Enabling remote work at
Microsoft: Teamwork and
meetings

QUESTION:

What communication channels are you using to drive the adoption of Microsoft Teams while employees are working remotely?

ANSWER:

We use many different channels for communication - email, Yammer, promotions on internal sites, etc. We also partner with organizations across the company to include guidance in newsletters and get the word out about the content that is available. Yammer is very effective for broad communication as well as sparking conversations with employees and getting feedback.

QUESTION:

When Microsoft required the majority of employees to work from home, did you provide guidance for facilitating remote work?

ANSWER:

We did share guidance on working from home. For example:

- How to set up a physical workspace – we knew this would be a challenge for some families.

- How to manage back to back meetings.

- How to create spaces for people to disconnect, like virtual meditation.

- How to drive team culture, like informal team gatherings through coffee chats, virtual lunches, virtual family block parties and sharing recipes.

- How to proactively manage employees by checking in, coaching, providing encouragement and being curious.

QUESTION:

Can users delete messages in Teams?

ANSWER:

We enable users inside Microsoft to edit and delete their own chat messages. See more information in Manage messaging policies in Teams.

QUESTION:

What's your view on how to retain some of the 'good' aspects of all-remote work? For example, more people than ever have their cameras turned on and the hope is that this continues as people return to the office.

ANSWER:

It is important to reinforce the behaviors that support healthy teamwork whether we are working remotely or at the office. We do this through readiness content, blogs, and campaigns that start from the behavior, then point to how technology and best practices for that technology supports those great behaviors. We've recently launched an internal campaign where we ask employees what their "dream for teamwork" is, and provide guidance on how they can make their dream a reality at work—through changing how they work supported by technology.

For more information

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