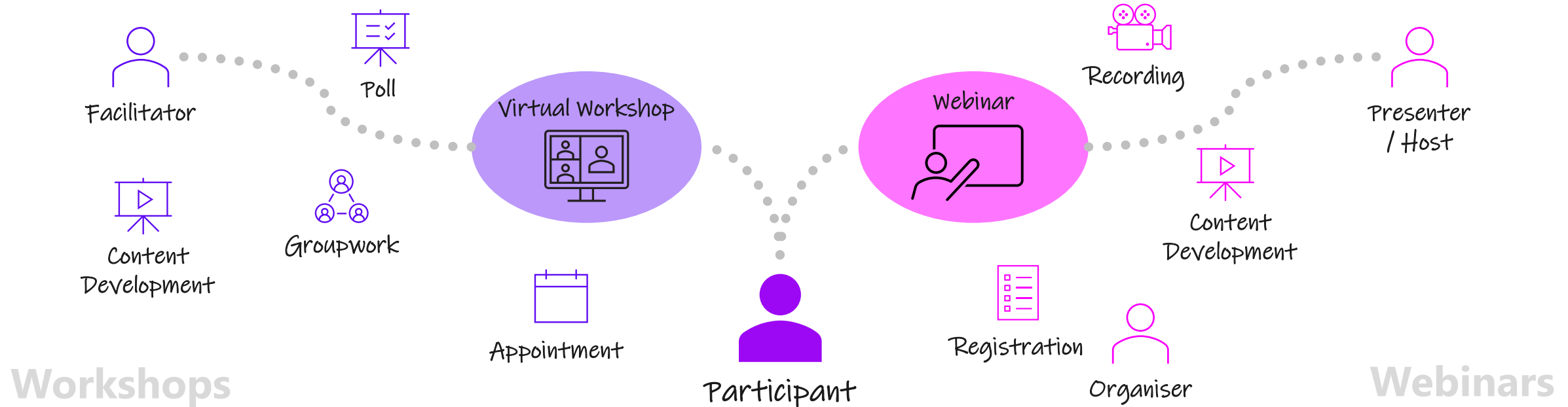
WHAT CHAMPIONS DO

- ☐ Enthusiastically **Promote New Ways of Working**
- ☐ Assist nearby colleagues on **Best Practice usage** and answering questions
- ☐ Proactively **Mitigate Resistance issues**
- ☐ **Collect and report Feedback** from end users to the Central team (Transformation Office/Change Team).

RESPONSIBILITIES

- Assist nearby colleagues and explain benefits (what's in it for me)
- Provide guidance on where to find technical support
- Gather feedback from end users and report back to Transformation Office/Change Lead.
- Record and implement resistance mitigation tactics
- Engage with the Champion community; i.e., Teams, attend recurring meetings
- Share success stories, including experience on managing resistance.
- Reinforce Adoption: Provide meaningful and timely recognition to users who adopt new ways of working successfully

Learn, Apply, Share, Empower

Workshops and Webinars

Facilitator

Poll

Content Development

Groupwork

Virtual Workshop

Appointment

Participant

Webinar

Recording

Registration

Organiser

Content Development

Presenter / Host

Workshops   Webinars

■ Stop

- Avoid cancellation of training at the last minute.
- Stop sending multiple reminders for scheduled training as it becomes annoying and can disengage your audience. Send reminders to people who have yet to register.
- Stop using email as a channel to receive information from participants.
- Stop using Zoom and Padlet.
- Stop arriving late. Stop being distracted.
- Consider peoples availability when scheduling training (e.g. after hours).

▶ Start

- Send placeholders in advance to block our people schedules.
- Use dedicated Teams channel for training cohorts and use that for communication, data collection and the meetings.
- Use Teams webinars and Q&A capabilities to deliver training.
- Use Teams to complement formal learning with discussions and sharing.

⏩ Continue

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Microsoft

Workshop v Webinar

Whiteboard

- Guide participants through a whiteboard with **Follow.**
- **Templates** for a variety of workshop formats.
- Colourful **sticky notes** help to tell categorise contributions.
- Incorporate outside content with **images** and **documents.**
- **Smart inking** and **shapes** to help visualise ideas.
- **Reactions** to encourage participation

Breakout Rooms

- **Organisers** and **Presenters** can create **breakout rooms** (50 max).
- People can be **assigned** to rooms **manually or automatically.**
- **300 people max** for meetings with Breakout Rooms.
- Setup Breakout Rooms in **Teams Desktop App**.

Annotation

- Everyone in a meeting can **annotate** the Presenters **shared screens**.

Registration

Utilise registration settings like capacity limits to ensure your webinar runs smoothly even before the event. Create a custom form with questions for potential attendees to learn more about your audience beforehand. Gain an overview of your event registration via attendee status.

Branded themes

Organise a custom event for attendees by adding brand images, banners, and colour themes.

Presenter bios

Give your attendees more background information about your event's presenters by including photos and bios.

Webinar reports

Gain insights before and after your event with webinar reports. Before it starts, see how many people have viewed the registration site, registered, or cancelled their registration. After it ends, view details about how many attended, how much time each attendee spent in your event, and more.
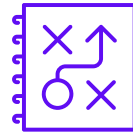
Get started with Microsoft Teams webinars

Workshops and Webinars
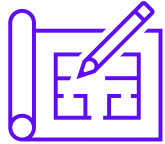
Activity Planning

- Have a clear goal and focus on the outcome you are trying to achieve.
- If you are looking to inform or educate, then utilise a Webinar style meeting.
- If you are looking to bring a group of people together to collaborate, then utilise a Workshop style meeting.

Experience Design

- Understand the capabilities of the platform and the experiences they can enable.
- Look at the participants perspective and focus on how you can make it as easy as possible for them to participate.
- Teams is at the core with other capabilities coming from PowerPoint, Whiteboard and Stream.
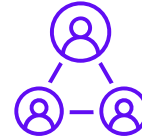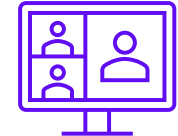
Workshop Experience

- When preparing for a Workshop, identify the roles you will need (Organiser, Co-Organisers, Presenters and Attendees) and who will play them.
- Prepare your Whiteboard for the session, selecting the right template.
- Set up Breakout Rooms beforehand if they are required for group work during the workshop (use Teams Desktop App).
- Files, recordings and notes from Breakout Rooms are saved and are accessible afterwards.
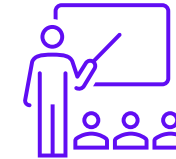
Webinar Experience

- When preparing for a Webinar, identify the roles you will need (Organiser, Co-Organisers, Presenters and Attendees) and who will play them.
- You can provide a Green Room for Presenters and Organisers to test audio and video content and practising sharing content.
- Attendees join the event with their Camera and Microphone off. They can participate by chat, reactions and Q&A.
- Organisers can choose if or when to let attendees turn on their cameras or unmute their microphones.

Experience Delivery

- Practice delivery using the tools before you deliver a workshop or a Webinar to check what is available or not.
- Gain feedback from participants using a feedback form (SG Forms) to gain insights and continuously improve.
- Share your knowledge with your colleagues so they can leverage the capability.

Workshops and Webinars

Experience Design

1 Participant focus

Think about how participants in your workshop or webinar will find out about and participate in your activity easily (User Centered Design principles).
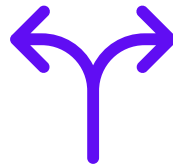
Think about whether you really need a lobby or breakout rooms to provide an optimal experience.

3 Extended capability

Using Teams with PowerPoint, Whiteboard and Stream will improve the experience for your participants.

2 Find the right level

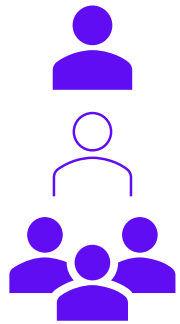Consider the level of digital literacy of the audience participating.

The experience for an audience that is new to Teams should be different from people with a high level of experience.

Microsoft

Workshops and Webinars

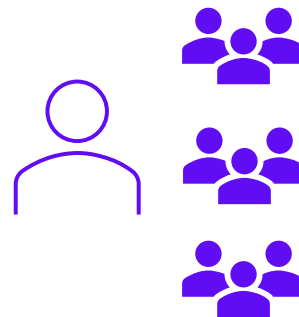## Workshop Experience

1 Workshop Roles

There are various roles for a meeting that have certain permissions.

Organisers, Co-organisers and Presenters control what Participants can see and do in a workshop.

Most of the settings can be setup before the workshop and be changed as necessary before hand or during.

3 Group Work

To increase the capacity of the workshop and reduce group think, you can break people up into different Breakout Rooms to run activities in parallel.

Organisers and Presenters can manage members, move between Rooms, send announcements and set a timer until the room will close and return people to the main meeting.

Each room can chat, take notes, share files and record their discussion that will be available after the workshop.

2 Collaboration with a Whiteboard

A Whiteboard can be used to promote participation, share information and record ideas and decisions.

There are a variety of templates that can be set up before the workshop.
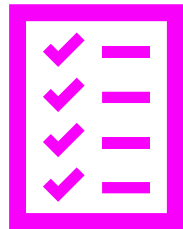
Always take time to introduce how to use a Whiteboard, especially for a new audience.

Microsoft

Workshops and Webinars
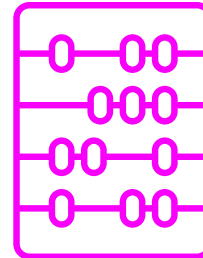
Webinar Experience

1 Webinar Preparation

You can share a link to the Webinar page with people who can then read about the event and presenters and then complete their registration.

There are many ways to configure the Webinar experience for participants.

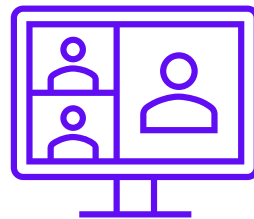Presenters should also rehease their presentations.

3 Webinar Reports

Teams Webinars provides reports on time, attendance and participants arrival and departure.

Use these to monitor participation and identify areas for improvement.

2 Webinar Delivery

You can use the Green Room to help presenters test their audio and video before presenting.

Use PowerPoint Live and leverage it's enhancements for presenting.

Leverage the Q&A capability in Webinars over the Teams Chat.

Improve participant experience by using subtitles and translation capabilities.

Microsoft

Future Capabilities

The following capabilities may become available in Microsoft 365 at some point in the future.

Polls

The ability to quickly poll people in chat and in meetings.

These capabilities will be available through Teams.

Self-help & Learning Resources for Champions

Microsoft (Generic)

- [Microsoft 365 Quick Starts - Microsoft Support](#)

- [Microsoft 365 Training](#)

- [Microsoft 365 – YouTube](#)

- [Microsoft Teams Blog - Microsoft Community Hub](#)

- [FastTrack Resources (microsoft.com)](#)

- [Microsoft Teams – Microsoft Adoption](#)

- [Download Office Training Center Bill of Materials from Official Microsoft Download Center](#)

- [Microsoft Teams – Microsoft Adoption](#)

- [Microsoft Teams Adoption Guide](#)

- [Try it with templates - Microsoft Support](#)