

Consulting

# Organizational Change Management

## For Microsoft® Teams®



### OCM is All About Sustainably Getting the Right Things Done

Microsoft Teams has the power to permanently improve how companies collaborate and accomplish their goals, yet most organizations do not realize the scale of change that must occur within their teams to be successful long-term with the tool.

Our Organizational Change Management (OCM) for Microsoft Teams package provides start to finish change management methodology for organizations at the post-deployment stage of Teams, who are looking to increase productivity, consumption, and end user satisfaction using the tool. Organizations implementing the OCM package for Teams will experience sustainable productivity and long-term satisfaction with MS Teams, and a will have a framework for lasting success for using the tool even as new associates and strategies are added to the environment.

*“We didn’t want to read a manual or sit in a room and learn features and benefits. We wanted to tell a consultant how we live our daily lives and goals and have them customize a strategy for using Microsoft Teams.”*

-Competitive Intelligence Manager, US Strategy Team

#### Challenges

-  Difficulty adopting or implementing Microsoft Teams
-  Confusion or lack of governance surrounding Microsoft Teams
-  Unsuccessful or non-existent infrastructure for Microsoft Teams
-  Insufficient shared leadership and team accountability using Microsoft Teams

#### Results

-  Successful adoption of Microsoft Teams at an individual and team level
-  Implementation of a strategic and successful governance system
-  A customized and effective Microsoft Teams infrastructure
-  Increased accountability, shared leadership, and transparency

## OCM for Teams Curriculum

### Skype to Teams

Teams is not simply the next iteration of Skype, as many users believe. This program ensures users clearly understand the features, benefits, and goals of Teams, and how they differ from Skype. By the end of this program, users will be equipped to understand and act on the OCM methodologies for the rest of their Teams transition.

### Team Productivity and Collaboration integrated with Microsoft Teams

This program establishes and builds on the productivity principles of the MPS Take Back Your Life!® curriculum to establish common workflow, infrastructure, and communication protocols in Teams, getting team alignment on tool usage and ensuring optimal productivity using the tool.

### Governance on Microsoft Teams

Once communication protocols and infrastructure are set across a team, tool usage governance and accountability methods are established. This program ensures there is leadership and employee alignment in tool usage, processes in place for standardizing usage (governance), and ensuring there are frameworks for accountability over time. This program ensures change with Teams is sustainable, regardless of future new associates or strategies added into the mix.

### Previous Participants Found:

**38%** Increase in using Team Channels that produce desired outcomes supporting goals

**140%** Increase in hours scheduled to complete actions identified in Teams

## OCM for Team Phases and Framework



**Phase 1: Assessment & Outcomes** – confirm client goals and outcomes, interview key stakeholders, conduct client assessment on organization’s status and readiness

**Phase 2: Alignment** – confirm leaders, sponsors, and stakeholders responsible for change management with Teams, then book meetings to setup alignment and accountability on the project

**Phase 3: Organizational Readiness**– create an internal communication plan around the changes, and clarify end user outcomes and scenarios

**Phase 4: Governance**– agree upon Teams usage standards and guidelines, then pilot new system with user group for effectiveness. Optimize governance based on pilot group feedback

**Phase 5: Adoption**– rollout of training courses on usage of MS Teams based agreed on governance standards and desired outcomes in phases 1-3

**Phase 6: Accountability & Sustainability**– accountability plan set, post accountability survey dates determined, and summary and sustainability plan in place

Contact MPS today to learn how you can sustainably gain back time to focus on things that matter most!