



Microsoft 365 CONFERENCE

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Using a Champions Program to Help Drive User Engagement & Adoption of Microsoft 365

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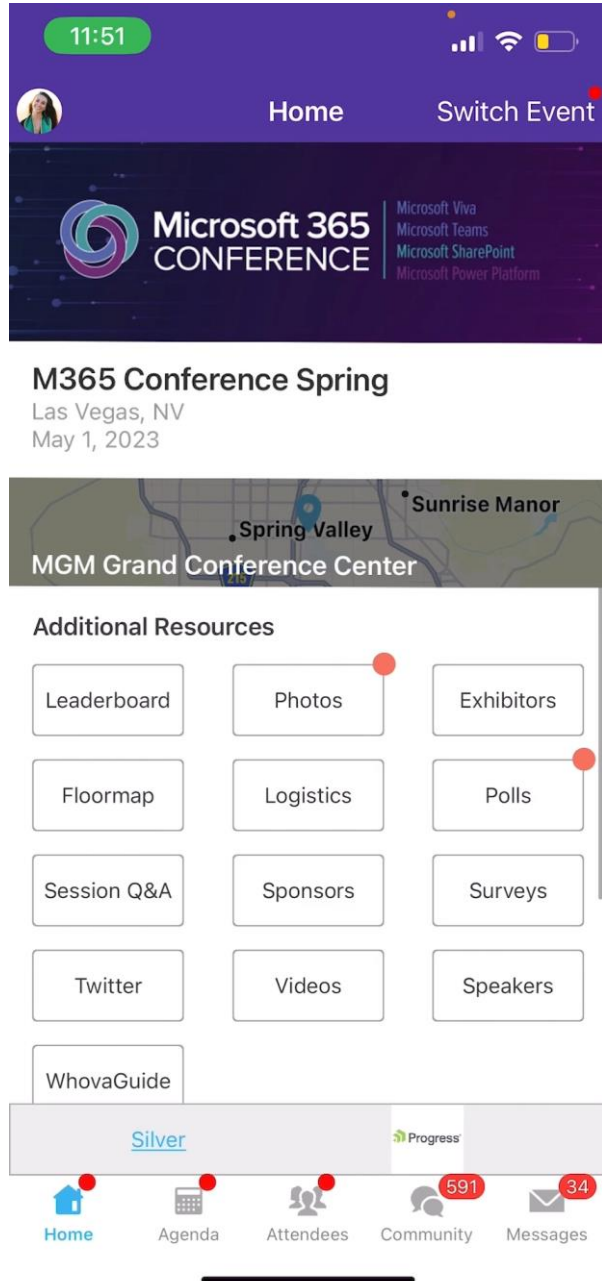


M365 Conference Spring Official Event App

- Explore the **professional profiles** of event speakers and attendees
- Send **in-app messages** and **exchange contact info**
- **Network and find attendees** with common affiliations, educations, shared networks, and social profiles
- Receive **update notifications** from organizers
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The event invitation code is:
M365Spring2023



Session Feedback Surveys

In the pursuit of making our conferences even better, we need to hear your feedback about this session.

Here's How -

- Simply go to the Whova App on your smartphone
- Go to the conference homepage
- Scroll down to 'Additional Resources' and click 'Surveys'.
- Click 'Session Feedback'.
- Scroll down to click on this session title.
- Complete the session feedback survey.
- Finally, click 'Submit'

Microsoft 365 Conference White Party

May 3rd | 8-10pm
MGM Grand Poolside

Dress in WHITE and get ready for fun, food, & dancing!

Check the Whova Mobile App for day of details

Did you know?

When users adopt Microsoft 365 there is on average a :

- 10% increase in productivity
- 30% reduction in email

Source: Microsoft (Benefits of Internal Champions Programs)
<https://www.microsoft.com/en-us/microsoft-365/blog/2019/06/19/how-to-build-a-successful-internal-champions-program-for-microsoft-365/>



A high-angle, top-down photograph of five people (three women and two men) arranged in a circle on a light-colored, textured floor. They are all looking upwards with expressions of joy and anticipation, with their arms raised and hands reaching towards the center. The lighting is soft and even, highlighting their faces and the texture of the floor. The overall mood is one of teamwork and shared success.

Benefits of End User Engagement

- Higher Productivity
- Improved Collaboration
- ROI On M365 Investment

How are
you driving
awareness
today?



Champions are
essential to driving
awareness, adoption,
and education in your
organization.



Why do Champions programs work?

75% of employees prefer a collaborative and communicative work culture

20% increase in employee engagement with a structured training and development program

69% increase in user adoption with comprehensive training and support

Sources: ClearCompany (What Makes Successful Champions): <https://www.clearcompany.com/blog/the-6-key-traits-of-a-successful-change-champion> ; Gallup (Build Your Champions Plan): <https://www.gallup.com/workplace/237070/employee-development-strategies.aspx> ; TechRepublic (Champions Resources): <https://www.techrepublic.com/article/how-to-create-an-office-365-champions-program-to-promote-adoption/>



Where to Begin



Did you know?

Only 39% of employees believe their organization is effective at collaborating and communicating.

Source: CIO (Getting Started with a Champions Program): <https://www.cio.com/article/3287614/why-your-employee-champions-are-key-to-digital-transformation-success.html>

How to Get Started



IDENTIFY KEY
STAKEHOLDERS



SET GOALS AND
OBJECTIVES



DEFINE THE SCOPE OF
THE PROGRAM



Stakeholders

- Find someone already leading the charge internally.
- Remember – sometimes they need to be lead, just like the Champions.
- Don't be afraid to ask outside of the norm.
- Use your time wisely, focus on small achievable goals.
- If you move forward without support – know what you are getting into and find ways to mitigate risks.

A black hockey puck is shown hitting a white goal net. The puck is positioned in the lower-left quadrant of the frame, having just struck the net. A large cloud of white ice shavings is erupting from the point of impact, filling the upper-left and central portions of the image. The net is made of thick white rope. In the background, a yellow and white striped wall is visible. The right side of the image is a plain white background where the text is located.

Goals and Objectives

Take time to clearly define why you are creating a Champions program and what you want to get out of it.



Important!

To know where you want to go,
you first must know where you are.

Take the time to really examine
your organization, allowing
yourself to develop unique goals
that are specific and purposeful.

No two Champions programs need
to be the exact same. There is
room for customization.

Adoption Assessment Activity



Step 1

- Review Stops on the Adoption Journey
- Review the 4 Scenarios and discuss the typical outcomes that map to the stops on the Adoption Journey.
- Identify which outcome most closely matches your current environment and mark it with an icon.



Adoption Journey



Best in Class

The organization sets an example of a service-driven organization for the industry of best-in-class use of technology.

Constantly Improving

The organization has a continuous feedback loop that allows them to fix problems as soon as they are identified.

Proficient with Technology

The organization runs well using technology efficiently to solve its biggest problems. They spend their time finding new value in tech vs fixing inefficient processes.

Improving with Technology

A plan is in place to help users improve productivity with specific tools and there are measurable goals to meet.

In the Moment









Users rely on technology in the moment of need. They use things ad hoc and when needed.

	In the Moment	Improving with Technology	Proficient with Technology	Constantly Improving	Best in Class
New Product / Features Released	Ignore It / Deal with it if we have time or need to	Discover it by accident	Search for online help	Identifying ways new features can improve productivity	Providing training on new feature and notifying users proactively
When a users needs help, they...	Call their favorite admin / friend.	Call the help desk.	Search the internet.	Uses multiple resources: <ul style="list-style-type: none"> - Search - Corporate Training - Classes - Help Desk 	Solves issues and then puts together FAQs for others to utilize their solution.
How does the organization share training information?	Does not, expects users to use external resources.	Expects users to pull the information from multiple internal resources. (ie Intranet or Training Site)	Includes links to training classes and resources in regular announcements and communications.	Encourages users to attend training and tracks completion for employee credit.	Encourages training, provides time to complete training and delivers training through multiple delivery channels.
How many of Microsoft 365 Features do you Use	What are you talking about?	Only the features I need to get my daily tasks done.	Using the core features but exploring the new features – especially when they pop up as highlights when I log on.	Explores the what's new features regularly and incorporates them into existing workflows as needed to improve proficiencies.	Communicates new features to users on a regular basis, providing examples to users on the features and how they can be incorporated into everyday activities.

Step 2

- Discuss the 4 Scenarios and determine where you would like to be. Remember, best in class isn't always practical, desired or the best option for many businesses. Sometimes "good enough" is really the best goal.
- Identify which outcome most describes your desired end goal and mark it with an icon.

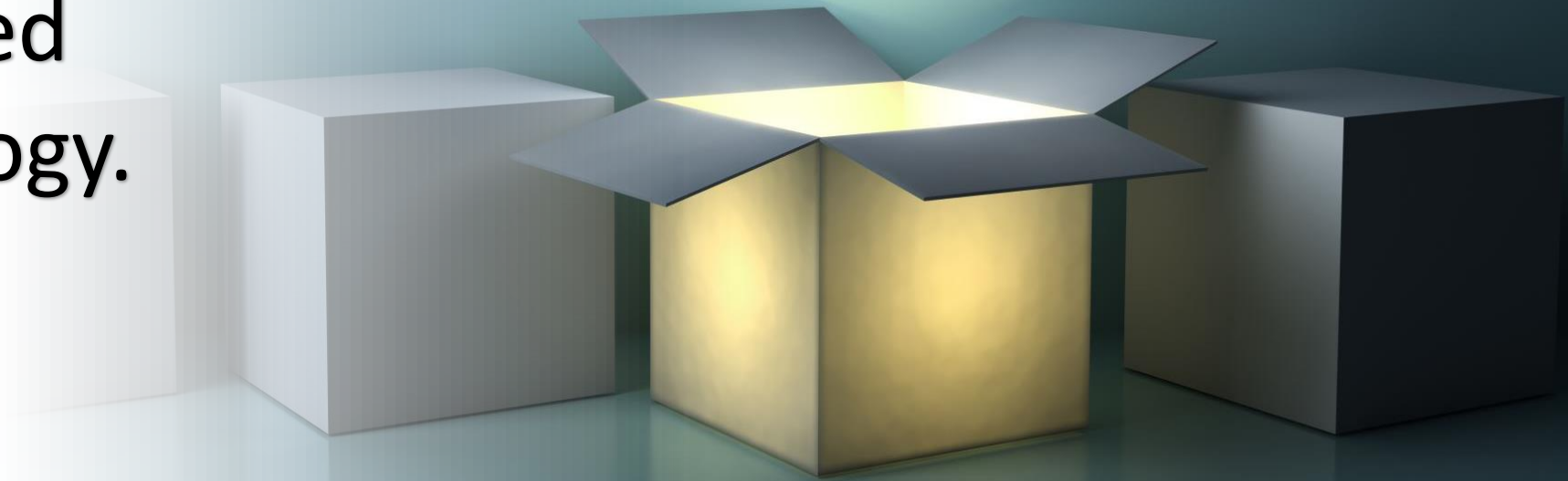


	In the Moment	Improving with Technology	Proficient with Technology	Constantly Improving	Best in Class
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**Who makes a successful
Champion?**

A champion is a person,
primarily motivated by
helping others,
who is interested
in new technology.





What do Champions do?

- Provide Direction
- Train & Educate
- Voice Feedback & Concerns



Empower Champions with Clear Expectations & Direction


- **Help them build a personal plan where they identify**
 - Who is in their circle of influence?
 - How will they communicate to users?
 - How often will you they communicate to users?
- **Show them what resources are available to them**
 - Training Resources
 - “Ready to Send” Content
- **Give them tools that help them learn about their audience and how to best help them**
 - Teach them how to approach problem solving with technology
 - Help them get prepared with “Train the Trainer” sessions
































































Home Training Calendar Learning Paths Upcoming Webinars

DISA

Training > Champion Communications

Champion Communications (24 Articles)  

 Getting Started

-    Champion Communications Table of Contents
-    Week 01 Introducing Microsoft Teams
-    Week 02 Understanding Chats vs. Conversations
-    Week 03 Start and Manage Team Chats
-    Week 04 Working with Teams Channels
-    Week 05 Attending Meetings with Microsoft Teams
-    Week 06 Collaborating in Microsoft Teams
-    Week 07 Scheduling and Managing Meetings in Teams
-    Week 08 Microsoft Teams Files
-    Week 09 Expand your Microsoft Teams Knowledge
-    Week 10 Customize Microsoft Teams
-    Week 11 Manage Meetings with Microsoft Teams
-    Week 12 OneDrive and Email Attachments
-    Week 13 Best Practices for 11 Teams Chat
-    Week 14 Best Practices for Conversations in a Channel
-    Week 15 Best Practices for Teams Announcements
-    Week 16 Best Practices for Group Calls
-    Week 17 Best Practices for Scheduling Meetings
-    Week 18 Best practices for attending meetings
-    Week 19 Best practices for presenting in meetings
-    Week 20 Best practices for using video on a call

Assets for Understanding Chats vs. Conversations

Microsoft Teams is a powerful tool that can streamline team communication and bring all your information together in one spot!

Microsoft Teams gives us one, centralized location to collaborate with team members and communicate with other individuals. Chat is a space to contact and communicate with others outside of any one Team. Conversations are a feature of a Team, allowing all members to view and contribute to them. Learn more about the differences between Chat and Conversations below.

Send an email

1. Download the .oft file.
2. Open the download.
3. Type email addresses in the To line.
4. Send the email.

Post or attach a PDF

1. Download the PDF.
2. Post it to SharePoint.
3. Add it to a Newsletter.
4. Attach it to an email.

Post an Announcement to a Channel in Teams

- Learn how to [Post an Announcement to a Team Conversation](#).
- Download the Announcement Banner from the [Table of Contents page](#).
- Copy and paste the text below to fill out the Announcement. Add bullets to the list of links after you have pasted them in the Announcement.
 - **Headline**
Chats vs. Conversations
 - **Subhead**
Microsoft Teams is a powerful tool that can streamline team communication and bring all your information together in one spot!
 - **Body**
Microsoft Teams gives us one, centralized location to collaborate with team members and communicate with other individuals. Chat is a space to contact and communicate with others outside of any one Team. Conversations are a feature of a Team, allowing all members to view and contribute to them. Learn more about the differences between Chat and Conversations below.
[Start a Team Conversation](#)
[Reply to a Conversation](#)
[Start a Chat](#)
[Pin and Organize Chat Messages](#)

Example 1: “Ready to Send” Resources



Example 2 : Solution Tools





Simplified Scenario Mapping

To help identify business scenarios, consider using the framework below



Scenario



As someone in...
(Team)



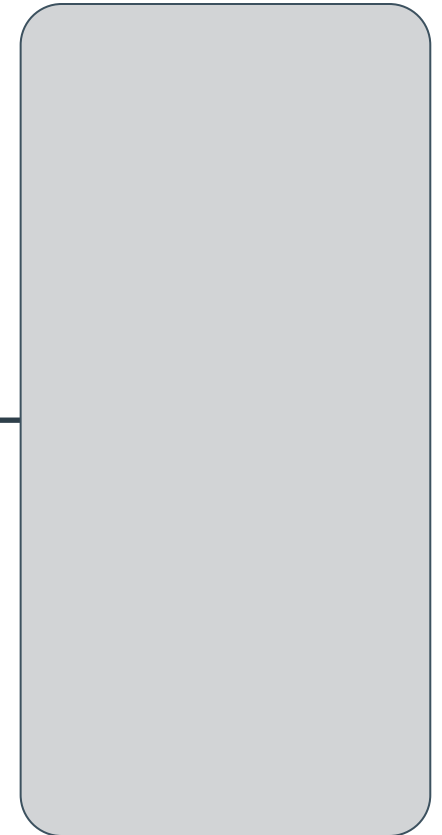
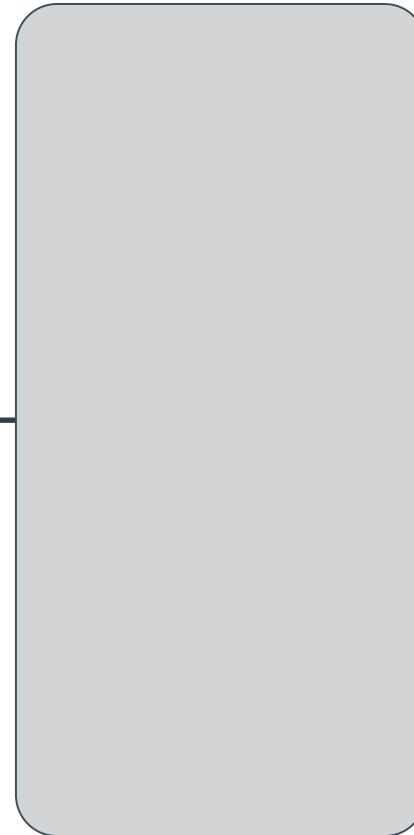
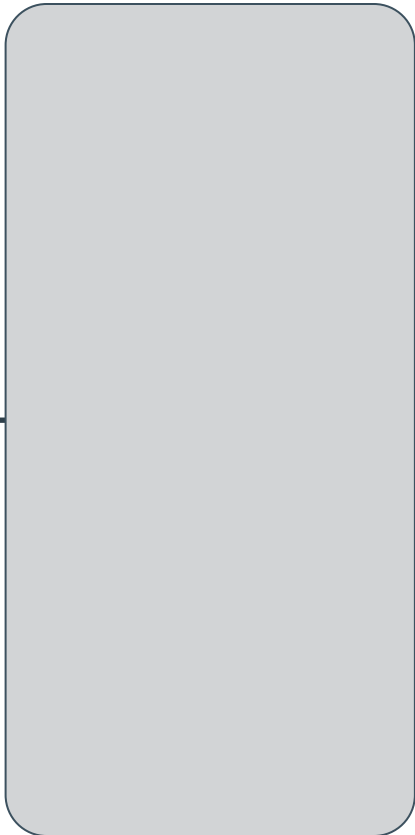
I want to...
(Description of what I
want to do)



Using...
(Specific application of
the technology)



I'll know this is
successful when...
(Solutions success
measure)



Additional Resources

- Microsoft 365 Champions
<https://adoption.microsoft.com/en-us/become-a-champion/>
- Program: Microsoft 365 Adoption Guide:
<https://adoption.microsoft.com/en-us/guides/>
- Microsoft Teams Champions Program:
<https://learn.microsoft.com/en-us/microsoftteams/teams-adoption-create-champions-program>
- Power Platform Champions Program:
<https://learn.microsoft.com/en-us/power-platform/guidance/adoption/champions>
- Microsoft Viva Champions Program:
<https://learn.microsoft.com/en-us/viva/plan-for-all-viva-modules>
- Microsoft MOCA: <https://adoption.microsoft.com/en-us/enabling-modern-collaboration/>



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Visit M365conf.com June 15, 2023
For show dates and location

See you in Spring of 2024!