

COMMUNITY MANAGEMENT WITH TEAMS & YAMMER

Enable your team of champions with a skill to transform company and build successful use cases using Microsoft Teams or Yammer.



WHEN DO YOU NEED IT?

- ✓ Your organization is facing a digital transformation project and you want to give your team practical skills to engage users in project initiatives.
- ✓ You want to accelerate the ROI from digital transformation projects by enabling users to adapt more quickly to new technologies.
- ✓ Your organization has invested in Microsoft technologies, and you want to bring your employees together in a Microsoft Teams environment.

CONTENT AND TRAINING FORMAT

The course consists of several modules. Each module is accompanied by practical assignments that participants fulfil in the online environment of your organization. Throughout the course, our trainers support participants in a dedicated online community.

- ✓ Module 1. The role of the community manager; key elements of a successful community; change management basics; key elements of the Microsoft Teams digital workplace.
- ✓ Module 2. Identifying champions; building a team of champions; the role of leadership in the success of the community; ways to attract leadership.
- ✓ Module 3. Community maturity model; establishing strategy and goals of the community; impact of the corporate culture on user adoption and engagement.
- ✓ Module 4. Rules of online behavior and network etiquette; effective moderation and handling objections; resources for new users.
- ✓ Module 5. Community use cases; communication & engagement calendar.
- ✓ Module 6. Basic analytical tools; user's behaviors and their measurement; accepting assignments and Community Playbooks.

Up to 15 students
in group

6 modules
in 6 weeks

Workload –
3 hours a week

Personal support
from trainers

Microsoft Teams or Yammer
environment

Weekly practical
assignments

Got an interest?



Call us!